



2022 ANNUAL REPORT





AGENDA OF THE ANNUAL BUSINESS MEETING



Call to Order and Welcome	Thomas Ellis
Affirm Quorum is Present	Thomas Ellis
Appoint Recording Secretary	Thomas Ellis
Introduction of Directors Present	Thomas Ellis
Reading/Acceptance of 2022 Annual Meeting Minutes	Thomas Ellis
Report of the Chairman	Thomas Ellis
Report of the Treasurer	Brian Keegan
Report of the President/CEO	Terry Langlois
Report of the Supervisory Committee	Elizabeth Kindlon
Report of the Nominating Committee	Thomas Ellis
Election of Directors	Thomas Ellis
New Business	Thomas Ellis
Motion to Adjourn	



CommunityResource
Federal Credit Union



REPORT OF THE CHAIRMAN, THOMAS ELLIS

Welcome!

It's nice to see you!

No, I mean it! It is really nice to “see you”. Not just in conversational sense, but the actual in person sense. Can you believe that three annual meetings have gone by since one has been held in person! The pandemic disrupted our lives in so many ways that were never anticipated. Yet here we are – noting that this is our 87th annual meeting. How did we get through the pandemic – just the same way you and your families did: perseverance, adaptation, hard work and staying the course.

The Credit Union stayed the course to provide financial services to our members as it has been doing since 1935. Throughout the pandemic, business was conducted exercising perseverance, adaptation and hard work by our staff. Faced with an ever changing work place environment, the staff responded to every challenge and maintained the personal connection with our members that has been the hallmark of this Credit Union.

So here we are, looking forward to the future and the continuation of the Credit Union's mission – to make the lives of our members financially better. Through our innovated programs and services and competitive rates, the Credit Union helps our members improve their lives through access to better financial services. Thanks to our dedicated staff, the future, while challenging, will be met with confidence.

On behalf of the Directors, I want to thank our staff for their efforts and our members for their confidence in the Credit Union. I also want to recognize the Directors, and all volunteers, for their continued work on behalf of the Credit Union. Without their efforts the Credit Union could not function.

Thank you.

Thomas Ellis
Chairman



REPORT OF THE TREASURER, BRIAN KEEGAN



In a testament to the enduring vitality of community financial institutions, Community Resource Federal Credit Union (FCU) has enjoyed another year of robust financial performance. Both the Latham and North Greenbush branches have contributed significantly to the credit union's ongoing success, as evidenced by an ever-expanding membership base, which stood at 6,639 by the close of 2022. The Credit Union's tradition of providing financial support to its community remains steadfast; in 2022 alone, 1,159 loans amounting to \$26,298,679 were granted. This recent achievement has brought the total number of loans issued since the institution's founding in 1935 to 99,241, with a cumulative value exceeding half a billion dollars (\$605,763,855).

The organization's financial health is further underscored by 2022's total operating expenses of \$3,521,599 and an asset growth of \$6,610,516, culminating in a record-breaking total of \$114,293,696. The year also saw a net income of \$652,528 and an impressive investment portfolio totaling \$15,651,147.

I would like to commend the management, staff, and volunteers of Community Resource FCU for their unwavering commitment to our mission. Their dedication and hard work have been pivotal in securing yet another successful year, and I am optimistic that this upward trajectory will continue.

Lastly, I extend a warm welcome to all new employees who have joined the Community Resource FCU team within the past year and express my gratitude for their contributions to our ongoing success.

Thank you,
Brian Keegan
Treasurer



REPORT OF THE PRESIDENT/CEO, TERRY LANGLOIS



On November 19, 1935, 10 employees of the New York Power & Light Company, located at 1125 Broadway in Albany, signed a charter request to form a credit union. Eight days later, the request was approved and the New York Power & Light Service Building Employees FCU was established. At that time, what is now known as Community Resource Federal Credit Union, was only the 3rd federal credit union formed in the Capital District and 15th statewide. Notably, this all occurred well before television and the internet. This begs the question - did these visionaries know what they were getting into? The truth is, the desire to provide credit and promote savings amongst their co-workers, probably had no limits – they would simply “figure it out!”

In the years since we have grown and become more complex than our founders could have imagined nearly 90 years ago, but our mission: To improve the lives of our members and the community by providing access to affordable, reliable, and solution-based financial services. I would imagine it is in line with what they envisioned. What our mission statement means is often left to the reader's interpretation. As such, I like to focus on what I believe our purpose or “why” is. Before doing that, I want to highlight some statistics.

A recent study shows 15% of adults are financially vulnerable and 55% are just coping financially. This means 176 million American adults:

- may not have control over day-to-day, month-to-month finances,
- may not have the capacity to absorb a financial shock or unexpected expense,
- may not be on track to meet financial goals, including retirement, and/or
- may not have the financial freedom to make the choices that allow them to enjoy life.



REPORT OF THE PRESIDENT/CEO, TERRY LANGLOIS



On a local basis (consisting of the counties of Albany, Rensselaer, Saratoga, and Schenectady), it is estimated 92,000 employed households do not have sufficient income to support the basic cost of living for a household their size. This could mean they are forced to make tough choices, such as deciding between quality childcare or paying the rent; or relying on public transportation instead of repairing or replacing a broken-down vehicle. This does not even include the 42,000 households living in poverty in our area.

To me, success is measured by what we have done for others during our life. As such, I believe our purpose or “why” at Community Resource is making a positive impact on the lives of others or “helping our members and potential members improve their financial well-being.” We do this on a regular basis; however, the figures I have presented show a greater opportunity to do more in the community.

Over the past year, our community efforts have included various financial educational presentations, including:

- Budgeting and savings for residents of the Watervliet Housing Authority, and Van Rensselaer Heights, and at the Albany Community Action Partnership,
- Budgeting and saving for youth at Capital Roots Urban Grow Center; Adirondack Sea Cadets; and the Kiwanis Club of North Greenbush, and
- Understanding Credit for attendees of the Guilderland Chamber of Commerce’s Ladies Night Out.

Additionally, our Financial Wellness Program, a free program of financial education and benefits that teaches employees of our partners to make good financial decisions, is gaining momentum.



REPORT OF THE PRESIDENT/CEO, TERRY LANGLOIS



Over the coming months and years, I look forward to even greater success in making a difference in the lives of others.

In closing, I would like to thank our staff for their continued support and dedication in helping Community Resource reach its full potential. Our staff voted us one of the Best Places to Work in 2022 and it is our staff's commitment to our members that makes us the Friendly Place to Bank.

Additionally, I want to thank the Board of Directors for their support and commitment. Our Board of Directors are volunteers whom without them, we would not exist.

Finally, I want to thank our members for allowing us the privilege of serving them and their families' financial needs.

Thank you,
Terry Langlois
President/Chief Executive Officer



CommunityResource
Federal Credit Union



REPORT OF THE SUPERVISORY COMMITTEE



The volunteers on the Supervisory Committee, appointed by the Board of Directors, function as the members' representatives. The Committee is responsible for ensuring that: financial records are maintained accurately, the financial condition is fairly reported, and internal controls are in place to ensure that the Credit Union operates in a safe and sound manner. It serves as the members' watchdog – the eyes and ears that look for any threats that could negatively impact the financial health and well-being of the Credit Union.

To assist in accomplishing these tasks, the Committee hires an independent auditing firm, Wojeski and Company, CPAs. These experts conduct the required comprehensive annual audit along with quarterly audits that review specific areas of the Credit Union's operations. The audits for 2022 found everything to be in balance, reported accurately, and with no exceptions. The news of recent bank failures emphasizes the critical significance of proper monitoring such as this and, as member-owners, you can take great comfort in these outstanding results.

Every other year, the Committee conducts a verification of all members' accounts. This is a "negative verification" meaning that no response is required from members unless there is an error, question, or concern about any activity on their account. The 2022 verification resulted in no questions from members and no issues found.



REPORT OF THE SUPERVISORY COMMITTEE, CONT.



The Supervisory Committee is here for you. If any member has an unresolved question or concern about their account that they have first addressed with staff and/or management, they should write to the Committee at our Post Office box.

My thanks to the Committee members for their service during this past year. Thanks also to the volunteers on the Board of Directors for their commitment to the Credit Union. We also appreciate the Management and Staff for their cooperation and outstanding performance that results in a well-run, safe, and sound financial institution dedicated to providing exceptional products and service.

Thank you,
Committee Members:
Elizabeth U. Kindlon, Chairman
Joseph Kryzak
Maria McGinniss

Supervisory Committee
PO Box 947
Guilderland, NY 12084-0947



CommunityResource
Federal Credit Union



BALANCE SHEET



LOANS

- VEHICLE LOANS
- BOAT / RV
- POWER SPORT
- PERSONAL LOANS
- SHARE SECURED LOANS
- EDUCATION & GSL LOANS
- LINES OF CREDIT
- LOANS TO BUSINESSES
- CU STUDENT LOANS
- OWNERS CHOICE LOANS
- HOME EQUITY LOANS

ASSETS

- \$22,534,481
- 14,248,564
- 5,807,322
- 5,284,444
- 112,767
- 76,152
- 465,222
- 885,295
- 870,801
- 4,816,842
- 28,190,513

TOTAL LOANS

- FASB 91
- ALLOWANCE FOR LOAN LOSS

- 83,292,404
- 398,100
- (399,879)

NET LOANS

\$83,290,625

OTHER ASSETS

- INVESTMENTS
- CASH AND CASH EQUIVALENTS
- ACCOUNTS RECEIVABLE
- ACCRUED INCOME FROM INVESTMENTS
- ACCRUED INCOME FROM LOANS
- NCUSIF
- PREPAID & DEFERRED EXPENSES
- LAND & BUILDING
- FURNITURE & FIXTURES

- 15,651,147
- 11,211,413
- 106,802
- 37,198
- 188,376
- 886,404
- 120,631
- 2,599,664
- 201,437

ALL OTHER ASSETS

31,003,071

TOTAL ASSETS

\$114,293,696

FOR THE PERIOD ENDING DECEMBER 31, 2022

BALANCE SHEET



LIABILITIES, SHARES & EQUITY

LIABILITIES	ASSETS
ACCOUNTS PAYABLE	\$97,150
ACCRUED EXPENSES	355,215
ALL OTHER LIABILITIES	(89,546)
TOTAL LIABILITIES	<u>\$362,819</u>
SHARES	
REGULAR & OTHER SAVINGS	23,806,705
IRA SHARES	1,644,765
MONEY MARKET SHARES	18,262,310
SHARE DRAFTS	12,665,393
SHARE CERTIFICATES	38,764,329
IRA CERTIFICATES	5,669,684
TOTAL SHARES	<u>100,813,187</u>
EQUITY	
REGULAR RESERVES	743,232
UNDIVIDED EARNINGS	12,789,145
UNREALIZED GAIN (LOSS)	(414,687)
TOTAL EQUITY	<u>13,117,691</u>
TOTAL LIABILITIES, SHARES AND EQUITY	<u><u>\$114,293,696</u></u>

FOR THE PERIOD ENDING DECEMBER 31, 2022

INCOME STATEMENT



INCOME	YEAR TO DATE
INCOME FROM LOANS	\$3,718,297
INVESTMENT INCOME	324,650
DEBIT CARD INTERCHANGE INCOME	250,745
ELAN INTERCHANGE INCOME	86,908
OTHER FEE INCOME	165,712
MISC. OPERATING INCOME	209,847
TOTAL INCOME	<u>4,756,160</u>
DIVIDENDS & INTEREST EXPENSE	
DIVIDEND EXPENSE	(594,816)
INTEREST EXPENSE	(98)
TOTAL DIVIDENDS & INTEREST EXPENSE	<u>(594,913)</u>
MARGIN	<u>4,161,247</u>
OPERATING EXPENSES	
COMPENSATION	(1,713,881)
EMPLOYEE BENEFITS	(439,381)
TRAVEL AND CONFERENCE	(22,959)
OFFICE OCCUPANCY	(237,907)
OFFICE OPERATIONS	(246,174)
MARKETING EXPENSE	(122,650)
LOAN SERVICING	(159,409)
PROFESSIONAL & OUTSIDE SERVICES	(481,984)
PROVISION FOR LOSSES	(14,411)
NCUSIF AND NCUA SUPERVISORY EXPENSE	(17,326)
CASH OVER AND SHORT	(170)
OTHER OPERATING EXPENSES	<u>(65,347)</u>
TOTAL OPERATING EXPENSES	<u>(3,521,599)</u>
NET OPERATING INCOME	<u>639,648</u>
GAIN (LOSS) ON INVESTMENTS	0
GAIN (LOSS) ON DISPOSITION OF ASSETS	12,880
NON-OPERATING INCOME	0
OTHER TEMPORARY IMPAIRMENT	0
TOTAL NON-OPERATING INCOME/EXPENSE	<u>12,880</u>
NET INCOME	<u>\$652,528</u>



THANK YOU



Thank you to everyone who attended our annual meeting this evening. Your membership is what makes Community Resource Federal Credit Union the credit union of choice in the Capital District. It is because of you that we are successful in serving the community.



CommunityResource
Federal Credit Union



THANK YOU

BOARD OF DIRECTORS

Tom Ellis - Chairman
Jack Shellard - Vice Chairman
Dan Abatto - Secretary
Brian Keegan - Treasurer
Elizabeth Kindlon
Ellin Luft
Eugene Reyes

EXECUTIVE MANAGEMENT

Terry Langlois - President/Chief Executive Officer
Anthony LaPointe - Chief Financial Officer/ Chief Technology Officer
Lindsay Sandham - Chief Lending Officer
Deana Harrington - Chief Operating Officer
Toni Lynn - Chief Experience Officer