
2020

ANNUAL REPORT

As presented at the
April 27, 2021 Annual Meeting



CHAIRPERSON'S REPORT

This past year 2020, YOUR credit union not only survived, it thrived. Our credit union grew from \$28 million to \$33 million in assets during 2020. We expanded into providing business loans and services for members with our partner Newtek Business Solutions.

We improved member security with the rollout of the wallō app for your phone to control access to credit or debit cards and by offering a new digital signature platform for safely and securely signing documents from your home.

Our new partnership with GreenPath Financial offers our members free financial counseling and education to support our members in meeting their financial goals.

Finally, we were able to lease new office space up the street, freeing up space at our RGH location to better serve our members. Most importantly we helped our members survive by offering personal loans to help lower monthly payments and improve cash flow. A level of service and respect you would never get from a big bank but deserve and enjoy every day from YOUR credit union.

From one member, "I was able to refinance my auto loan, reduce my rate from 20.00% to 6.99%, and reduce my monthly payment from \$600.00 to \$348.80. A savings of \$251.20 a month!"

Mark Brackett
Chairperson



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2020 SPOTLIGHT



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 Dante DiCamillo, Debra Penn, Jeff Andrews, Reverend Linda Middleton and Committee Chair Delia Beckman.

The Committee carries out its responsibilities by contracting with an independent accounting firm (CoPilot LLC), which performs our annual agreed upon procedures review; through participation in the annual review process with the National Credit Union Administration (NCUA), the regulatory agency for all federally chartered credit unions, and through quarterly review 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.

Delia Beckman,

Chairperson

WSSC FCU Supervisory Committee

CEO'S REPORT

Unlike any other year in my lifetime, when speaking of the last year in terms of it being difficult, it is not from personal experience or that of the Credit Union, but from the perspective of the world at large. As we mark our 57th year and hold our annual meeting on April 27th, we are still caught in the grips of the pandemic, albeit there are hopeful signs of recovery on the horizon. The past year was one of change and providing support to our members, regardless of how they were impacted by the pandemic.

Since the beginning of the pandemic, we have continued to operate almost as usual, with the exception of the constraints placed on us in providing the services that are normally only provided at our branch locations. Although we have been unable to reopen our Reid Temple AME Church location since March of 2020 and our RGH building location in Laurel has been restricted to only those permitted into the building, we have continued to service our members needs. Through our curbside service in Laurel, remote check deposit capabilities, online and mobile banking services, Shared Branching participation, and debit and credit card offerings, we have been able to give members access to their funds and account information without interruption during this critical period. Our members' use of our electronic services skyrocketed in the early months of the pandemic and continues to increase. With the assistance of grant money, we were able to launch contactless debit and credit cards. If you have not yet received one, you will when your card comes up for automatic reissue. Understanding the need for our members to be able to make

contactless payments, we were delighted to make this switch. Since the beginning of the pandemic, your credit union has seen unprecedented deposit growth, which allowed for us to grow to more than \$34 million in assets.

During 2020 we assisted hundreds of members, with total balances of nearly \$1 million, who needed assistance with paying their loans. This was critical for members who lost their jobs or saw a reduction in household income. We are proud to say that many of those members have been able to return to a normal payment status or are continuing to work with us to get through this period. We also waived, for a period of time, Skip-A-Payment, foreign ATM transaction, and other fees to ensure that our members could access their funds and tools to manage their debts without being penalized. We also began a partnership with GreenPath Financial Wellness, so that our members had access to free financial counseling and credit management services. In the summer of 2020, we launched our eDoc service, allowing us to close almost 100% of our loans without requiring the member to visit our offices or print or handle any documents. We expanded our loan offerings during the year and in so doing, assisted a number of our members in refinancing their mortgages at a time of historically low interest rates.

During the last 12 months, the Credit Union has gone through many changes. In December, we saw Jane Baker, an employee of more than 20 years, retire and in January 2021, Misty Conrad, our new Chief Operations Officer, came

aboard. We were both sad to see Jane leave us and delighted to have Misty join our team. We also completed the move of a portion of our staff from the RGH Building to Laurel Tech Center on Sweitzer Lane. This will allow us to better serve our members and provide our staff with the space they need to be more comfortable and perform better at their jobs. As of this Annual Meeting, we will be almost done with long-overdue renovations to our RGH space. The goal of refreshing our space and redesigning it into a more traditional branch, should allow our members to be proud of their credit union and address concerns that have existed concerning privacy.

On the horizon we will be launching a new website that we hope will become the go-to place for our members when they want to transact with the Credit Union or learn more about the benefits of being a member. We hope that the site will be live in July of this year. We also have debit and credit card digital issuance coming soon. This new service allows members, whose cards have been replaced, to load their replacement card to Apple or Google Pay immediately. Therefore, they can overcome some of the inconveniences of losing their old physical card. Our new P2P (person-to-person) solution, PayMoli, will also be going live in the coming months. Please keep your eyes open for announcements about these new things and several more to come over the next several months.

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During 2020 the Credit Union truly learned just how much our members rely on us to help them manage all aspects of their finances. We may have had missteps along the way, but the Credit Union's Board of Directors, committee members, and staff stayed the course and focused on what we needed to do in order to support our members and create a credit union that is better able to meet our members' needs for many years to come. We look forward to the opportunity to better serve our members in 2021 and beyond!

Jeffrey S. Goff
CEO

Financial Status

	2020	2019	CHANGE
Members	4,023	4,066	-1.06%
Total Assets	\$33,114,065	\$28,395,481	16.62%
Total Deposits	\$29,914,368	\$25,190,981	18.75%
Total Investments	\$10,523,765	\$7,421,454	41.80%
Total Loans	\$18,772,481	\$19,587,769	-4.16%
Loan-to-Share Ratio	62.75%	77.76%	-15.01%
Net Income	\$196,023	\$205,269	-4.50%
Return-on-Assets Ratio	0.59%	0.73%	-0.14%
Net Worth Ratio	9.56%	10.46%	-0.90%

Treasurer's Report

The year 2020 was indeed successful for the WSSC Federal Credit Union. We were able to successfully navigate the COVID pandemic, while still meeting or exceeding many of our financial goals for the year. The Credit Union's net worth decreased by .44% to 9.56%, still well above the 7% requirement by NCUA, and remained competitive relative to our peers and competitors. During the year, the Credit Union grew to \$33,113,000 in assets, \$4.7 million greater than December 2019. Asset and share growth were both up, by 14.6% and 16.8%, respectively. Loans fell by 4.2%, to \$18.8 million, while shares increased to \$29.9 million, realizing a loan-to-share ratio of 62.8%, falling short of our goal of 75%. We maintained a healthy bottom line: Total income was approximately 6% over budget; expenses were slightly under budget, leaving us with net income of approximately \$195,000.

The Credit Union also continued working on several strategic action items, including:

- Administration of the WSSC Water Pipe Replacement Program;
- Formation of the WSSC FCU Foundation;
- And leasing new space at the Laurel Tech Center on Sweitzer Lane to resolve "growing" pains.

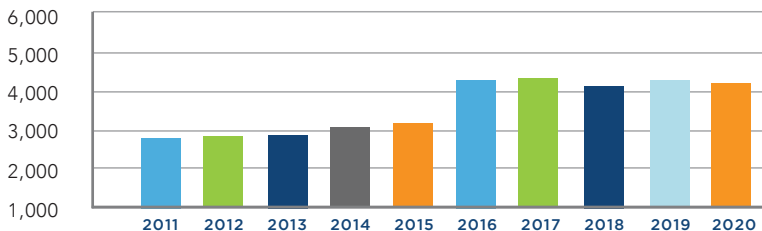
WSSC FCU continues to be a leader in the credit union industry and strives for excellence. We were presented with serious challenges due to the pandemic and the current state of the economy, yet we found ways to meet the needs of our members in these changing times. The Board of Directors and Management have worked together to develop a Strategic Plan for the Credit Union and are committed to moving the Credit Union forward, providing the necessary resources to remain competitive, investing in technology, and offering products and services that will meet your financial needs and give you an exceptional experience.

Loree Benziger,
Treasurer

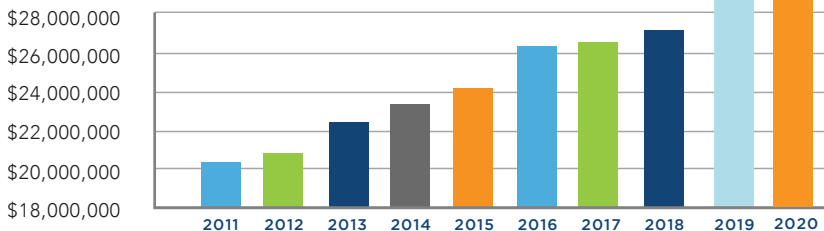
10-YEAR TRENDS

December 31 of Each Year

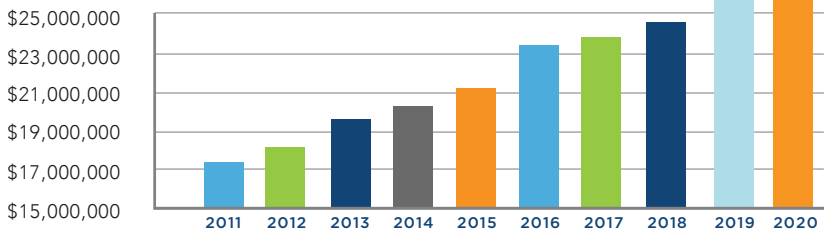
MEMBERSHIP



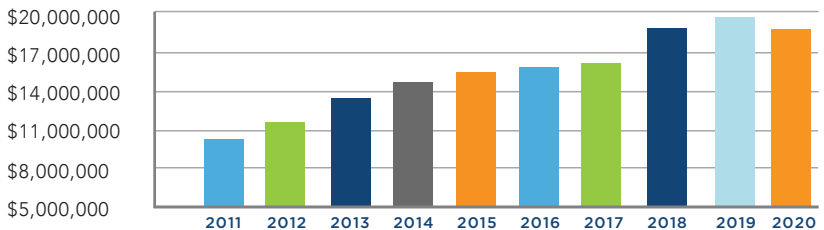
ASSETS BY DOLLARS



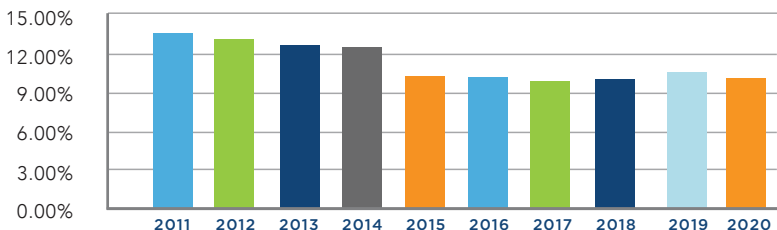
DEPOSITS BY DOLLARS



LOANS BY DOLLARS



NET WORTH



CREDIT UNION STAFF

Jeff Goff
CEO

Frank A. Brown
Vice President

Misty Conrad
COO

Denise Gordon
Lending Manager

Mariam Greene
Member Service
Specialist

Belinda Gantt
Member Service
Specialist

Jasmine Jones
Teller/Member
Service Specialist

Deborah Whaley
Teller/Member
Service Specialist,
Reid Temple

Board of Directors

Mark Brackett	Chairperson
Jason Brown	Vice-Chairperson
Loree A. Benziger	Treasurer
Roman Abate	Secretary
Debra Penn	Director
Liz Savoy	Director
Tanya Minerve	Director
Wesley Wright	Director
Diane Whitby	Director

Supervisory Committee

Delia L. Beckman	Chairperson
Dante DiCamillo	Member
Rev. Linda Middleton	Member
Debra Penn	Member
Jeff Andrews	Member

Marketing Committee

Carol Mojica	Chairperson
Kathy Maholtz	Member
Carla Cash	Member
Debra Penn	Member

Technology Committee

Jason Brown	Chairperson
Wesley Wright	Member
Aloys Mbida	Member
Arthur Badgett	Member
Christopher Brackett	Member
Ian Shaffer	Member

Long Range Planning Committee

Wesley Wright	Chairperson
Jeff Andrews	Member
Mark Brackett	Member
Roman Abate	Member
Jason Brown	Member

Nominating Committee

Diane Whitby	Chairperson
Roman Abate	Member
Loree Benziger	Member
Monica Chestnut	Member
Pamela Hall	Member