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# 2022 ANNUAL REPORT

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*As presented at the  
April 25, 2023 Annual Meeting*



# CHAIR'S REPORT

I'm very proud of our credit union. Once again, we rose to the challenge of the ongoing impacts of the COVID-19 pandemic both on our daily operations and on our members' financial wellbeing. In 2022 we rolled out new Overdraft Privilege and Debt Protection offerings for our members while continuing to make improvements to our online and mobile banking services experience. Of special note is SavvyMoney which allows all our members to get free credit reports with credit score monitoring – all neatly integrated right into our existing online banking system. I use it and I recommend it very highly!

While you may be hearing that some of our competitors are struggling, you can rest assured that your credit union is rock solid with over \$34 million in assets. Through the prudent and sensible management of our resources, our Net Worth actually increased in 2022, to 9.72%, which is well above our federally required amount and equal to or better than our competitors.

In closing, again this year, I would like to commend our entire staff for really stepping up to help our members navigate these challenging times.

*Mark Brackett*

**Chair**

## 2022 HIGHLIGHTS



do more with a  
**HOME IMPROVEMENT LOAN**  
RATES AS LOW AS  
**5.25% APR\***

BUILD A NEW DECK | CREATE A BATHROOM OASIS | MAKE HOME REPAIRS

- Low fixed rate & NO PAYMENTS for 90 days
- Borrow up to \$40,000 with terms up to 10 years
- NO LIEN on your property to secure this loan
- FREE Home Deductible Reimbursement Coverage



Life is better in the  
**PLATINUM CLUB**

A SPECIAL PROGRAM FOR MEMBERS AGE 62 AND BETTER

**BENEFITS INCLUDE:**

- Two free gift cards per month
- One order of free checks per year (when ordered by the CU)
- Two free Official Checks per month
- One free statement reprint per month
- No enrollment/registration necessary
- One free staff-assisted transfer per month
- 0.10% premium on certificate rates when combined with payroll/direct deposit and debit or credit card
- Exclusive opportunities for rate bonuses and discounts on certificate and loan rates.

# *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,*

**Chair**

**WSSC FCU Supervisory Committee**

# CEO'S REPORT

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During 2022, as the world continued to pull out of the COVID-19 Pandemic, with its lingering financial and economic impacts, the Credit Union continued to prepare for the future while navigating the many challenges that surfaced as the year progressed.

Within a short period of time, we dealt with historically low interest rates, which dramatically impacted the yield on the Credit Union's investments, as well as the beginning of a cycle of rapid interest rate increases, the likes of which we have not seen in decades. These market conditions required the Credit Union, through the watchful eyes and support of its Asset Liability Management Committee, to be nimble in making decisions on rates and investments. In so doing, we ended the year with a higher capital ratio than the year prior and had positive net income, allowing us to remain profitable. This permitted us to invest in new products and services, ensuring that our members' needs continued to be focus of all we do.

During the year, we saw a significant reduction in the size of our team at the Credit Union. This put a tremendous burden on the remaining members of the team, but we were fortunate to have been able to find several wonderful new team members. I am delighted to report that we were fully staffed, for the first time in almost three years, by October. We are delighted to have added Caseeda Collins to our Lending Team and Chanteil Juarez and Tiffany Johnson to our Member Services Team. We truly appreciate our members' patience during this time, as many of them experienced delays in getting their needs met. I want to commend

Frank Brown, Denise Gordon, Misty Conrad, and Deborah Whaley for all they did to get us through the entire year!

Although we had challenges during the year, we also accomplished several significant goals. We restructured our fee schedule and deposit accounts, resulting in the introduction of business accounts, our new Premier Checking and Money Market accounts, and Overdraft Privilege. These all allow us to better meet our members' increasing need for choice in how they conduct their finances. Our fee schedule was updated to accommodate these products and services, as well as to explain how members can avoid paying many of our fees. We also introduced the Platinum Club for members 62 and over. This program waives select fees and allows those members in the program to take advantage of special offers.

Throughout the year we worked on a multi-year effort to modernize our account opening and loan application platforms. We went live with our first online account opening platform in October. New members are now onboarded almost entirely online. We will continue rolling out this feature to all members in 2023. Simultaneously we began working on our new lending platform. The coming changes, expected later in 2023, are well overdue and will likely bring some of the most significant change the Credit Union has witnessed in years. Along with doubling our staff in lending, we anticipate that the new platform will significantly reduce the time required to act on applications and disburse

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approved loans. Keep an eye out for the launch of this platform later this year!

In addition to investing in our new platform, we made progress on several other objectives in the lending area. We converted our life and disability insurance coverage program to a debt protection program, significantly enhancing the value of the coverage, while adding involuntary unemployment as a covered event. We also extended coverage to all our loan products except for mortgages. We launched our Drive4Less Program, which gives members an alternative to traditional auto financing. This option is most attractive to members who keep their vehicles for short periods of time or are sensitive to their monthly payment, a significant concern with vehicle sales prices so elevated. We also launched SavvyMoney, a free service available to all members to track their credit score and view their credit reports. Member response has been wonderful, so if you haven't enrolled, please do so today!

We are very proud of our accomplishments in 2022, but we have our eyes trained on 2023 and what we see ahead for our members. Interest rates are pushing toward levels not seen in over 30 years, which will result in pressure on members who are carrying variable rate debt or have the need to borrow in the near future. I want to remind our members that our loan rates are capped by regulation at 18%. Our members will therefore not see our credit card rates increase to the level of our competitors. If you are in the market to reduce your interest burden, be sure to

consider us for refinancing debts from elsewhere. I also want to remind our members that they have free financial counseling services available through our partnership with GreenPath. As has been the case since 1964, we remain here for our members, providing a good deal on loans and deposit accounts, while ensuring that their financial cooperative remains safe and sound. Our conservative philosophy will ensure that we can weather any storm and remain a trusted financial partner for our members. We look forward to a successful 2023 for our members and thank them for their continuing loyalty!

*Jeffrey S. Goff*  
CEO

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*We are very proud of our accomplishments in 2022, but we have our eyes trained on 2023 and what we see ahead for our members.*  
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## Financial Status

	2022	2021	CHANGE
Members	3,438	3,610	-4.76%
Total Assets	\$34,109,064	\$34,356,706	-0.72%
Total Deposits	\$31,252,481	\$31,076,640	0.57%
Total Investments	\$12,626,427	\$11,703,297	-4.53%
Total Loans	\$20,906,023	\$20,714,230	0.93%
Loan-to-Share Ratio	66.89%	66.66%	0.23%
Net Income	\$53,558	\$100,875	-46.91%
Return-on-Assets Ratio	0.16%	0.30%	-0.14%
Net Worth Ratio	9.72%	9.49%	0.23%

## Treasurer's Report

2022 was a somewhat difficult year for WSSC Federal Credit Union. Although we were still dealing with the after effects of the COVID-19 pandemic, we performed admirably. The Credit Union's net worth rose slightly to 9.72%, 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 \$34.1 million in assets, \$248K less than December 2021. However, share growth was up, albeit not by much, by 0.57%. Loans grew at a rate of 0.93%, to \$20.9 million, while shares increased to \$31.2 million, achieving a loan-to-share ratio of 66.9%, just over our goal of 66%. Total gross income was approximately \$1.85M; expenses, dividends, and other non-operating losses totaled \$1.80M, leaving us with net income of approximately \$53,500.

The Credit Union also worked on several strategic action items, which included Overdraft Privilege Implementation, Debt Protection Implementation, a vendor management system (Maple Street), and a new account and lending system (MeridianLink).

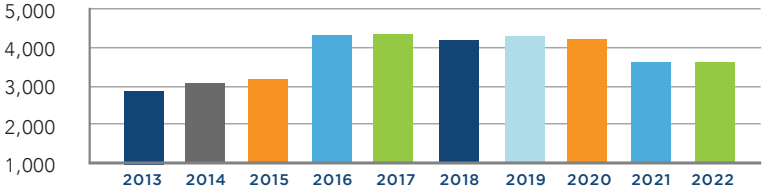
WSSC FCU continues to be a leader in the credit union industry and strives for excellence. The Board of Directors and Management work together to maintain our competitive rates, products, and services and to evolve in ways that allow us to address the needs of our members as they change. We strive to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

*Loree Benziger,*  
Treasurer

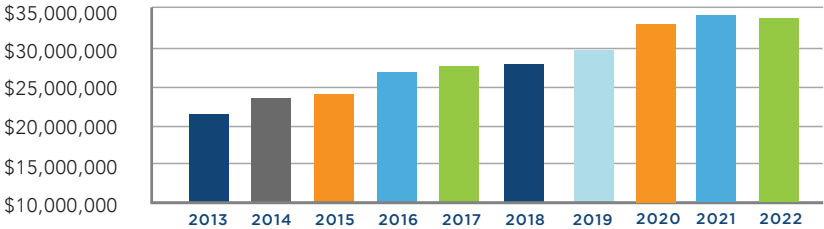
# 10-YEAR TRENDS

*December 31 of Each Year*

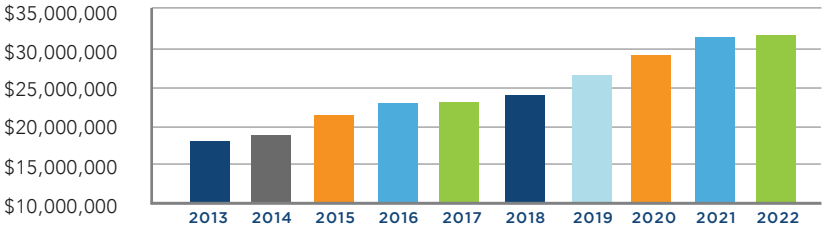
## MEMBERSHIP



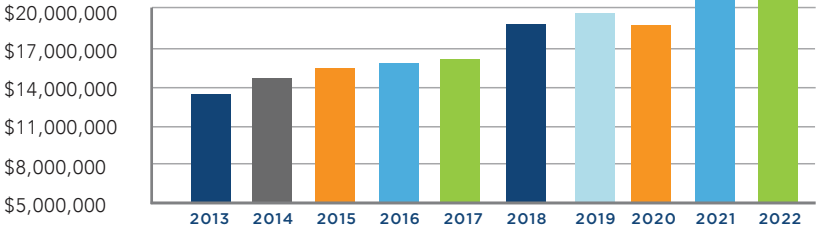
## ASSETS BY DOLLARS



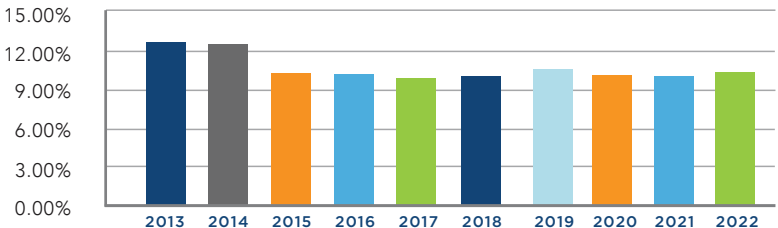
## DEPOSITS BY DOLLARS



## LOANS BY DOLLARS



## NET WORTH



# CREDIT UNION STAFF

## Jeff Goff

Chief Executive  
Officer

## Frank A. Brown

Vice President

## Misty Conrad

Chief Operating  
Officer

## Denise Gordon

Lending Manager

## Caseeda Collins

Loan Officer

## Chanteil Juarez

Member Service  
Specialist

## Tiffany Johnson

Member Service  
Specialist

## Deborah Whaley

Member Service  
Specialist

## Board of Directors

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Mark Brackett  
Rev. Diane Whitby  
Loree A. Benziger  
Delia Beckman  
Carla Cash  
John Mahotlz  
Wesley Wright  
Cecile Gilliam  
Monica Chestnut

Chair  
Vice Chair  
Treasurer  
Secretary  
Director  
Director  
Director  
Director  
Director

## Supervisory Committee

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

Chair  
Member  
Member  
Member  
Member

## Marketing Committee

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Carol Mojica  
Kathy Maholtz  
Carla Cash  
Cecile Gilliam  
Monica Chestnut

Chair  
Member  
Member  
Member  
Member

## Technology Committee

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Wesley Wright  
Aloys Mbida  
Christopher Brackett  
Ian Shaffer  
David Wimbush

Chair  
Member  
Member  
Member  
Member

## Long Range Planning Committee

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Wesley Wright  
Jeff Andrews  
Mark Brackett  
Roman Abate  
Carla Cash

Chair  
Member  
Member  
Member  
Member

## Nominating Committee

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Delia Beckman  
Yvette Parker  
Roman Abate  
Monica Chestnut

Chair  
Member  
Member  
Member