

# Member Owned Member Driven



## A MESSAGE FROM THE CHAIRMAN



At APGFCU, our mission is "to empower our members to use and control their money to improve their economic and social condition." There are many ways fulfilling that mission took form throughout 2019.

Our financial education efforts reached over 13,000 participants during the year. These were geared towards

both youth and adults. Through our partnership with Harford and Cecil County Public Schools, approximately 9,500 youth participated in classroom sessions, the Banzai financial literacy program we provide to schools, and the Stock Market Game, of which we are the exclusive sponsor. Approximately 3,500 adults participated in either group workshops or one-on-one financial coaching sessions.

Beyond the programs we provide directly, we partner with GreenPath, a nonprofit financial counseling and education service. It served nearly 3,000 of our members in 2019, including 86 who were enrolled in a debt management plan.

Financing our members' needs and dreams is another way we fulfill our mission. In 2019, we made 20,760 loans totaling nearly \$512 million. This included \$138.8 million in mortgage loans for purchase, refinance and home equity. A total of 188 members purchased a home with an APGFCU mortgage in 2019; 42% of them were first-time home buyers. In addition, we granted 10,149 auto loans totaling nearly \$271 million. A total of 7,284 members obtained these loans through the convenience of one-stop shopping at one of our area dealer partners.

Our Credit Builder Loan provides credit-challenged members the opportunity to rebuild their credit, provided they have never caused a loss to the credit union. Borrowers receive a rate reduction of 1.50% if they make 12 consecutive on-time payments. We granted 658 new Credit Builder loans for \$8.3 million in 2019.

"Meeting the deposit and borrowing needs of our members; investing in technology, facilities and staff development; and maintaining adequate liquidity is a balancing act APGFCU successfully navigated in 2019."

At the end of 2019, nearly 138,000 members had entrusted us with \$1.3 billion of their savings dollars. APGFCU continues to have the largest market share of deposits in Harford and Cecil County combined. New in 2019 was the introduction of High Yield Checking, which pays a higher rate on balances up to \$10,000 for members who meet direct deposit, online statement and debit card transaction requirements. In addition, we prevented \$4.5 million in deposits owned by 3,852 members, from being escheated to the state after three years of inactivity.

Meeting the deposit and borrowing needs of our members; investing in technology, facilities and staff development; and maintaining adequate liquidity is a balancing act APGFCU successfully navigated in 2019. We ended the year with a loan-to-share ratio of 96%. This allowed us to put member deposits to work to meet strong loan demand. At the same time, we maintained adequate liquidity for cash flow needs. We also managed loan delinquency and net charge-offs. Both our

delinquency and net charge-off ratios fell to 0.59% in 2019. All this was done while maintaining a service level that saw APGFCU named to Forbes, Cecil County and Harford County best lists.

In addition to giving back to our members, we also give back to the community. Our Community Involvement Committee (CIC) allocated over \$136,000 to nonprofit organizations in both Harford and Cecil counties. In addition, the CIC awarded \$67,000 in scholarships to 36 students. These dollar amounts do not include our numerous sponsorships in the community, which include the APGFCU Arena at Harford Community College, Schooner Cove in the Havre de Grace Library and the APG Discovery Center. In 2019, we also began sponsorships of the SARC safe house capital campaign and the Harford Community College Dual Enrollment Textbook Scholarships.

In addition to financial support, APGFCU board members, committee members and staff volunteer their time at more than 50 organizations throughout Harford and Cecil counties. This is no surprise, as APGFCU itself was founded in the spirit of volunteerism. Seven volunteers began the credit union in 1938. Today, professional staff run the day-to-day operations. However, volunteers such as the board of directors, still provide strategic direction and oversight. We are always seeking new volunteers who are interested in the credit union movement and passionate about helping others. If you are interested in learning more about becoming a credit union volunteer, please give us a call or visit apgfcu.com/volunteers.

Paul D. Eikenberg

Chairman, Board of Directors

### A MESSAGE FROM THE CEO



As a member-owned, member-driven financial cooperative, APGFCU's focus is on you. Because of our very structure, we operate in the best interest of our 137,963 members. It is who we are. We are here to empower members by imparting financial knowledge and providing the resources needed to achieve, prosper and grow.

Some people were fortunate enough to learn sound money management skills throughout their formative years. However, many – perhaps even most – did not. Instead, they may have had to navigate their way by trial and error, through life's ups and downs. Sound money management is not a skill all parents and guardians have acquired themselves or that all schools are teaching our children. Yet, these skills are so important. Many who are struggling financially today are just inches away from financial freedom and success. They just need someone to guide them. That is where credit unions like APGFCU can help. We can help you take charge of your financial future.

We believe in a multi-generational approach to economic empowerment. Twenty-five years ago, we launched our Moola Moola program as a way to help parents introduce basic financial concepts to their children at an early age. We also established our financial education department. Together, these initiatives have reached thousands of children – at home and in the classroom. I still hear from members, who are adults today, with fond memories of growing up with Moola Moola. Today, 1,189 of the young people who were enrolled in the program during its inaugural year are still members, now between the ages of 24 and 37.

We are taking our youth program to a new level with the introduction of the M3 Money Club. This program teaches savings habits through the adventures of superhero characters Cash and Violet. The club includes an interactive website, where young people can engage in activities, listen to podcasts and read blogs - all of which teach smart money skills. In the classroom, we work alongside educators to impart financial literacy to students through presentations and by providing financial education resources and materials. It is our desire to reach children at all three levels of their education: elementary, middle school and high school. Another way we reach youth is by participating and investing in programs through organizations such as the Boys and Girls Clubs of Harford and Cecil Counties. Our student-run branch at the Academy of Finance at Edgewood High School provides high school students with handson, practical experience. At the end of 2019, the branch had 690 members, \$301,575 in deposits and \$442,513 in loans.

"The ability to achieve your financial goals is already within you. The credit union is the partner and conduit to help you get there."

For adults, we provide seminars on topics ranging from buying your first home to planning for retirement. We offer online educational tools, financial counseling and coaching sessions. Our Credit Builder program helps those financially impacted by a life event, such as job loss, illness or divorce. It includes an automatic rate reduction for making on-time payments, all while improving your credit score. A total of 658 members were able to obtain approximately \$8.3 million in Credit Builder

loans in 2019. For our most senior members, we offer the MyTimes program, with perks and discounts. For example, in 2019, MyTimes seniors received \$21,671 in benefits in the form of paid AARP memberships.

By touching all generations, we will have the greatest impact. As one generation acquires these skills, it can pass them on to the next generation. In turn, each generation can raise its standard of living. This not only has a positive impact on individuals and families, but the larger community as a whole. As the basic family unit prospers, so will the greater community, as the dollar circulates from people to businesses, and back to people through wages. The credit union is a connector, helping to facilitate this process. It's why at APGFCU we say we are here to build strong families for a stronger community.

It all comes down to the power of two, joining together. In this case, the member and the credit union. When someone stands alone, they can do well. But when two come together, they can do even better. The ability to achieve your financial goals is already within you. The credit union is the partner and conduit to help you get there.

I encourage you to take advantage of the many resources and tools available to you as a member-owner of APGFCU and to reach out to us for all your financial needs.

Don W. Lewis
President/CEO

# THE SEVEN COOPERATIVE PRINCIPLES

The upstart of credit unions draws from the success of other cooperatives and operates solely for their members' benefit. As a financial cooperative, APGFCU follows the seven cooperative principles.

### **AUTONOMY AND INDEPENDENCE**

APGFCU is controlled by our member-

to offer their feedback. The annual meeting allows our board, volunteers, and staff the opportunity to share the credit union's success for the previous year, our members' involvement.

Pictured Above: Member Fred B. enjoys the festivities of the 2019 annual meeting held at the APGFCU Arena, April 2019.

### **OPEN AND VOLUNTARY**

Membership in a cooperative is open to all persons who can reasonably use its services and stand willing to accept the responsibilities of membership, regardless of race, religion, gender, or economic circumstances.



APGFCU is open to all those who live, work, worship, attend school, or volunteer in Harford or Cecil counties. We openly extend our invitation to the community through events and outreach in each county. Our goal is to further the credit union movement to help our communities achieve, prosper and grow both personally and financially.

Through word of mouth and our outreach efforts, we welcomed 13,700 new member-owners to the credit union in 2019.

Pictured Above: Rosalie H. flies her kite at the annual Bel Air Kite Festival sponsored by APGFCU.

#### **EDUCATION. TRAINING AND INFORMATION**

their financial wellness. APGFCU offers financial literacy workshops, tools, and



APGFCU also partners with Cecil College and Edgewood High School to

owners. We exist to serve your

# DEMOCRATIC MEMBER CONTROL

As a member, you have the power to shape the future of the credit union through your voice and your vote. You are an owner of the credit union and have the right to vote for your board of directors. APGFCU board members help determine our strategic direction, establish policies, and provide oversigh



to ensure we always act in the best interests of the entire membership

Beginning with the 2019 Board of Directors election, APGFCU introduced voting through mobile banking. Offering the mobile channel allowed members easier access to view candidate profiles and vote for the individuals of their choice. This new channel netted an additional 2,076 votes over the votes received in 2018.

Pictured Above: Swearing in of the 2019 Board of Directors at the APGFCU annual meeting.

# COOPERATION AMONG COOPERATIVES

The credit union movement is unique and operates on the idea of one-for-all and all-for-one. We work together with other credit unions and organizations that share the same essential values to strengthen the movement for the betterment of its members.



As part of Military Saves Week 2019, APGFCU joined forces with a neighboring credit union, Freedom Federal Credit Union, to encourage saving among service members and their families. Through the partnership, both credit unions sponsored a weeklong savings campaign featuring free financial education seminars to teach and encourage good savings habits.

This annual savings event brings two local financial institutions together to provide valuable resources to the community under the guiding principles of the credit union philosophy.

Pictured Above: An APGFCU representative shares the special promotional offer for military personnel at an APG shoppette during Military Saves Week.

# MEMBER ECONOMIC PARTICIPATION

Our members' participation in the credit union, through the use of deposit and loan products, benefits other members. The more members who participate, the more APGFCU is able to offer the entire membership better rates, lower fees, and more services



Thanks to our member-owners' participation in the credit union, we were able to introduce several new products and services in 2019, which provide a richer and more robust offering to help improve their financial lives. The introduction of our Member Protect Checking account offers members an affordable way to monitor and protect their identity from fraud with a comprehensive checking package that includes credit monitoring and ID theft recovery services. Our new U Educate Member Rewards Program provides educators an additional opportunity to save money through specialized products, discounts, preferred rates, and reduced fees.

Pictured Above: Staff from Fountain Green Elementary School enjoying coffee and pastries provided by APGFCU during teacher appreciation days in May 2019 at the launch of our new U Educate Member Rewards Program.

# CONCERN FOR THE COMMUNITY

Cooperatives exist primarily for the benefit of their members and strive to have a strong association with the community. APGFCU is committed to helping the communities of Harford and Cecil counties achieve, prosper and grow through ongoing support and volunteerism with local community organizations.



In 2019, APGFCU hosted the Harford County Sheriff's Department H.O.P.E. (Heroin Overdose Prevention Education) House Trailer at its headquarters location in Edgewood. The H.O.P.E. House is a mobile unit, designed to educate the community about the warning signs of heroin and drug addiction. APGFCU understands the growing social concern this epidemic has on its community and partnered with the Sheriff's department to offer a tour of the unit to bring awareness to the community at large.

Pictured Above: The Harford County Sheriff's Department H.O.P.E. House Trailer at APGFCU headquarters in Edgewood.

#### EMBRACING THE CREDIT UNION PHILOSOPHY OF PEOPLE HELPING PEOPLE



A North Bend Elementary School teacher received a wagon-load of supplies worth \$500 in a surprise drawing at the 15th Annual Harford County Education Foundation (HCEF) Tools for Schools Breakfast.

#### **Building Stronger Schools**

Through in-school financial education and special programs for school staff and educators, we work together to make our communities stronger.

- APGFCU sponsored Cecil County Public Schools' newly added social studies elective
  course for high school seniors Introduction to Personal Finance. The course focuses
  on teaching goal development, the creation of spending plans (budgeting), managing
  earnings, navigating credit and debt, and ways to save and invest to achieve long-term
  financial goals. A total of 408 students participated in the year-long course.
- As the presenting sponsor of the 15th Annual Harford County Education Foundation (HCEF) Tools for Schools Breakfast, we honored 28 outstanding Harford County Public School system educators who promote exemplary dedication to the education of children and youth.
- During National Education Week, APGFCU partnered with Harford County Public Schools (HCPS) to honor 15 HCPS support staff with the HCPS Support Staff Superstar Award for their outstanding performance and commitment to education. Recipients were each awarded \$200 along with a \$100 award to the recipient's school to cover the cost of a surprise celebration at each individual's workplace.

#### **Building Stronger Families**

We continue to provide financial resources to the members of our community. Whether it's owning a home, sending a child to college, or saving for the future, our goal is to help our members realize their dreams.

- In 2019, 677 members received approximately \$571,000 in closing cost assistance funds for the purpose of obtaining a first or second mortgage.
- The credit union's 2.99% introductory rate on a home equity line of credit provided 263 members with affordable financing options, producing new lines with limits in excess of \$19.4 million.
- APGFCU approved and funded \$8.3 million in Credit Builder loans for 658 members. These are members who may not have been able to obtain loans elsewhere.
- APGFCU remains committed to building financial literacy for adults and youth. In 2019, we conducted a total of 418 sessions, reaching 5,761 youth, an increase of 29% over the youth reached in 2018. We reached 3,510 adults through a total of 648 sessions, an increase of 8% over the adults reached in 2018.



"The credit union is what spurred my interest and led me to major in finance, and eventually pursue a career in investment banking. The support I have received from the same institution that fostered my exploration of the financial world has been a blessing."

Returning student and second-year scholarship recipient, Julie Swoboda, University of MD, College Park.

#### **Building Stronger Communities**

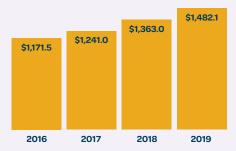
Our people helping people philosophy goes beyond the branch and into the community. We support our communities because that's who we are as a financial cooperative. The Community Involvement Committee allocated \$136,296 to nonprofit organizations in our Harford and Cecil County communities.

- APGFCU hosted its Youth Baseball Clinic at Leidos Field at Ripken Stadium, where 203 local youth, ages seven to 12, received skills instruction from IronBirds' players and coaches.
- Seven APGFCU employees volunteered at the fourth annual Harford County Project Homeless Connect. An estimated 700+ individuals received a variety of services at no cost, including dental care, vision screenings, legal assistance, groceries, toiletries, and pet supplies.
- The APGFCU Scholarship Program was expanded in 2019 to include all members in good standing who were: high school students anticipating a spring 2019 graduation; continuing students of a college, trade school, or certificate program in 2019; or an adult returning to a college, trade school or a certificate program in 2019. The change in the program netted 159 scholarship applications, a record number, and an increase in the number of recipient students and the amount awarded.



Financial Education team members Digna
Barretto and Nancy Hill help collect supplies during
APGFCU's annual Stuff a Bus school supply drive.

#### **ASSETS (\$ IN MILLIONS)**



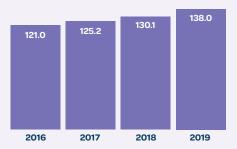
#### **NET LOANS (\$ IN MILLIONS)**



#### **SHARES** (\$ IN MILLIONS)



#### **MEMBERS** (THOUSANDS)



#### Supervisory Committee Report

Our credit union's Supervisory Committee is responsible for ensuring the effectiveness of internal checks and balances, such as the system of internal controls, adherence to established policies and procedures, and the overall safety and soundness of our credit union. By The Federal Credit Union Act, the Supervisory Committee is responsible for the annual external audit and the review and verification of member

The Supervisory Committee assures the credit union is healthy in all areas for which it has responsibility. An annual audit and all the work associated with it was conducted by our accounting firm, Doeren Mayhew CPAs and Advisors.

Based on their report, the Supervisory Committee of APGFCU deems our credit union healthy and financially sound. The financial report as printed in this annual report is extracted from the audited financial statements.

The financial statements in the report reflect the financial condition of the credit union.

#### **Statements Of Financial Condition**

ASSETS	AS OF DECEMBER 31, 2019 2018			
Cash	\$	7,977,802	\$	9,631,758
Investments:				
Overnight investments		128,816,676		108,981,759
Available-for-sale		12,147,259		13,527,508
Held-to-maturity		5,926		7,500
Certificates of deposit		10,535,000		2,690,000
Other investments		4,744,793		4,382,812
Loans held for sale		1,144,001		610,190
Loans to members, net	:	1,260,627,240		1,169,642,600
Accrued interest receivable		2,995,689		2,758,893
Property and equipment, net		27,251,724		27,010,809
Other assets		13,524,329		12,327,035
National Credit Union Share Insurance				
Fund (NCUSIF) deposit		12,296,698		11,389,521
Total assets	\$ :	1,482,067,137	\$	1,362,960,385

#### AS OF DECEMBER 31,

#### LIABILITIES AND MEMBERS' EQUITY 2019 2018

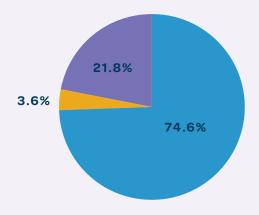
#### LIABILITIES:

Members' shares and		
savings accounts	\$ 1,317,839,811	\$1,211,290,086
Accrued expenses and		
other liabilities	43,106,112	34,232,416
Total liabilities	1,360,945,923	1,245,522,502
MEMBERS' EQUITY:		
Regular reserve	5,856,920	5,856,920
Undivided earnings	140,301,139	128,784,093
Accumulated other		
comprehensive loss	(25,036,845)	(17,203,130)
Total members' equity	121,121,214	117,437,883
Total liabilities and		
members' equity	\$1,482,067,137	\$1,362,960,385

To receive a copy of the audited financial reports, please call 410-272-4000 and ask for the Marketing Department.

#### Statements of Comprehensive Income

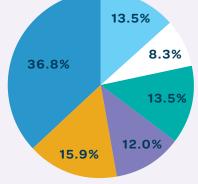
	FOR THE YEARS ENDED DECEMBER 31,	
INTEREST INCOME:	2019 2018	
Loans to members	\$ 63,801,715 \$ 56,663,649	
Investments and cash equivalents	3,048,317 2,175,338	
Total interest income	66,850,032 58,838,987	
INTEREST EXPENSE:		
Dividends on members' shares and savings accounts	11,571,055 7,181,989	
	55,278,977 51,656,998	
PROVISION FOR LOAN LOSSES	7,118,101 7,169,819	
Net interest income after provision for loan losses	48,160,876 44,487,179	
NON-INTEREST INCOME:		
Interchange income	8,779,936 8,392,955	
Fees and charges	6,580,667 6,139,288	
Other non-interest income	2,619,810 3,914,145	
Net gain on sales of loans	648,079305,954	
Total non-interest income	18,628,49218,752,342	
	66,789,368 63,239,521	
NON-INTEREST EXPENSE:		
Compensation and benefits:		
Executive/senior management	7,804,504 6,747,984	
Other employees	23,676,382 22,585,208	
Office operating costs	7,135,159 6,162,081	
Professional services	5,014,913 4,798,428	
Loan servicing expenses	4,085,747 3,637,152	
Occupancy expense	3,094,132 3,095,759	
Promotional expenses	2,576,367 2,321,479	
Other expenses	1,885,1181,587,025	
Total non-interest expense	55,272,322 50,935,116	
Net income	\$11,517,046 \$12,304,405	
OTHER COMPREHENSIVE MICOME (CLOSS).		
OTHER COMPREHENSIVE INCOME/(LOSS):		
Unrealized (losses) on investments	((,070) (44,270)	
classified as available-for-sale	(6,070) (44,378)	
Net (loss)/ gain in defined benefit obligations	(7,827,645) 1,200,297	
Other comprehensive (loss)/ income	(7,833,715) 1,155,919	
Comprehensive income	\$ 3,683,331 \$ 13,460,324	



#### **SOURCES OF INCOME**

TOTAL	¢ g	5 478 524
Other		18,628,492
Interest on investments		3,048,317
Interest on loans	\$	63,801,715

13.5%



#### **DISTRIBUTION OF INCOME**

TOTAL	OF 470 F24
Salaries and benefits	31,480,886
Other expenses	13,562,145
Office and occupancy	10,229,291
Dividends	11,571,055
Provision for loan losses	7,118,101
Reserves	\$11,517,046

\$ 85,478,524 TOTAL

#### **HONORS & RECOGNITION**



#### Readers' Awards

For the sixth year, APGFCU was recognized as a Harford County favorite. More than 15,000 people cast their vote in Harford Magazine's reader's poll for the county's best of the best and chose APGFCU as Harford County's favorite financial institution.



In addition, Cecil Whig readers voted APGFCU a Cecil Favorite for the fifth year in a row. Additionally, for the second consecutive year, APGFCU was voted one of the three best credit unions in the Baltimore area by readers of *The Daily Record*.



#### Forbes Best-In-State Credit Union

APGFCU was named Best-In-State Credit Union by Forbes Magazine in its second annual review of credit unions and banks. Forbes enlisted, Statista, an independent research firm, to survey more than 25,000 consumers in the U.S. about their current and former relationships with their financial institutions.

#### **Employee Service Awards**

APGFCU has been honoring employees who celebrate milestone anniversaries with service awards since 1987. This year, APGFCU honored 43 employees at its annual awards ceremony. Service and commitment to the credit union movement and our members is realized through our employees' longevity with the credit union. One employee received a 40-year award, three employees a 30-year award, two employees a 25-year award, five employees a 20-year award, 12 employees a 15-year award, six employees a 10-year award, and 14 employees a 5-year award.



#### 2019 Scholars

APGFCU awarded \$67,000 in scholarships to 36 recipients in its expanded scholarship program for 2019, which included returning students and adults continuing their education.

#### Pictured left to right

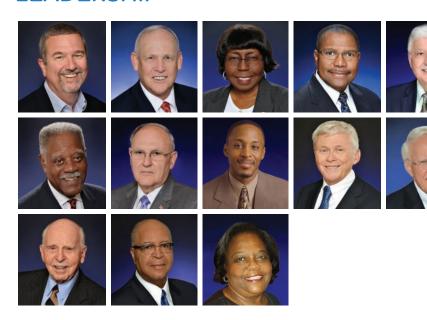
**Top row:** Antony Vu, Zachary Grzymala, Patricia Cataggio, Christopher Robinson, Nathaniel Hricz, Joshua Oltarzewski, Hunter Madron, Nathan Sellers, Kaylynn Kregel.

Middle row: Geneva Brown, Julian Vazquez, Jenna Ranney, Emily Martin, Julie Gephardt, Allison Mosley, Jadyn Jeffers, Julia Foster, Olivia McPhee, Kaitlyn Hall.

**Front row:** Hannah Cillo, Kathryn Perrault, Chloe Fretz, Brent Lorin, Rebekah Taylor, Kit Lombard, Lauren Peery, Alexandra Tomarchio, Katherine Smith.

**Not pictured:** Jamie Bunce, Shantelle Dunlap, Alexis Ferguson, Taylor Gallihue, Jackson Leith, Julia Swoboda, Caitlin Tassone, John Vu.

#### **LEADERSHIP**



#### **Board of Directors**

Paul D. Eikenberg Chairman Donald J. Burnett, COL (Ret.) Vice Chairman Antha W. Edwards Secretary Michael L. Dixon, LTC (Ret.) Treasurer B. Daniel DeMarinis
Assistant Treasurer
Charles N. Alston, Sr.
Director
Barry D. Decker,
CSM (Ret.)
Director
Windsor L. Jones
Director
Wayne G. Taylor
Director

John A. Blomquist
Director Emeritus
David H. Gilbert
Director Emeritus
Emanuel C. Hatton
Associate Director
Cheryl D. Rice
Associate Director



#### **Executive Leadership**

Don W. Lewis
President/CEO
Carol L. McBrien
Executive Vice President
Wayne A. Beall
Chief Information Officer
Joelle C. S. Hash
Senior Vice President
Member Services

Charles E. Kelly Chief Financial Officer Genene E. LaCour Chief Administration Officer Robyn Mannone Senior Vice President

Consumer Lending

Scott T. Weaver Chief Lending Officer Brian E. Wilcox Chief Marketing Officer Stephanie Provenza Executive Assistant to the President/CEO

#### **Supervisory Committee**

Marjorie E. Warfield Chair Alexander P. Williams Secretary Charles C. Gibson Michelle L. Lafalaise John J. Salser Other Volunteers
Sheri M. Austin
Christine T. Chambliss
Doris B. Drennen
Clinton Edmonds, Jr.
Joseph A. Traino III, LTC (Ret.)

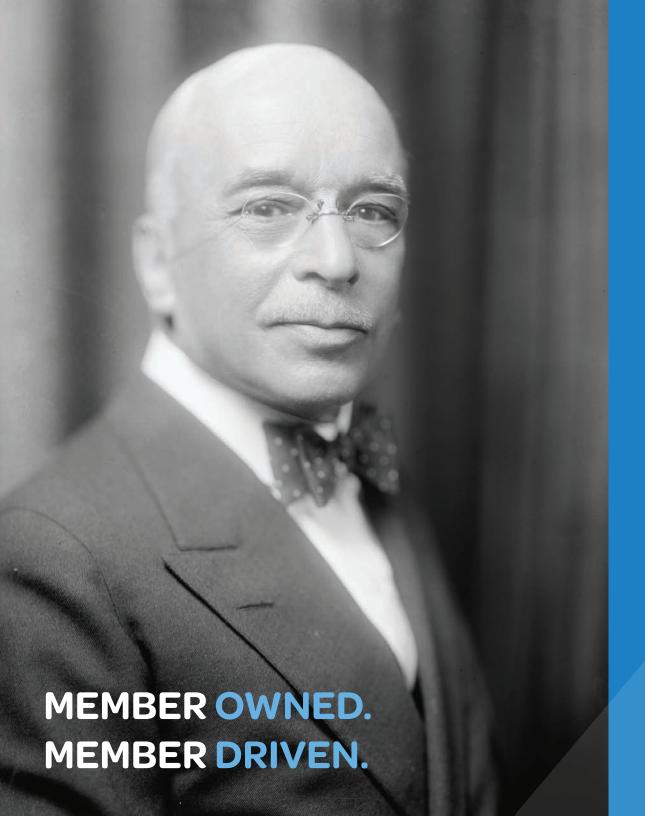
#### **Vice Presidents**

Amber N. Askew
Vice President - Accounting/Controller
Elizabeth Bayer
Senior Vice President - Internal Audit
Margaret M. Combs
Vice President - Project Management and
Business Applications

Mark L. Cowley
Senior Vice President - Fraud & Security
James M. Hall
Vice President - Facilities
Sharon E. Hudler
Vice President - Operations
Ashley G. Larimore
Vice President - Branch Operations

Barbara A. Lawson
Vice President - Retail Lending
Lisa A. Martin
Vice President - Compliance
John A. Maschal
Vice President - Member Solutions
Lisa A. Mitchell
Vice President - Human Resources

Paul A. Slaby
Vice President - Finance
Daniel P. Wetzel
Vice President Mortgage Lending
Deborah S. Williams
Vice President Commercial Lending



"The credit union movement... it is a great movement, worthy of great deeds, deserving of great loyalty."

#### **Edward Filene**

Founder of the first credit union in the U.S.



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