



# The Power of People

2019 ANNUAL REPORT



**The Roanoker Magazine  
Best Credit Union (platinum)**



**Lynchburg News & Advance  
Best Credit Union (bronze)**



**Lynchburg Living Magazine  
Best Credit Union (bronze)**

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**Paul Mahoney**  
CHAIRMAN OF THE BOARD



**Frank G. Carter**  
PRESIDENT/CEO

## A Message to Our Members: From the Chairman of the Board and President

### Dear Members,

This past year was an incredibly strong one for our Credit Union. We ended 2019 with over \$1.1 billion in assets, grew total membership by 6.67%, total loans by 6.93%, and total share deposits by a whopping 15.89%! And while we are very proud of this incredible performance, we are perhaps most proud of the *people* who make up this dynamic organization. After all, at our core is the credit union philosophy of “people helping people.”

In 2019, our total membership grew by over 6% and we now serve more than 126,000 members across this region. That is a tremendous number of people who are using the products and services we offer to save for their futures, grow their personal wealth, purchase homes and vehicles, transact with local merchants, and even start small businesses! Without all of those members being able to do those things, our community would not be nearly as strong. We are deeply honored to play a part in that!

In addition to the number of members we serve, we now employ nearly 300 people who work across our various locations. In 2019, those employees collectively spent hundreds of hours in training programs designed to enhance their job knowledge and expertise. They had numerous opportunities throughout the year to participate in leadership development programs, volunteer through paid volunteer time in our communities, and enjoy peer-led after-hours social events. They raised money for local charities, hosted free community financial education seminars, and came to work every day sharing a common goal to deliver outstanding service to every single one of our valued members. Without these dedicated employees, our Credit Union would not be able to provide the suite of products and services necessary to build better lives for all of our members.

The power of people is at the heart of what we do here at Member One. We thank all of our members, employees, and volunteers for their support and for making 2019 another outstanding year!

  
**1.1B**  
in total assets

  
**6.67%**  
membership increase

  
**6.93%**  
in total loans

  
**15.89%**  
in total share deposits

# Meet the Board



**Paul Mahoney**  
*CHAIRMAN*



**Joseph Hopkins**  
*VICE CHAIRMAN*



**Matt Huff**  
*TREASURER*



**Rusty Richardson**  
*SECRETARY*



**Wilson Potts**  
*DIRECTOR*



**Penny Hodge**  
*DIRECTOR*




**Kim Blair**  
*DIRECTOR*



**Tyler Caveness**  
*BOARD ASSOCIATE*



**Eugene Butler**  
*DIRECTOR EMERITUS*



Employees serve in  
leadership positions on  
**nearly 20 boards** across  
our communities

## Supervisory Committee Report

The Supervisory Committee provides the membership with an independent appraisal of the safety and soundness of Member One's operations and activities. It does so in compliance with the Federal Credit Union Act and Member One's bylaws. The Supervisory Committee ensures that Member One's financial statements provide fair and accurate representation of its financial condition and that management establishes and maintains sound internal controls to protect the assets of the Credit Union.

The Supervisory Committee strives to serve as an avenue of open communication for the members of Member One. The Committee reviews and responds, in writing, to all letters and emails it receives from members. The Committee believes that personally responding to member comments and concerns helps to ensure that members are provided the high quality of service they deserve as member-owners.

In order to carry out its responsibilities, the Committee is assisted by an Internal Audit Department and receives a full financial statement audit in accordance with Generally Accepted Auditing Standards (GAAS) from an independent external auditing firm on an annual basis. In addition, the National Credit Union Administration (NCUA), the regulatory agency for all federally chartered credit unions, performs periodic supervisory examinations in order to evaluate Member One's financial condition, regulatory compliance, and overall safety and soundness.

Based on the results of the Credit Union's most recent examination report of NCUA and the report of the independent auditors, it is the opinion of the Supervisory Committee that Member One continues to be financially strong and well positioned for the future.

**Vickie Waldron**

SUPERVISORY COMMITTEE CHAIR

*Vickie Waldron*





**Matt Huff**  
TREASURER

## Treasurer's Report

The financial results for your Credit Union were vibrant in 2019. Growth metrics included Total Assets at 11.2%, Total Loans at 6.9% and Total Shares at 15.8%. Membership of the Credit Union increased at a rate of 6.8%, demonstrating the continued support the Credit Union enjoys in the communities that it serves. Loan production was focused on new and used vehicles as well as real estate. Moreover, our credit card products provided members with greater choices and convenience. We saw deposit growth in Checking Accounts, Share Certificates, Individual Retirement Accounts (IRAs) and Money Market Accounts. Net Worth, a measure of capital, moved higher to \$103.2 million, up from \$96.2 million last year, further strengthening our well-capitalized position.

In 2019, our regulator, the National Credit Union Administration (NCUA) announced a distribution back to credit unions from the National Credit Union Share Insurance Fund (NCUSIF). This was a result of the collective health of the credit union industry.

During 2019, the Federal Reserve Bank reversed its monetary policy course by lowering the Federal Funds target rate on three separate occasions each time in 25 basis point increments. At that time, the Federal Reserve Bank appeared to have accomplished its mandate of promoting economic growth, encouraging full employment and maintaining stable prices. Unemployment approached an all-time low and the economic expansion set a new record as the longest in U.S. history.

2020 is now providing its own unique economic challenges. The U.S. economy is being affected by the fallout of the COVID-19 pandemic crisis, as is the rest of the world. Anxiety regarding both the U.S. and global economic impact of this event is evident. Financial market volatility has been and will be a by-product of this emergency. Nonetheless, your Member One Federal Credit Union is well-positioned to weather this storm both financially and through proactive leadership, and we are confident that we will come out of this experience even stronger.

Personally, I wish to express my appreciation to my fellow directors and other volunteers as well as to all of our employees who work conscientiously to serve our members every day. They always have a smile and a kind greeting for each one of us. Thank you for your continued loyalty and service to the Credit Union.

And thank you to each and every one of our members, who chooses to come together every day and collectively help provide financial solutions and support to our community.

# Statement of Financial Condition

as of December 31, 2019 (audited)

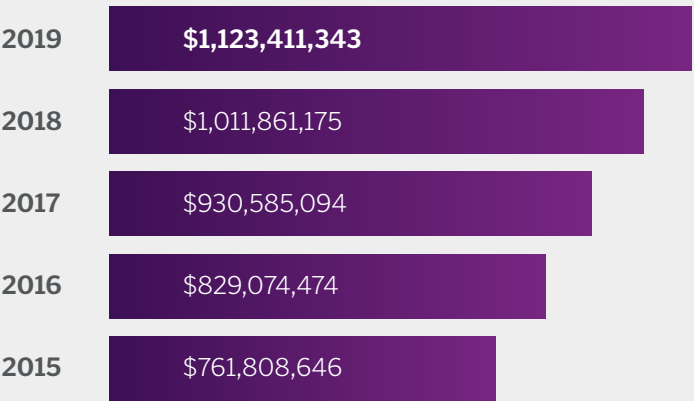
Assets	2019	2018
Net Loans	<b>\$953,788,150</b>	\$890,531,387
Cash	<b>\$7,534,004</b>	\$7,421,229
Investments	<b>\$84,568,473</b>	\$40,945,132
Accrued Income	<b>\$2,755,373</b>	\$2,578,353
Fixed Assets	<b>\$32,129,802</b>	\$28,969,767
Assets Acquired in Liquidation	<b>\$369,517</b>	\$655,069
Loans Held for Sale	<b>\$323,211</b>	\$922,953
NCUSIF Deposit	<b>\$9,066,189</b>	\$8,099,228
Prepaid & Other Assets	<b>\$32,876,624</b>	\$31,738,057
<b>Total Assets</b>	<b>\$1,123,411,343</b>	\$1,011,861,175

Liabilities	2019	2018
Accounts Payable	<b>\$6,478,897</b>	\$6,633,697
Notes Payable	<b>\$0</b>	\$18,000,000
Dividends & Interest Payable	<b>\$0</b>	\$116,184
Other Liabilities	<b>\$1,959,938</b>	\$1,554,618
Equity	2019	2018
Total Shares	<b>\$1,013,026,401</b>	\$890,631,192
Regular Reserve	<b>\$3,807,191</b>	\$3,807,191
Other Comprehensive Income	<b>-\$1,299,697</b>	-\$1,250,559
Undivided Earnings	<b>\$99,438,613</b>	\$92,368,852
<b>Total Liabilities &amp; Equity</b>	<b>\$1,123,411,343</b>	\$1,011,861,175

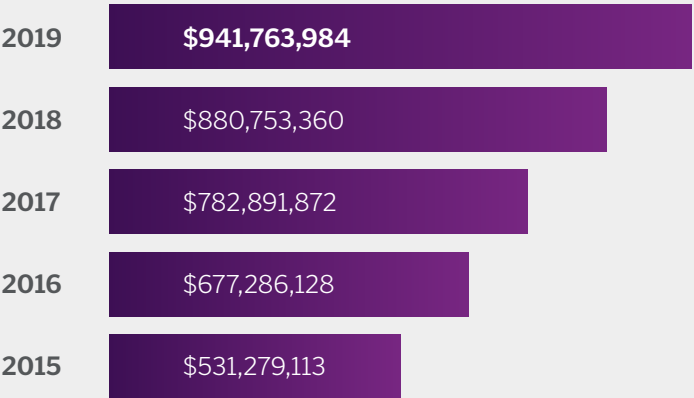


# Growth Trends

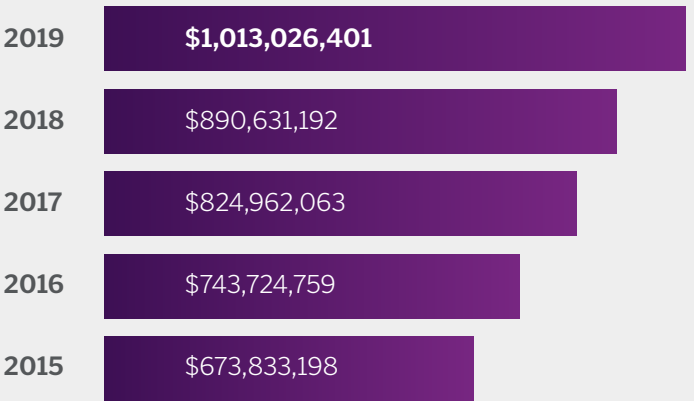
## Total Assets



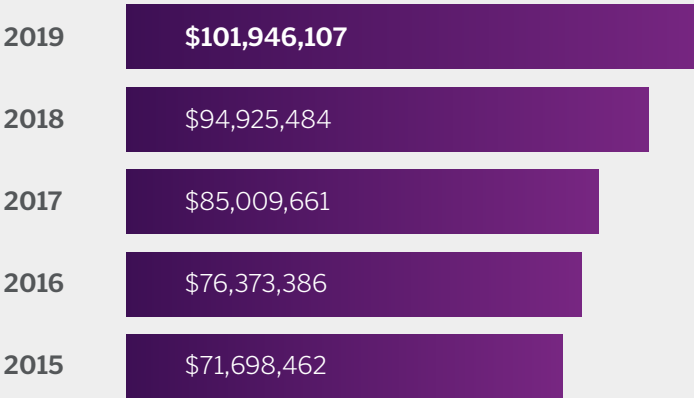
## Total Loans



## Total Shares



## Total Reserves & Undivided Earnings





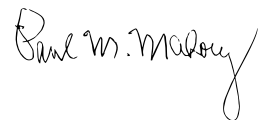
# Minutes of 78th Annual Meeting

Date: May 1, 2019 - Meeting began at 6:00 p.m.

The 78th annual membership meeting of Member One Federal Credit Union was held on May 1, 2019 at the Berglund Special Events Center. There were 387 members in attendance. The minutes of the 77th annual meeting were approved as presented. Reports were presented by the credit union officials highlighting the credit union's financial condition during 2018 (see copy of annual report).

The nominating committee, consisting of three credit union members, presented the slate for two openings for the Board of Directors. Incumbents Wilson Potts and Paul Mahoney were elected by acclamation for a three year term. Member One scholarship winners were recognized during the business portion of the meeting.

**Paul Mahoney**  
CHAIRMAN



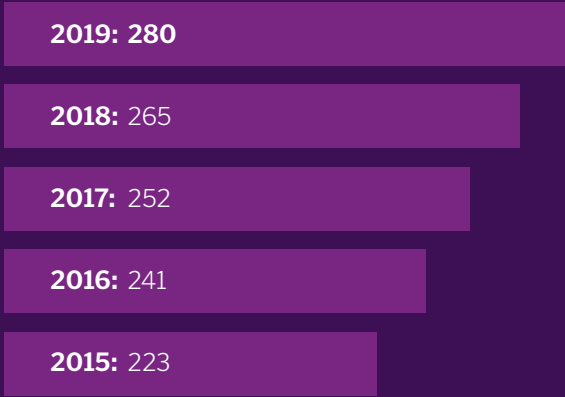
**Rusty Richardson**  
SECRETARY



Collectively, members paid  
out more than **\$2 billion**  
**in purchases, payments,**  
**& investments** from their  
Member One accounts

# Community Impact for 2019

## Employee Growth



## Community Giving



**\$198,660 donated** to our local communities

## Employees Giving Back



**\$2,420 contributed to local charities** by employees through quarterly Denim Days



**1,012 hours** spent volunteering in our communities

## Expanding our Horizons



Celebrated the Grand Opening of our South Roanoke retail center located on Franklin Road



Began construction on our 15th retail center located in the Daleville Town Center

## 2020 Member One Scholarship Winners

**\$1,500**

### **Henry Lee Memorial Scholarship**

**Grace Whitehead**

Patrick Henry High School/Roanoke Valley Governor's School

Attending James Madison University in Fall 2020

**\$5,000**

### **Richard "Dick" L. Williams Memorial Scholarship**

**Clayton Stanford**

Franklin County High School

Attending Ferrum College in Fall 2020

[memberonefcu.com](http://memberonefcu.com)

