



## RelyOn Credit Union Annual Meeting

March 27, 2019

### 2018 Annual Meeting Minutes

Officers Present: David Knop, Albert Gomez, Pat Evans, Scott Smith, Jim Casey, Joe Linville & Anne Glasscock

David Knop, Board Chairman, welcomed members and led the invocation.

Minutes of last year's meeting were approved, and a quorum was confirmed.

Scott Smith introduced Board members and those whose positions were up for vote. A motion was made to accept the positions up for reelection (Albert Gomez), and appointment (Pat Evans). 2<sup>nd</sup> received. All agreed.

Cash prizes were distributed to randomly drawn winners.

Meeting adjourned.

### Officers and Directors

David Knop, Chairperson  
Albert Gomez, Vice Chairperson  
Pat Evans, Treasurer  
Pamela Blevins, Director  
Carolyn Mize, Director  
Joe Farrier, Director  
Anne Glasscock, Director  
Jim Casey, Advisory Member

### Term

2019-2022  
2018-2021  
2018-2021  
2019-2022  
2019-2020  
2019-2020  
2017-2020

### Management

Sarah Spooner, President/CEO  
Tony LaTour, Chief Operations Officer  
Ronnye Parma, AVP Accounting  
Missy Smith, AVP Collections  
Stella Guy, AVP IT  
Charlie Boucher, Lending & Compliance Manager  
Greg Goebel, Branch Manager  
Caron Rainey, Branch Manager

## Statement of Operations December 31, 2018 (cents rounded to nearest dollar)

### Assets

Loans to Members	45,986,562
Less Allowance for Loan Losses	(344,138)
Cash & Settlement Accounts	13,270,870
Total Investments	3,174,008
Prepays	141,786
Fixed Assets	2,028,931
Accruals	143,039
Other Assets	569,772
<b>Total Assets</b>	<b>\$64,970,830</b>

### Liabilities

Payables & Other Liabilities	941,273
Shares and Deposits	58,413,598
Reserves	955,623
Undivided Earnings	5,546,016
Net Income (Loss)	(885,680)
<b>Total Liabilities</b>	<b>\$64,970,830</b>

**Total Operating Expenses** **\$3,567,499**

**Total provision for loan losses** **\$498,073**

**Total Dividends paid to Members in 2018** **\$95,005**

## Message from the President

Welcome to the 2019 Annual Meeting of RelyOn Credit Union. 2018 was an exciting year with new products and services introduced to our membership. We are very proud of how far we've come, and I know our many accomplishments would not have been possible without the ongoing energy, commitment, optimism and wholehearted belief that our staff, and our loyal members have in our principles and philosophies as a not-for-profit cooperative.

## Milestones

In many ways, life can be measured by defining moments, by milestones. Here are a few of the milestones we accomplished together in 2018:

- Name Change from Employees Credit Union to RelyOn Credit Union
- New Mission Statement: To be the financial partner our members can RelyOn
- Introduced Mobile Banking and Mobile Deposit
- Redesigned Website and Online Banking
- Introduced Online Loan Application
- Offered Debit Card Rewards
- Introduced Courtesy Pay
- Named Kaufman's Favorite Financial Institution of the Year
- Debit Card Conversion
- Debit Card Fraud Monitoring
- Stella Guy, Our AVP of IT, celebrated 25 years with us

## Looking Ahead

RelyOn Credit Union has always been guided by the principle that people come first and profits second. We exist to make a positive difference in the lives of our member-owners. The Board of Directors is committed to making smart, financial decisions to ensure your credit union remains strong, relevant and can serve you for many more years to come. RelyOn Credit Union will continue to invest time and resources appropriately and efficiently to provide members the best financial products and services, and to be a place where everyone counts, everybody cares, and everybody delivers – everyday!

## Plans for 2019 include:

- Online Account Opening
- Identity Theft Checking
- Identity Theft Recovery Services for members 60+
- Piggy Bank Savings Account (Revamp of our Minor Account)
- Enhanced social media and member communications
- Improved financial literacy and member education
- Continued profitability
- Living our Mission Statement. Everyday. Every member. Every team member.

Our member-owners are integral to our credit union family, and we are sincerely grateful that you've chosen RelyOn Credit Union as your financial partner. We look forward enthusiastically to a great 2019!

Thank you,  
Sarah Spooner  
President/CEO



## Product and Service Offerings

### Accounts

Savings/Share  
Money Market  
Youth Savings  
Checking/Share Draft  
Certificates of Deposit  
IRA's

### Loans

New and Used Autos  
RV, Boat and Motorcycle  
Credit Cards  
Personal Loans  
Share Secured  
Lines of Credit  
Credit Builder Loans  
Home Loans

### Services

Debit Cards  
Debit Card Rewards  
Online Loan Application  
Online Check Reordering  
Online Banking  
eStatements  
Bill Pay  
Mobile Banking & Mobile App  
Mobile Deposit  
Courtesy Pay  
Wire Transfers  
Notary Services  
Insurance Products  
Safe Deposit Boxes  
CO-OP ATM Network  
Love My Credit Union Rewards



**RelyOn**<sup>™</sup>  
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