



forward[™]
FINANCIAL

— CREDIT UNION —

71st

Annual Meeting

April 15, 2020

Together We're Growing

OFFICIAL FAMILY

BOARD OF DIRECTORS

Kerry Grippen- Chairman
Scott Pancheri- Vice Chairman
MaryEllen Welcher- Secretary
Dan Decker- Treasurer
Teresa Clement- Director
Kim Schuster- Director
Don Dumke- Director

OFFICERS

Rob Langsford- President/CEO
Denise Sauld- Vice President of Financial Services
Tammy Young- Vice President of Operations

**To provide convenient, quality financial
services that meet members needs now
and in the future.**

CREDIT UNION STAFF

NIAGARA OFFICE

Allie Barczak-Teller/Loan Processor
Carol Barth-Collections Manager
Laura Brinkman-Compliance/Security Officer
Peggy Buchanan-Accounting
Kelly DeCremer-Teller
Kathy Dyer-Loan Processor
Char Liebergen-Executive Assistant/Public Relations Manager
Heidi Phillips-Loan Processor
Monica Rietveld-Teller
AnnMarie Sauld-Accounting
Megan Scott- Member Service Supervisor
Danielle Sonnenberg-Loan Officer
Brenda Swanson-Accounting Manager
Mary Vandenberg-Teller
Donna Wallner-Teller
Robert Whitens- Commercial/Consumer Lending Officer

PEMBINE OFFICE

Letty Galeazzi-Branch Manager
Tatjana Fletcher-Teller
Jessica Stamper-Teller
Stephanie Tachick- Teller

MARINETTE OFFICE

Mary Heckel-Branch Manager
Rita Gunville-Loan Officer
Danielle Miller-Teller
Melissa Semrau-Teller
Haley Truitt-Teller

IRON MOUNTAIN OFFICE

Nancy Santini-Branch Supervisor
Jenna Aud-Teller
Chuck Dollar-Teller
Donna Gunville-Loan Officer
Brittany Langer-Teller
Corey Pepin-Teller

PRESIDENTS REPORT

A lot of changes have happened in the real estate industry in the past decade. Smart phones and mobile apps saturated our lives. The ubiquity of on-demand anything has transformed how we do almost everything including the way we shop for vehicles and homes. Technology also transformed how we shop using the internet. No real estate agent, homeowner or car dealer needed, just virtual reality and a couch. Loans of all types are done over the computer or smart phone. The way people use Financial Institutions is changing and we must change with them and meet or exceed their expectations.

Forward Financial Credit Union had a very good year last year. Our staff did a great job at customer service. Our Loan officers worked very hard on debt consolidation for our members. We also did many loans which is what keeps us going. We also worked very hard at reducing and controlling our expenses.

Your Credit Union's philosophy continues to be "Do what is good for our member and what is right for our membership". This philosophy comes from the fact we are local people making local decisions. Behind the scenes we are upgrading technology and increasing staff training, providing great member experience from the front line to the backoffice service.

Forward Financial Credit Union's Board of Directors, President/CEO and Staff are committed to serving our members today and long onto the future. It is **YOUR** Credit Union *We are here to serve you.*

Rob Langford

President/CEO

FINANCIAL STATEMENT

	2018	2019
<u>ASSETS</u>		
TOTAL LOANS	\$50,235,665	\$49,336,364
CASH, INVESTMENTS	\$18,214,980	\$22,369,581
LAND, BUILDING, EQUIP.	\$2,603,076	\$2,499,411
OTHER ASSETS	\$631,945	\$364,133
TOTAL ASSETS	\$71,685,666	\$74,569,489
<u>LIABILITIES</u>		
SHARES	\$62,163,037	\$64,920,417
BORROWINGS	\$0	\$0
ACCOUNTS PAYABLE	\$788,291	\$620,489
TOTAL LIABILITIES	\$62,951,328	\$65,540,906
<u>EQUITY</u>		
REGULAR RESERVES	\$4,757,721	\$4,757,721
UNDIVIDED EARNINGS	\$3,976,617	\$4,270,862
UNREALIZED GAIN/LOSS ON INVESTMENTS	\$0	\$0
TOTAL EQUITY	\$8,734,338	\$9,028,583
TOTAL LIABILITIES & EQUITY	\$71,685,666	\$74,569,489
<u>INCOME</u>		
INTEREST ON LOANS	\$2,658,426	\$2,766,119
INTEREST ON INVESTMENTS	\$327,383	\$466,801
OTHER INCOME	\$1,080,692	\$1,001,217
TOTAL INCOME	\$4,066,501	\$4,234,137
<u>EXPENSES</u>		
SALARIES & BENEFITS	\$1,631,430	\$1,647,274
OFFICE OPERATIONS	\$787,107	\$930,318
OFFICE OCCUPANCY	\$653,688	\$650,808
PROMOTIONAL EXPENSE	\$50,678	\$47,361
PROVISION OF LOAN LOSS	\$263,620	\$185,250
DISPOSITION OF ASSETS	\$23,670	\$30,944
TOTAL EXPENSES	\$3,410,193	\$3,491,955
NET EARNINGS	\$392,687	\$556,931
DIVIDENDS	\$186,332	\$262,687
NET INCOME/LOSS BEFORE RESERVES	\$206,355	\$294,244

VICE PRESIDENTS REPORT

2019 was a great year for credit unions. On the back of a strong economy, with GDP up 2.1% from 2018 and unemployment levels at record lows, credit unions strengthened member relationships and expanded their balance sheets.

2019 showed a slight decrease in total loans compared to 2018. Overall loans outstanding at the end of 2019 were \$49,861,589 compared to \$50,643,835 in December 2018. When comparing our loan to share ratio to our peers, we were 11.88% higher at 76.80% than our peer average ratio of 64.92%. Overall credit unions generated record loan originations for the past 3 quarters in 2019 with 158.2 billion dollars in loans. Smaller credit unions continue to struggle for loan volume especially if they are not in an economic vibrant community.

Still, we remain diligent in providing our members with the most competitive rates and loan specials available. Our product models are innovative and lead the competition in qualification ease, rate structure, and convenient terms. We have also priced our mortgage products so they are competitive with secondary market rates although we cannot meet the long term fixed rates that the secondary market offers. Those loans, however, can be referred to our partner Silverstone Mortgage. Our specialty has and remains the loans that do not qualify for secondary market for whatever reason and require unique lending underwriting.

As with any loan program, low delinquency ratios must be maintained. Most problems are worked out at an early level so that our members can maintain their credit scores or improve them so that they qualify for better rates in the future. Forward Financial Credit Union followed industry trends and ended the year with a 0.84% delinquency rate.

Our current loan products include consumer loans for just about any purpose. Auto and Recreational Loans, Signature Loans, Fast-Cash Loans, Overdraft Protection Loans, Mastercard Credit Cards, Student Loans, Business Loans, and a host of Real Estate options that includes in-house financing, Secondary Market Loans, WHEDA Loans, and HELOCS (Home Equity Lines of Credit)

Not only is it imperative that we keep current with ever-changing technological delivery systems, but it is equally important that we match services and products to individual member needs. At Forward Financial Credit Union, we strive to keep abreast of the desires of all our members, constantly monitoring products to be sure we can provide at the most affordable pricing. We take pride in our fast and economical delivery of loans and loans services to you. We always look to provide products and services that will enhance the wellbeing of our members for they are who we serve.

Denise Sauld

Vice President of Financial Services

Forward Financial Credit Union
70th Annual Dinner Meeting
April 17, 2019
Niagara Senior Citizen's Center

The 70th Annual Meeting program began at 5:35 p.m. when Executive Assistant Char Liebergen welcomed members and staff in attendance. After opening remarks, prizes for cash were drawn. Char then introduced President/CEO Rob Langsford.

The National Anthem was played and President/CEO Langsford requested a moment of silence for those who have passed on especially Board Member Chuck Aichner who passed away last fall. President/CEO Langsford then introduced Board Chairman Kerry Grippen. Chairman Grippen welcomed everyone and asked if a quorum was present. Board Secretary Mary Ellen Welcher stated that a quorum had been reached with a total of 60 members in attendance. Chairman Grippen then officially called the 70th annual meeting to order.

Minutes from last year's May 17th, 2018 annual meeting printed in the program booklet were reviewed.

A motion was made and supported to approve the minutes as printed and the motion carried. Chairman Grippen introduced the board of directors.

Chairman Grippen then introduced Board Secretary Mary Ellen Welcher – chairman of the nominating committee. Director Welcher introduced the rest of the nominating committee – credit union members Leon Gospodarek and Pam Behnke. She noted that up for election are two members whose terms have expired. They are Board Chairman Kerry Grippen and Director Don Dumke. She noted that both Kerry Grippen and Don Dumke have indicated an interest in being elected and to continue to serve as credit union directors. She also noted that no other credit union members have expressed an interest in becoming a member of the board of directors at this time. A motion was made by Sarah Gospodarek and seconded by Lois Outcalt to re-elect Kerry Grippen and elect Don Dumke as directors for three-year terms of office. The motion was carried. Secretary Welcher congratulated the elected board members and thanked them for serving for another 3-year term.

Chairman Grippen then introduced President/CEO Langsford. He talked about phone scams and as members to remember not to give out any account numbers, social security numbers, or any other confidential information over the phone.

Old Business: None

New Business: None

With no other business at hand, Chairman Grippen asked for a motion to adjourn. A motion was made by Gilbert Engel and supported by Larry Chick to adjourn the meeting at 5:55 p.m. The motion carried.

After a prayer by Vice President Denise Sauld, dinner was served. After dinner, grand prizes were drawn – two 32 inch TV's. The evening and annual dinner was then concluded.



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