

**2017  
ANNUAL REPORT  
TO MEMBERS**



**TARRANT COUNTY'S  
CREDIT UNION**



*Standing left to right: Craig Maxwell, Thomas Spencer, Alan Thomas,  
Robert Carter, and Robert Parten*

*Seated left to right: Judy McDonald and Ann Farmer*

Alan Thomas, Chairman; Term expires March 2018

Craig Maxwell, Vice Chairman; Term expires March 2018

Judy McDonald, Treasurer; Term expires March 2020

Tom Spencer, Secretary; Term expires March 2018

Robert Carter, Director; Term expires March 2019

Robert Parten, Director; Term expires March 2019

Ann Farmer, Director; Term expires March 2020

## **MISSION STATEMENT**

Committed to Making  
Financial Goals a Reality

# BOARD OF DIRECTORS

The Certified Public Accounting firm of Greg P. Schmidt was retained by the Credit Union's Board of Directors to perform a comprehensive audit of the credit union's financial statements. The firm issued an unqualified opinion for the twelve-month period ending December 31, 2017.

As a state chartered financial institution, the Credit Union's financial condition, asset quality, accounting practice, and compliance with applicable law and regulations are examined yearly by the State of Texas Credit Union Department. The Credit Union received a positive report.

## Statement of Financial Position

	2017	2016
<b>Assets</b>		
Cash and Cash Equivalents*	\$9,423,830	\$10,505,253
Investments	—	—
Loans to Members - net	71,517,407	66,275,545
Furniture & Equipment	1,356,570	1,360,488
NCUSIF Deposit	700,696	674,453
Accrued Interest Receivable	224,965	186,653
Other Assets	2,275,717	2,391,388
<b>Total Assets</b>	<b>\$85,499,185</b>	<b>81,393,781</b>
<b>Liabilities</b>		
Member Deposits	\$77,111,303	\$73,471,075
Accounts Payable	674,991	561,659
Other Accrued Liabilities	545,982	557,959
<b>Total Liabilities</b>	<b>\$78,332,275</b>	<b>\$74,590,693</b>
<b>Members' Equity</b>		
Retained Earnings	\$5,633,232	\$5,269,411
Statutory Reserves	1,533,677	1,533,677
<b>Total Members' Equity</b>	<b>\$7,166,910</b>	<b>\$6,803,088</b>
<b>Total Liabilities And Members' Equity</b>	<b>\$85,499,185</b>	<b>\$81,393,781</b>

## Statement of Income and Expenses

	2017	2016
Interest Income	\$3,933,187	\$3,977,622
Dividends to Members	\$(178,224)	\$(188,090)
Interest on Borrowed Money	\$(8,405)	\$(563)
Provision for Loan Loss	\$(494,598)	\$(708,805)
<b>Net Interest Income</b>	<b>\$3,251,960</b>	<b>\$3,080,164</b>
Non-Interest Income	\$2,188,662	\$1,887,276
Operating Expenses	\$(5,076,801)	\$(5,200,520)
<b>Net Income</b>	<b>\$363,822</b>	<b>\$(233,080)</b>
<b>Total Membership</b>	<b>10,721</b>	<b>10,475</b>

\* Includes investment instruments that do not contain material early withdrawal penalties

Tarrant County's Credit Union is a not-for-profit financial cooperative. When you are a member of Tarrant County's Credit Union, you own an institution that has been part of the Fort Worth community since 1955. As a part-owner, you share in our profits through low rates and competitive dividends. Today with over \$85 million in assets and four convenient branches, TCCU is trusted by over 10,000 members.

# FINANCIAL STATEMENT

## **Fort Worth Main Office Tarrant County Plaza Building**

200 Taylor Street  
Suite 215  
Fort Worth, Texas 76196

## **Hurst Branch**

645 Grapevine Highway  
Suite 130  
Hurst, Texas 76054

## **Lake Worth Branch**

6713 Telephone Road  
Suite 103  
Lake Worth, Texas 76135

## **Arlington Branch**

700 E. Abram Street  
Suite 102  
Arlington, Texas 76010

## **New Products and Services**

- Text Talk — Member Texting to Loan Department
- Instant Balance Feature added to Mobile Banking App
- Credit Card Purchase Alerts
- Credit Union Travel Club

BRANCHES

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NEW PRODUCTS  
& SERVICES



**TCCU is committed to giving back to the community. Our staff volunteered hundreds of hours in 2017 to these local partners:**

- American Heart Association
- Carter Blood Care
- Center for Transforming Lives
- Children’s Miracle Network & Cook Children’s Hospital
- Girls, Incorporated
- Hope Bags for the Homeless (TCCU)
- Humane Society of North Texas
- Presbyterian Night Shelter
- Sam Rosen & Webb Elementary School
- Salvation Army – Angel Tree
- Soles for Change
- Tarrant County
- Tarrant Area Food Bank
- Tarrant Regional Water District
- United Way Tarrant County
- Uplift Academy, All Children’s Home and Southeast YMCA - Renaissance Heights

**RECOGNITION**

**Lily Newfarmer** – Cornerstone Credit Union League - Professional of the Year

**Melissa Burleson** – Cornerstone Credit Union League – Young Professional of the Year

Credit Union National Association/Texas  
1st Place Dora Maxwell Social Responsibility Award

Pinnacle Marketing Awards  
1st Place – Social Media  
1st Place – Business Development – Financial Education  
1st Place – Business Development – Community Involvement

GIVING  
BACK

## President/CEO's Report

*It's my pleasure to report that Tarrant County's Credit Union remains financially strong and is growing.*

*Through diligent efforts to improve operating efficiencies, we were able to overcome the negative impact from fraud losses that plagued the entire financial industry prior to the conversion of credit cards to EMV CHIP technology in 2016*

*and saw an improvement in income of over \$500,000. Our loan quality remains significantly better than peer average, and the products and services offered at TCCU parallel those of financial institutions five times our size.*

*Throughout 2017, we continued to improve methods to protect your privacy and account information and implement ways in which to streamline the lending process to make access to financing easier for our members. We restructured our member service call center and established a new lending call center to expedite member requests and improve member service, and expanded our communication platform to make reaching member service personnel easier.*

*I'm particularly proud of our community efforts this past year and the generous contributions of time and money our Credit Union staff has made to help those less fortunate. For our work with Fort Worth Renaissance Heights United, Tarrant Area Food Bank, Presbyterian Night Shelter, several Title 1 schools in Tarrant County, and independent efforts to provide financial education, provisions for the homeless, coats for children in need in Tarrant County, and support for law enforcement officers, the Credit Union was awarded the prestigious Dora Maxwell Social Responsibility Community Service Award for Texas. This is the second time we've received this award and recognition; a true testament to the social responsibility we, at the Credit Union, feel for our community. We are grateful for the opportunity to serve you, our members, and our community.*

*As we focus on the coming year, we will continue our emphasis on operational efficiencies, product awareness and innovation and overall member service. We are fiscally strong and well-positioned for continued growth, and look forward to serving you for many years to come.*



*Sincerely,*

*Lily Newfarmer*

**Lily Newfarmer  
President**

## Chairman's Report

*It gives me great pleasure to report net income in 2017 was the second highest on record for Tarrant County's Credit Union (TCCU).*

*The results in 2017 showed our determination to grow the credit union profitably and sustainably, while implementing product and service enhancements and improving operational efficiencies.*



*Member service is at the forefront of everything we do, which enabled us to increase our loan portfolio by more than 7%, open nearly 1,000 new member accounts, and increase assets by 5% this past year. As a result, the Credit Union continues to contribute to capital, has strong net worth, and is well positioned to continue the momentum in our business endeavors in 2018.*

*This performance reflects a focus both on our shorter-term performance – meeting the current financial needs of our members – and on the longer-term – making the right decisions to ensure sustainable profitable growth into the future.*

*We continue to be recognized in our industry for our many achievements and leadership roles, and this past year, Lily Newfarmer, President and CEO of TCCU, was named the Cornerstone Credit Union League's 2017 Credit Union Professional of the Year and Melissa Burlison, TCCU's Business Development Coordinator, the 2017 Young Professional of the Year.*

*Our management team and staff are our strength and competitive advantage, and the Board would like to take this opportunity to recognize them for their efforts in contributing to another successful year, and thank you, our members, for your continued support and participation.*

Sincerely,

A handwritten signature in blue ink that reads "Alan Thomas". The signature is fluid and cursive, written in a professional style.

**Alan Thomas**  
**Chairman**



*We thank you for the privilege of serving you.*

**Tarrant County's Credit Union  
is federally insured by the  
National Credit Union Administration.**



**tccu-tx.com**

**(817) 884-1470**