

# 2023

## ANNUAL REPORT

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*As presented at the  
April 23, 2024 Annual Meeting*



# CHAIR'S REPORT

This was another strong year for our credit union. We improved our Net Worth to 10.1% and finished the year with over \$34.3 million in assets. We continue to make technological advances to benefit our members. You can now open a new account online and soon you will be able to apply for a loan online through a new loan origination system. Our newsletters and marketing materials now include QR codes and links that can take you directly to the service you want without having to click around.

In 2023 we successfully completed our merger with St. Gabriel's FCU bringing even more members into our WSSC FCU family and reintroduced our fixed rate Home Improvement Loan product which offers great rates, a quick turn around and no closing costs or liens. We also rolled out our new Platinum Club for members over 62 to provide some well-deserved additional benefits including free checks and fee-free gift cards.

In 2024 we will offer a rewards program for our WSSC FCU Visa credit cards and offer new features through SavvyMoney that will further improve the financial tools and resources available to help our members manage their financial future.

In closing, again this year, I would like to commend our entire staff for continuing their high level of service and dedication to the success of our credit union.

*Mark Brackett*  
**Chair**

## 2023 HIGHLIGHTS



**LIFE IS BETTER**  
*On The Road*

Hassle-Free Auto Loans

**You've got options.**  
Whether you are purchasing a new car, or refinancing from another lender, WSSC is here to help with a low-rate auto loan.

Refinancing from another lender? We'll drop the rate on your current auto loan by at least **1.00% APR**

WSSC FEDERAL CREDIT UNION  
LEARN MORE & APPLY ONLINE!  
wsscfcu.org | creditunion@wsscfcu.org



Save more for a **BRIGHTER FUTURE**  
Exclusive Offers for Members Age 22 and younger

**12-MONTH BANZAI ADD-ON CERTIFICATE**  
**5.61% APY**

**BANZAI SAVINGS ACCOUNT**  
**3.4%**

**FREE RELOADABLE & TRAVEL CARDS**  
Available for members age 18-22

**NEW MEMBER OPENED**  
Open a new account and get a \$100 bonus  
\$100 bonus in 14 days or less

**LOVE THE LIFE YOU LIVE**  
with a Debt Consolidation Loan

**\$25,000 BORROW UP TO AT 10% APR**  
Borrow \$10,000 for 36 months and pay as little as \$226.10 per month  
Borrow \$25,000 for 60 months and pay as little as \$512.68 per month

WSSC FEDERAL CREDIT UNION  
LEARN MORE ABOUT BANZAI TODAY!  
wsscfcu.com/banzai

LEARN MORE & APPLY ONLINE!  
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# *Supervisory* **COMMITTEE REPORT**

## *Fellow Members,*

The purpose of the Supervisory Committee is to independently evaluate the soundness of the WSSC Federal Credit Union's operations, activities, policies and procedures in compliance with the Federal Credit Union Act, the National Credit Union Administration regulations and our adopted bylaws.

The Committee is comprised of volunteer credit union members who are appointed by the Board of Directors. The members of the Committee are Roman Abate, Dante DiCamillo, Reverend Linda Middleton, Reverend Diane Whitby and Committee Chair Jeff Andrews.

The Committee carries out its responsibilities by contracting with an independent accounting firm (F.I.R.M. Consulting Services, LLC), which performs our annual agreed upon procedures review; through participation in the review process with the National Credit Union Administration (NCUA), the regulatory agency for all federally chartered credit unions, and through quarterly reviews of various activities of the credit union.

Based upon the most recently completed results from both our independent auditor and our NCUA examination, it is the opinion of your Supervisory Committee that our credit union continues to be financially strong and well-managed, with sound policies and procedures.

The Committee appreciates the continued hard work and dedication of our management and staff.

*Jeff Andrews,*  
**Supervisory Committee Chair**

# CEO'S REPORT

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## Dear Members,

As I worked on this year's annual report, I found myself considering the multitude of exciting developments happening within the credit union. Despite the abundance of topics to cover, I ultimately decided to spotlight the inception and expansion of a key product—one that is crucial for navigating the digital world and embodies our credit union's guiding principles.

Before delving into our credit card program's history, I want to highlight our approach to financial services in contrast to mainstream providers. In today's climate, where exploitation and fraud are on the rise, it's crucial for the Credit Union to serve as a trusted financial haven. Our focus on members' financial well-being not only strengthens our cooperative but also guides our pricing strategy. Unlike profit-driven competitors, such as fintech companies, banks, and payday lenders, we are accountable to our members and community, not to shareholders or investors. We prioritize our members' interests over financial gain, ensuring that our decisions regarding fees and pricing are driven by the value we deliver and our commitment to serving our community.

In April 2016, the credit union launched its Visa credit card program after careful consideration. Despite initial concerns about its structure and benefits, we proceeded knowing we could offer members a straightforward product they could understand and utilize effectively. From the outset, our credit card has avoided punitive fees and charges, maintaining transparent

rates with no annual fee while providing all the features of a major bank credit card. It's a simple, effective product without any hidden fees or surprises.

I'm pleased to report that our credit card program broke even within 12 months of its launch and has since seen steady growth. Currently, approximately 7% of our members carry a WSSC FCU Visa credit card. Since 2016, our maximum interest rate has never exceeded 18% APR (Annual Percentage Rate) for any cardholder. This stands in stark contrast to the exorbitant rates charged by other card issuers, some exceeding 30% APR. According to the Forbes Advisor weekly credit card rates report of April 10, 2024, the average credit card rate was 27.89% APR, regardless of creditworthiness. This highlights the stark difference in philosophy between WSSC Federal Credit Union and other institutions and we consider the choice to be clear.

Since 2016, we've continued to invest in our credit card program. In late 2020, amidst the pandemic, we transitioned all cards to contactless and enabled digital issuance of replacements via mobile wallets to enhance member convenience and security. In late 2023, we introduced installment payments, allowing cardholders to convert purchases into fixed-rate plans. Recognizing the program's success, the Board of Directors reduced late and return payment fees, eliminated foreign transaction fees, and approved rates as low as 4.99% APR for up to 12 months on eligible installment payment transactions. These improvements were aimed at

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empowering members to manage their finances more effectively while enhancing the benefits of card usage. For more information, please refer to the Visa Guide to Benefits on our website to see how our credit card compares favorably with major issuers like Chase.

In 2024, we embarked on the completion of our credit card program overhaul with the introduction of a rewards program, officially launching it on April 1st. Unlike other issuers, all existing and new cardholders were seamlessly enrolled in the program, ensuring equal access to benefits. Benefits include earning bonus points and enjoying balance transfers at a fixed rate of 4.49% APR for 12 months. Notably, our new card continues to be offered with no annual fee. As a credit union, our focus is on providing simplicity and value to all members through a single credit card offering, encompassing low rates, rewards, and installment payments. We strive to eliminate the confusion of navigating numerous options and prioritize our members' needs over marketing agendas.

The Board of Directors and Credit Union Team are committed to our mission of enhancing our members' financial well-being. While this report may seem like a promotional effort for our credit card, that's not the intention. We're genuinely concerned about members being exploited by other financial providers, especially when it comes to essential modern-day transactions. Our focus is on offering top-notch products and services while



*"We prioritize our members' interests over financial gain, ensuring that our decisions regarding fees and pricing are driven by the value we deliver and our commitment to serving our community."*



ensuring the cooperative's long-term viability. Admittedly, we may sometimes appear slow to adopt technological trends, but rest assured, it's a result of cautious strategic planning and concern for security. We're dedicated to providing quality service to all members, both online and offline, and encourage everyone to embrace their cooperative, fostering its growth and success for years to come. We encourage you to share the benefits of our credit union with your family and co-workers so they too can experience the same level of financial well-being and security. Thank you for your continued support and loyalty.

*Jeff Goff*

**CEO**

## Financial Status

	2023	2022	CHANGE
Members	3,462	3,438	0.70%
Total Assets	\$ 34,358,209	\$ 34,109,064	0.73%
Total Deposits	\$ 31,320,174	\$ 31,252,481	0.22%
Total Cash & Investments	\$ 12,946,614	\$ 12,626,427	2.54%
Total Loans	\$ 20,845,606	\$ 20,906,023	-0.29%
Loan-to-Share Ratio	66.56%	66.89%	-0.33%
Net Income	\$ 148,644	\$ 53,558	177.54%
Return-on-Assets Ratio	0.43%	0.16%	0.27%
Net Worth Ratio	10.06%	9.72%	0.34%

## Treasurer's Report

2023 was a relatively good year for WSSC Federal Credit Union. We performed admirably. The net worth of a credit union represents all its earnings since inception. The Credit Union's net worth rose to 10.06%, well above the 7.00% requirement by NCUA, and we remain competitive compared to our peers and competitors. The Credit Union ended the year with \$34.4 million in assets, \$243K greater than December 2022. Shares were up, albeit not by much, to \$31.3 million (about 0.2%). Loans were down by 0.32%, to \$20.8 million, achieving a loan-to-share ratio of 67%, falling short of our goal of 68.5%. Total gross income was approximately \$2.1M; expenses, dividends, and other non-operating losses totaled \$2.0M, leaving us with net income of approximately \$149,000.

The Credit Union also worked on several strategic action items, which included the implementation of CECL using ARCSys software. Our model and funding were completed in January, meeting NCUA's requirements. We relocated servers and communication equipment to WSSC Water's data center. We completed a merger with St. Gabriel's FCU and are exploring collaboration with other credit unions. You may also have noticed the new ATM installation at the Anacostia depot.

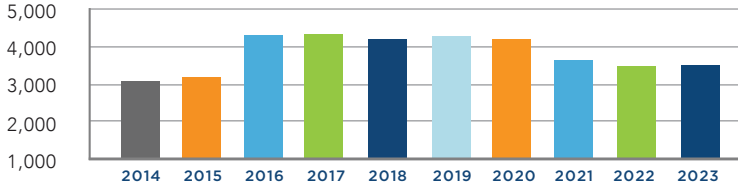
WSSC FCU continues to be a leader in the credit union industry and strives for excellence. The Board of Directors and Management work together to maintain our competitive rates, products, and services and to evolve in ways that allow us to address the needs of our members as they change. We strive to offer products and services that will meet your financial needs and give you an exceptional experience.

*Loree Benziger*, Treasurer

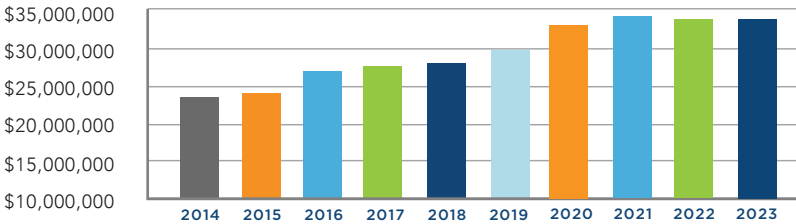
# 10-YEAR TRENDS

*December 31 of Each Year*

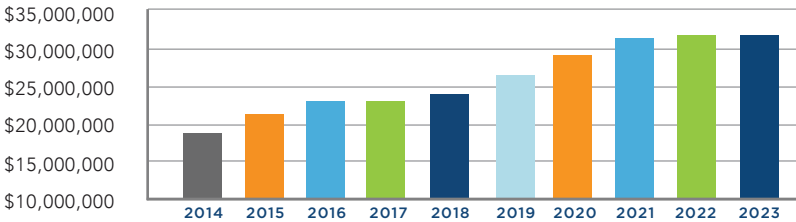
## MEMBERSHIP



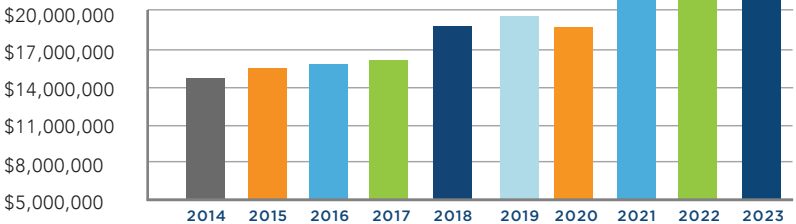
## ASSETS BY DOLLARS



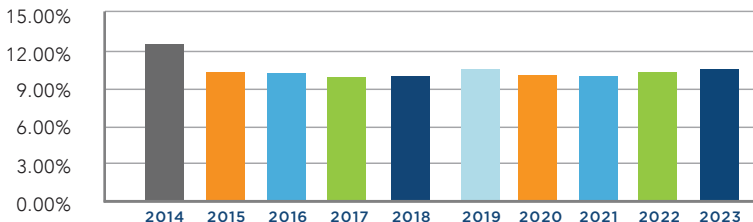
## DEPOSITS BY DOLLARS



## LOANS BY DOLLARS



## NET WORTH



# CREDIT UNION STAFF

## Jeff Goff

Chief Executive  
Officer

## Frank A. Brown

Vice President

## Misty Conrad

Chief Operations  
Officer

## Denise Gordon

Lending Manager

## Caseeda Collins

Loan Officer

## Chanteil Juarez

Member Service  
Specialist

## Deborah Whaley

Member Service  
Specialist

## Board of Directors

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Mark Brackett  
Rev. Diane Whitby  
Loree Benziger  
Delia Beckman  
Carla Cash  
Wesley Wright  
Cecile Jordan-Gilliam  
Carol Mojica  
David Wimbush

Chair  
Vice Chair  
Treasurer  
Secretary  
Director  
Director  
Director  
Director

## Supervisory Committee

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Jeff Andrews  
Rev. Diane Whitby  
Dante DiCamillo  
Rev. Linda Middleton  
Roman Abate

Chair  
Member  
Member  
Member  
Member

## Marketing Committee

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Carol Mojica  
Carla Cash  
Cecile Jordan-Gilliam

Chair  
Member  
Member

## Technology Committee

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Wesley Wright  
David Wimbush  
Christopher Brackett  
Aloys Mbida  
Ian Shaffer

Chair  
Member  
Member  
Member  
Member

## Long Range Planning Committee

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Wesley Wright  
Mark Brackett  
Roman Abate  
Carla Cash  
Jeff Andrews

Chair  
Member  
Member  
Member  
Member

## Nominating Committee

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Carol Mojica  
Yvette Parker

Chair  
Member