



Joey & Jalanda H., Members Since 2017

Helping people
through life

2019 | ANNUAL REPORT

WrightPatt
CREDIT UNION, INC.



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Jessica & Josiah D.,
Members Since 2013

Throughout every important stage of life, Wright-Patt Credit Union (WPCU) is here to help our member-owners achieve greater financial flexibility and freedom.



In 2019, we helped more than 26,000 members learn how to make the most of their hard-earned money through educational seminars, workshops and online money management resources. Thanks to our partnership with GreenPath Financial Wellness, we also helped members pay off more than \$2 million in debt and gain skills to ensure continued financial wellbeing.

In 2019, the Credit Union was honored with several awards and accolades. WPCU was ranked as the #1 Best Ohio Credit Union by *Forbes Media* and was named Not-for-Profit Business of the Year by the *Dayton Business Journal*. We were also recognized for our extraordinary partner-employee wellness program, placing WPCU on the *Dayton Business Journal*'s list of Healthiest Employers for the third year in a row.

This year we also had many opportunities to put our people helping people philosophy into action and support our members in times of need. Through our partnership with the American Red Cross, we provided more than \$379,000 to aid 223 of our members recovering from the Miami Valley's Memorial Day storms.

Another powerful way we lived out our mission was through our Sunshine Community Fund. This fund has generated more than \$1.5 million for local non-profit organizations over the years. Our partners exceeded their fundraising goal again, raising over \$244,000 to help those served by the

Artemis Domestic Violence Center, Homefull and St. Vincent de Paul. The Sunshine Community Fund has enhanced our continuing commitment to enriching the communities we serve.

As 2019 came to a close, we celebrated our success with our largest payout ever, returning \$10 million in excess earnings to our members through a Special Patronage Dividend. The more our members use our accounts and services, the more successful we become and the better the chances of a Special Patronage Dividend. For the last 11 consecutive years, WPCU has returned more than \$75 million in total to members, helping them keep more money in their pockets.

The past year was filled with continued growth and improvement, but at WPCU, we don't measure our success just by our numbers or the awards we receive. Instead, every opportunity to make life a little easier for our members is a success, and every relationship we build is a victory. As we head into 2020 and beyond, we look forward to providing even more ways to help our members through life each and every day. Thank you for your membership and for being part of our story of people helping people.

Sincerely,

A handwritten signature in black ink, appearing to read 'Doug Fecher'.

Douglas A. Fecher
President & CEO

A handwritten signature in black ink, appearing to read 'Joseph Linsenmeyer'.

Joseph Linsenmeyer
Chairman, Board of Directors

MOMENTS OF IMPACT

We view success through the lens of helping our members. In every single interaction, we look for opportunities to help people reach their goals and live the lives they want to live. Here are just a few of the moments of impact that our partners created for our members in 2019.

A Sign of Kindness

PARTNER FOCUS: ACE S.

Ace S., a Member Experience Representative at the Beaver Creek Member Center, loves to make every member feel comfortable and welcome when they visit WPCU.

One day, Ace noticed a couple in the Beaver Creek Member Center using sign language. Although Ace only knew a little bit of sign language, he introduced himself to the couple and did his best to sign with them.

Ace recalled how excited the couple was to communicate with him through sign language. "Their faces lit up when they realized they could speak with me instead of having to write everything down," he said.

The couple let Ace know how much they appreciated him. "You were so nice and patient with us," they said. "It warmed our hearts!"

Ace enjoys being able to connect with members and make their lives a little easier.



Ace S., Partner Since 2018

"I look forward to every day because I have another chance to get to know our members and make their experience memorable."

Helping Members Weather *Life's Storms*

PARTNER FOCUS: LISA R.

The days after the Miami Valley Memorial Day tornadoes were hectic, Lisa R., a Financial Coach at the Gantt Member Center recalled. Due to the storm damage, many members in the area needed help getting car, home equity and disaster relief loans.

"It was heartbreaking to see how many people were impacted by the tornadoes," she said. "At the same time, it was a meaningful opportunity to be there for members and help them in a time of need."

One member that Lisa helped needed to get back on the road after the storms totaled his vehicle. The member relied on his car to commute to work and needed to find a way to replace the vehicle quickly.

After car shopping, the member and his wife came to the Gantt Member Center to complete a loan application. Lisa helped them by preparing purchase order options and taking care of the paperwork, all while putting them at ease.

"When I learned that the member's wife worked at Wright State University, I was excited to share that I was an alumna," said Lisa. "As the loan was being finalized, we spent the time chatting and building a connection. A little humor goes a long way in making those tough situations better!"



Lisa R., Partner Since 2016

Lisa's extraordinary service helped the member get back on the road the very next day in a new car. Afterward, the member and his wife shared an encouraging email to thank Lisa and recommend WPCU to their friends and coworkers.

"It means a lot to help make life a little easier for members."

"The best part of working at WPCU is getting to be a part of those important moments in our members' lives — the happy ones and the stressful ones," she added. "I love to sit down with a member and spend time helping them in any way I can. That's what it's all about!"

By Your Side Through Life's *Biggest Challenges*

MEMBER FOCUS: MATT S.

At first, Matt wasn't familiar with credit unions. After a friend recommended WPCU, Matt became a loyal member in 2015.

Since then, WPCU has helped make life a little easier for Matt by consolidating his credit card debt, financing his vehicle and refinancing a mortgage.

"Wright-Patt Credit Union has helped me understand the process of refinancing a mortgage and the associated costs," Matt said. "They helped guide me in the direction that made the most sense for me."

Matt has also looked to WPCU to help him through some of life's most difficult challenges. After his mother passed away, Matt became a caregiver for his terminally ill father. When Matt reached out for help, our partners supported him and guided him through the situation.

Matt is proud to be a member and continues to brag about WPCU to his friends and coworkers.



Matt S., Member Since 2015

Making a positive difference in the lives of members like Matt reflects WPCU's mission. We're thankful for every opportunity to serve our members and help them live the lives they want to live!

"Everyone genuinely cares about helping you. I love the amazing customer service I receive anytime I visit. You won't find another bank or credit union that can serve you better than Wright-Patt Credit Union."

Making Life Easier for *Family and Business*

MEMBER FOCUS: CLARECE & GERALD R.

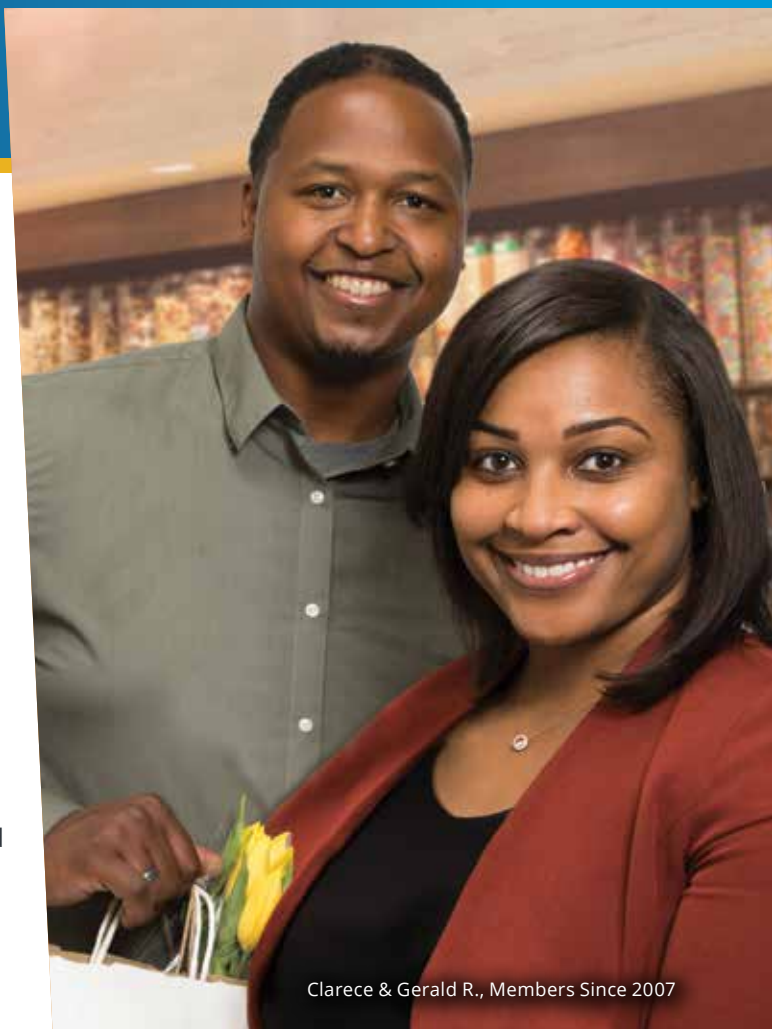
In the summer of 2007, Clarece came home from college to be with her family. Her father was a proud member of WPCU, and after Clarece experienced WPCU's extraordinary service, she decided to become a member herself.

"The staff is always so friendly and informative," said Clarece. "Every experience was much better than what I knew from traditional banking."

While in college, Clarece took advantage of a WPCU *StretchPay*® loan to help her successfully manage college finances while building up her credit score.

Now, Clarece and her husband Gerald utilize WPCU to help make life a little easier, both for their family and their growing catering business — from consumer and business checking accounts, to savings accounts and a mortgage.

"As fairly new entrepreneurs, the way we bank has changed. The growth of our business has a lot to do with our ability to process payments quickly and effectively work through cash flow fluctuations," Clarece said.



Clarece & Gerald R., Members Since 2007

She added, "Although WPCU has many benefits, the mobile app is my favorite. The ability to quickly access our accounts, make bill payments and transfers and earn money through debit card transactions has been incredibly satisfying."

"Wright-Patt Credit Union has been a wonderful asset to us as a family and as small business owners. There are so many benefits, from the great interest rates to the mobile app to the convenient hours and locations."



Shaylynn & ShaNae H., Members Since 2000

2019 HIGHLIGHTS

At Wright-Patt Credit Union, our story is about the power of people working together to help one another and become stronger as a whole. The following are some of the many ways we helped our members, partners and the community in 2019.



**NOT-FOR-PROFIT
BUSINESS OF THE YEAR**
2019 by *Dayton Business Journal*



**#1 BEST OHIO
CREDIT UNION**
2019 by *Forbes Media*



**HEALTHIEST
EMPLOYERS**
2019 by *Dayton
Business Journal*

SAVE BETTER

WPCU Focus: Help members save money and time, while gaining peace of mind now and in the future

DEPOSIT GROWTH

\$434.0
MILLION

Increase in overall deposits

11.4%

Increase in overall deposits from 2018 to 2019

\$274.8
MILLION

Growth in personal Money Market accounts

SHARE CERTIFICATES & IRAs

\$289
MILLION

Share Certificates & IRA Specials

\$1.05
BILLION

Total Share Certificates & IRAs



BUSINESS ACCOUNTS

11,261

Business accounts

\$51.9
MILLION

Increased business deposit balances



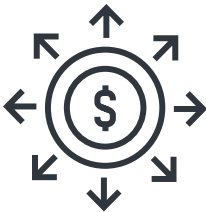
REFI YOUR RIDE

1,520

of members who saved on their auto loans

\$325,423

Given back to members through Refi Your Ride



\$10 MILLION

Given back to members through a Special Patronage Dividend!

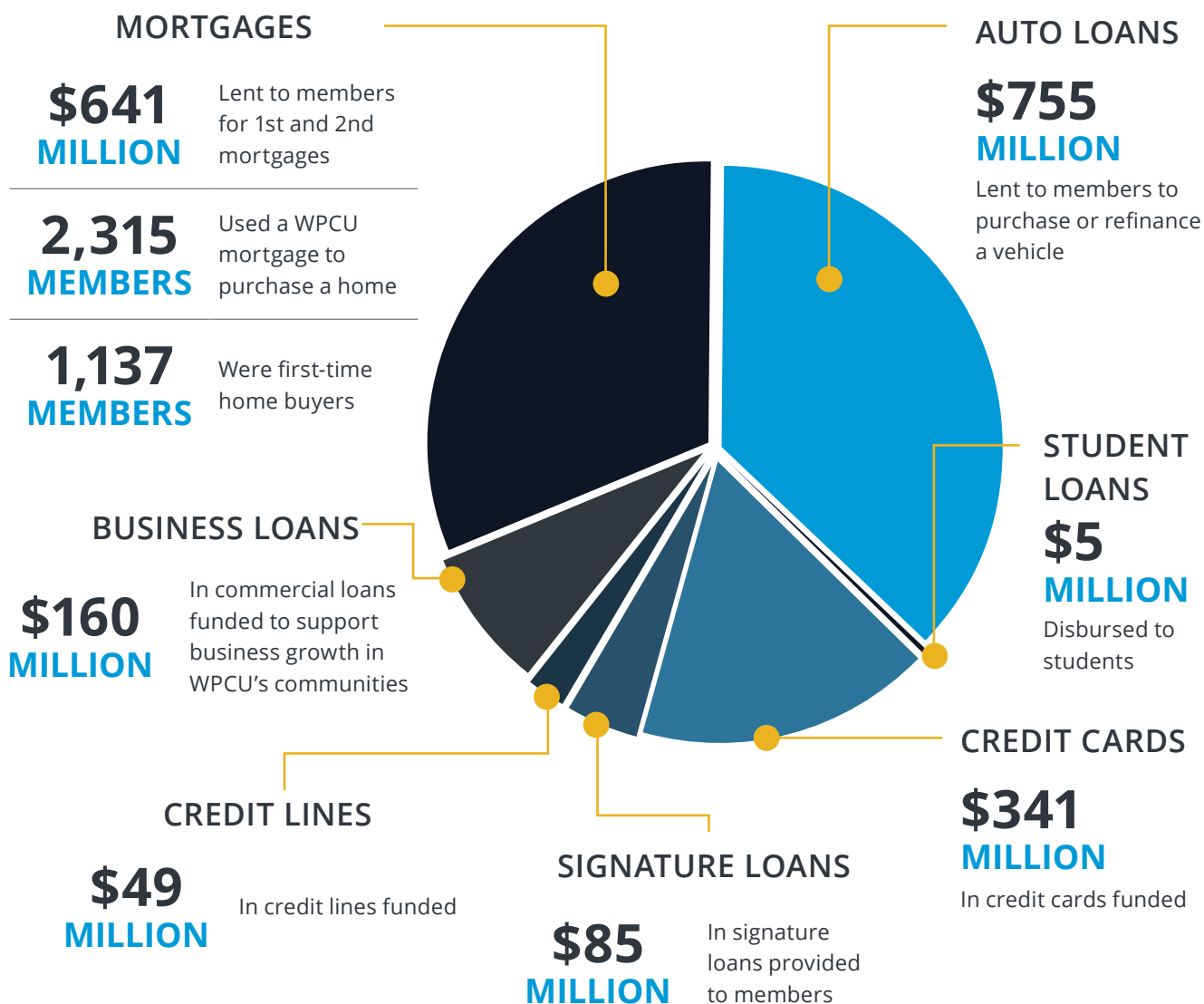
\$75 MILLION

Given back to members since 2008

BORROW SMARTER

WPCU Focus: Provide loan solutions that are in the best interests of our members

WPCU LENT MORE THAN \$2 BILLION TO MEMBERS IN OUR COMMUNITIES



\$319,995

Received by members from buying or selling their property using a Realtor® in the CU Realty program

\$2.5 MILLION+

Returned to members in cash rebates since 2004

LEARN A LOT

WPCU Focus: Help members achieve greater flexibility and freedom, today and in the future

26,000 MEMBERS

Were helped with in-person and digital money management resources to help improve their financial flexibility and freedom.

\$2.1 MILLION

Was paid back by members to creditors through GreenPath's debt management plans. WPCU partners with **GreenPath** to offer debt management and certified counseling resources to members.

SUPPORT COMMUNITY

Promote livelihood in the communities where our members and partners live

\$56,148,128 GROSS WAGES PAID

978 ACTIVE PARTNERS

223 DISASTER RELIEF LOANS

\$379,182 DISASTER RELIEF LOANS



In 2019, the **Sunshine Community Fund** raised **\$244,000** for local non-profit organizations. These funds supported **St. Vincent de Paul, Homefull** and **Artemis Domestic Center** which provided programs related to education and financial stability in helping people live the lives they want to live.

\$1.5 MILLION

Has been raised by the **Sunshine Community Fund** since its inception in 2015 to support financial education, programs, products, services and the support of military members, veterans and their families' health and wellness programs.

WE PARTNERED WITH



American Red Cross

American Red Cross to help raise funds for families affected by the Memorial Day Tornado Disaster. Funds raised went towards shelters, food, supplies, health care and emotional support.



Crayons to Classrooms (C2C) to organize a school supply drive to assist C2C in collecting supplies for teachers of schools affected by the Memorial Day tornadoes.



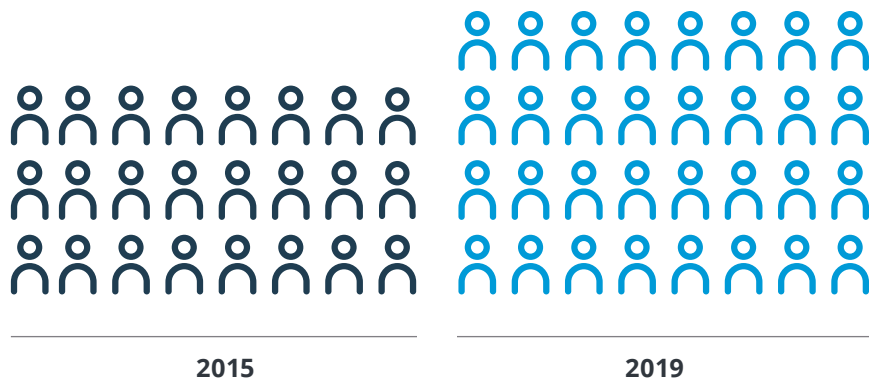
Dayton Foundation, Inc. to help fund the outreach efforts in Dayton and Montgomery County for the upcoming 2020 Census.

NUMBERS AT A GLANCE

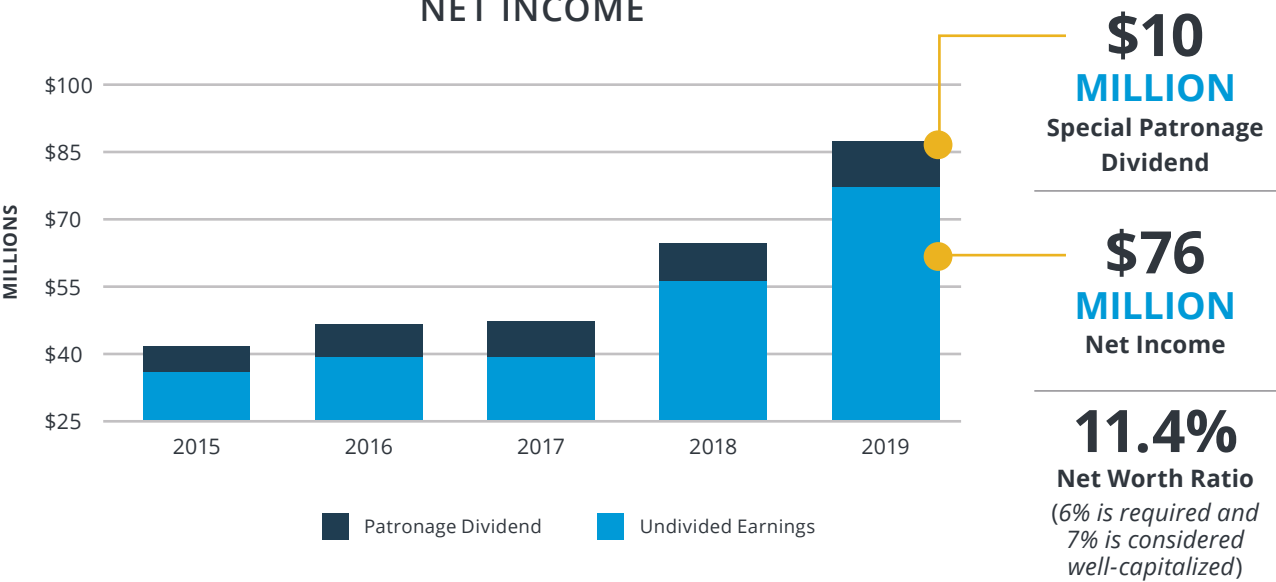
Since 2015, WPCU has experienced tremendous growth, increasing the credit union’s total assets while soundly exceeding well-capitalized levels of net worth.

399,523
WPCU MEMBERS
IN 2019

A 26.2% increase since 2015



NET INCOME



SHARES \$4.3 BILLION A 58.4% increase since 2015	LOANS \$3.6 BILLION A 56.6% increase since 2015	TOTAL ASSETS \$5 BILLION A 59.0% increase since 2015
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STATEMENTS OF FINANCIAL CONDITION | December 31, 2019 and 2018

ASSETS	2019	2018
Cash and Equivalents	497,719,148	585,231,204
Investments	701,283,058	276,528,545
Loans Held for Sale	74,996,011	41,519,062
Loans to Members	3,640,299,219	3,364,532,853
Less Allowance for Loan Losses	(29,808,377)	(26,832,829)
Other Assets	207,439,504	187,121,845
TOTAL ASSETS	5,091,928,563	4,428,100,680
LIABILITIES AND MEMBERS' EQUITY	2019	2018
Members' Share Accounts	4,253,214,286	3,819,215,108
Borrowings	229,743,982	86,188,225
Other Liabilities	25,153,681	24,359,810
Members' Equity:		
Statutory Reserve	22,877,312	22,877,312
Specific Reserve	2,156,890	2,189,385
Retained Earnings	556,041,550	479,975,616
Net Unrealized Gain (Loss) on Investments	2,740,862	(6,704,776)
Total Members' Equity	583,816,614	498,337,537
Total Liabilities & Members' Equity	5,091,928,563	4,428,100,680

STATEMENTS OF INCOME | Years ended December 31, 2019 and 2018

	2019	2018
Interest Income:		
Interest on Loans	179,215,107	146,847,853
Interest on Investments	20,276,741	19,007,324
Total Interest Income	199,491,848	165,855,177
Interest Expense:		
Dividends	47,147,139	32,289,619
Interest on Borrowings	4,088,894	3,012,820
Total Interest Expense	51,236,033	35,302,439
Net Interest Income	148,255,815	130,552,738
Provision for Loan Losses	20,766,033	22,292,234
Non-Interest Income	102,318,154	85,202,423
Non-Interest Expenses	143,594,408	128,519,910
Patronage Dividend	10,180,089	8,803,173
Net Income	76,033,439	56,139,844



BOARD OF DIRECTORS

The Board of Directors is made up of credit union members from our local communities. We appreciate their commitment to making a difference and protecting your best interest.

Pictured left to right:
Mike McGrath, Dayton, <i>Vice Chair</i>
Carol Clark, Dublin, <i>Director</i>
Rachel Goodspeed, Dayton, <i>Associate Development Committee</i>
Bonnie Smith, Trotwood, <i>Director</i>
Charles Showell, Bellbrook, <i>Director</i>

Adam Scheetz, Kettering, <i>Assistant Secretary</i>
Leah Hanseman, Dayton, <i>Secretary</i>
Robert Sweeney, Dayton, <i>Assistant Treasurer</i>
Joseph Linsenmeyer, Crestview, Florida, <i>Chair</i>
Joseph Mucci, Huber Heights, <i>Treasurer</i>

Not pictured:
Nick Endsley, Oakwood, <i>Associate Development Committee</i>
Deborah Wilson-Robinson, Dayton, <i>Associate Development Committee</i>



Paul B., Member Since 2014



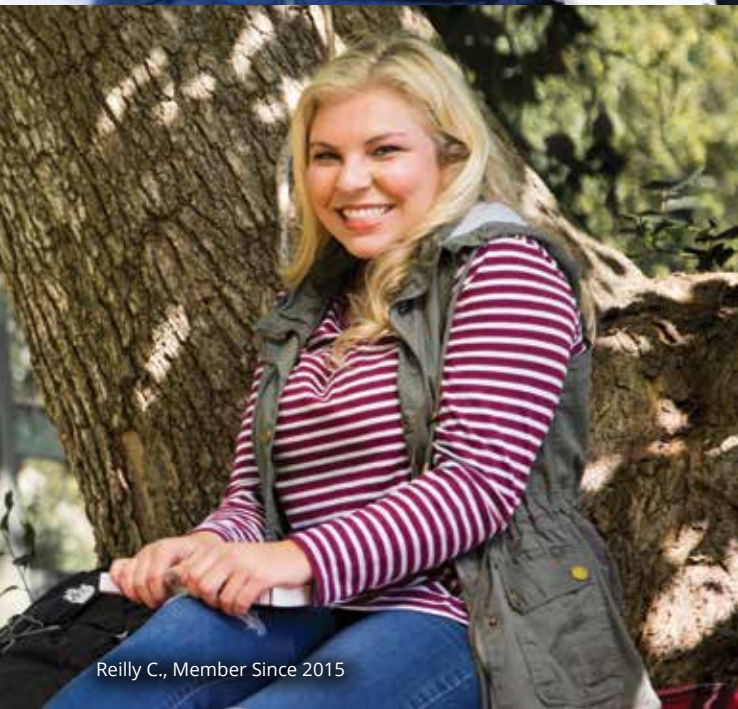
Tangela L., Member Since 2011



G.J. and Coretta T., Members Since 2010



Zach A., Member Since 2007



Reilly C., Member Since 2015



Christopher H., Member Since 2002



Save Better. Borrow Smarter. Learn A Lot!

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WPCU.coop

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