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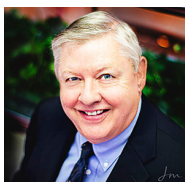
# ANNUAL REPORT

Tarrant County's Credit Union

2021



## BOARD OF DIRECTORS



**Alan Thomas,**  
*Chairman*  
Term expires  
March 2024



**Craig Maxwell,**  
*Vice Chairman*  
Term expires  
March 2024



**Judy McDonald,**  
*Treasurer*  
Term expires  
March 2023



**Tom Spencer,**  
*Secretary*  
Term expires  
March 2024



**Kylie Giacotti,**  
*Director*  
Term expires  
March 2023



**Robert Carter,**  
*Director*  
Term expires  
March 2022



**Steve Sparks,**  
*Director*  
Term expires  
March 2022

## MISSION STATEMENT

## Making Financial Goals a Reality

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, 2021.

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

	2021	2020
<b>Assets</b>		
Cash and Cash Equivalents*	\$33,096,404	\$27,299,110
Investments	5,327,597	—
Loans to Members - net	76,979,373	74,166,698
Furniture & Equipment	947,936	1,116,087
NCUSIF Deposit	951,450	874,097
Accrued Interest Receivable	224,731	223,256
Other Assets	2,512,861	2,654,872
<b>Total Assets</b>	<b>\$120,040,352</b>	<b>\$106,334,120</b>
<b>Liabilities</b>		
Member Deposits	\$108,759,803	\$95,155,544
Accounts Payable	476,528	630,606
Other Accrued Liabilities	1,367,471	1,338,566
<b>Total Liabilities</b>	<b>\$110,603,802</b>	<b>\$97,124,716</b>
<b>Members' Equity</b>		
Retained Earnings	\$7,975,276	7,675,727
Statutory Reserves	1,533,677	1,533,677
Unrealized Loss/Long Term Investments	(72,403)	—
<b>Total Members' Equity</b>	<b>\$9,436,550</b>	<b>\$9,209,404</b>
<b>Total Liabilities And Members' Equity</b>	<b>\$120,040,352</b>	<b>\$106,334,120</b>

### Statement of Income and Expenses

	2021	2020
Interest Income	\$4,289,419	\$4,815,695
Dividends to Members	\$(229,049)	\$(374,237)
Interest on Borrowed Money	\$(13)	\$(127)
Provision for Loan Loss	\$(196,727)	\$(380,838)
<b>Net Interest Income</b>	<b>\$3,863,630</b>	<b>\$4,060,493</b>
Non-Interest Income	\$2,020,504	\$1,923,790
<b>Operating Expenses</b>	<b>\$(5,584,584)</b>	<b>\$(5,452,529)</b>
<b>Net Income</b>	<b>\$299,549</b>	<b>\$531,754</b>
<b>Total Membership</b>	<b>11,103</b>	<b>11,382</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 \$120 million in assets and five convenient locations, TCCU is trusted by over 11,000 members.

## President/CEO's Message

I think it's safe to say, the return to normal we all thought would happen in 2020, and then in 2021, is no longer possible. The pandemic has forever changed our "normal" and we can't help but ask, "Are we there, yet?"



We experienced an unprecedented rise in the adoption levels of digital services as members put even greater emphasis on convenience and self-service options that fit their lifestyles. In today's environment, this convenience relates to digital experiences rather than physical ones. Branch-centric factors (longer hours, number of locations, etc.) have become secondary. We have seen this with the decline in foot traffic in our own branches. As a result, improving remote servicing through digital services was a crucial focus for us in 2021.

We spent the past year putting processes and additional products and services in place to make recovery and sustainability a reality for our members and community. We continued to build third party relationships to support digital and after-hours service and we enhanced online lending and account access programs. We also we began strengthening infrastructure to support our primary initiative to combat the disparate financial treatment of minorities and marginalized members in our communities, especially those in the service sector who were hit hardest over the past two years, and our Board has made a

commitment to do more to serve this market.

It's no longer business as usual. People need help – people in our communities, our members, our neighbors and friends. Everywhere you look someone is reaching for a helping hand.

So we will continue to support community outreach programs and charities serving the needs of those hit hardest during the pandemic. Our staff personally contributes thousands of dollars and works tirelessly in these areas, year after year, and I am grateful to work with generous people who have a genuine care for the financial well-being of others.


We care about our community. We care about our members. If we cannot be the helping hand they are reaching for, then we have failed in our duty to serve. "People Helping People" isn't just a credit union philosophy. It's a call to action. It's a reasonable expectation. It's a commitment.

As we look ahead to 2022, we will take action to deliver on our renewed mission to serve the underserved and marginalized members of our community to advance economic equity.

So, are we there yet? Not quite. But we're getting there.

And while we may not be there just yet, because we maintained focus on further improving our digital offerings to be a more complete solution for our members and those who traditionally have not been fairly served, we are well on our way.

Sincerely,



Lily Newfarmer  
President and CEO

## Chairman's Message

I'm pleased to report that, in spite of the ongoing pandemic situation in 2021, the credit union experienced positive growth in loans, assets and equity, and remains well capitalized, ensuring we have the capacity to continue to serve our members well.



That's not to say the pandemic hasn't affected our operations. Understandably, the credit union's financial results were not as anticipated, missing targets in both earnings and growth goals; nonetheless, the credit union grew in most areas due to strong management leadership and a resolute determination to succeed. Overall, TCCU performed well, relative to peers, and significant progress was made on key strategic initiatives.

Among the notable changes in 2021 was the way in which the pandemic redefined how we best serve our members. We have seen a significant change from in-person account transactions to mobile and online services. Members are no longer visiting our lobbies to conduct their financial affairs. Business closures, social distancing, and 24/7

convenience has paved the way for mass member migration to digital services.

The pandemic also brought to the forefront the need for affordable financial services across all segments of our community. As a result, in 2021, the Board of Directors made a commitment to supporting our communities in a more impactful and meaningful way through better value propositions and better access and delivery of services.

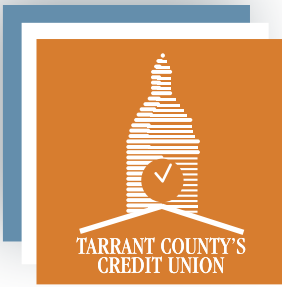
The credit union was founded on the principal of People Helping People, and we are committed to making a difference in the lives of those we serve and those who live in our community, and we are laying the groundwork for improved lending and financial growth strategies in this area.

On behalf of the Board of Directors, I want to thank the credit union staff and management team for their hard work and commitment, and extend our appreciation to our members for your continued patronage.

Sincerely,



Alan Thomas  
Chairman



**TCCU is committed to giving back to our community. Our staff volunteered hundreds of hours in 2021 to these local partners:**

### **GIVING BACK**

- Alliance for Children
- Carter Blood Care
- Children of the Incarcerated
- Renaissance Heights United
- Salvation Army – Angel Tree
- Tarrant County
- United Way

### **RECOGNITION**

Cornerstone League  
Shelli McCoy, VP of Operations – “Women of Credit Unions in Texas”

### **NEW PRODUCTS & SERVICES**

- Launched MyTCCUCards credit card access app
- Upgraded credit cards rewards program and card processor

**Fort Worth (Main Office)**  
**Tarrant County Plaza Building**  
200 Taylor Street, Suite 215  
Fort Worth, Texas 76196

**Fort Worth (Downtown)**  
**Tarrant County Admin. Building**  
100 E. Weatherford Street, Suite 205  
Fort Worth, Texas 76196

**Arlington Branch**  
700 E. Abram Street  
Suite 102  
Arlington, Texas 76010

**Hurst Branch**  
645 Grapevine Highway  
Suite 130  
Hurst, Texas 76054

**Lake Worth Branch**  
6713 Telephone Road  
Suite 103  
Lake Worth, Texas 76135

**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**