



# 2015

## ANNUAL REPORT





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*On facing page: TTCU's new corporate headquarters, scheduled to open December 2016. Design and construction by NewGround.*



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# Message from the President & Chairperson of the Board

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Energizing ideas, strategic accomplishments and innovative new endeavors came together in 2015 to create a strong foundation for TTCU's future. In strategic planning sessions, our board and executive management team developed exciting new plans to grow our organization, our service and our employees.

Members noted TTCU's **extraordinary service and value**, rating their experiences with TTCU higher than the national average.

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Our people are TTCU's greatest resource. To better serve them, the Learning and Development division launched a series of **Leader Boot Camps** — intensive learning experiences to enhance leadership skills at all levels of our organization.

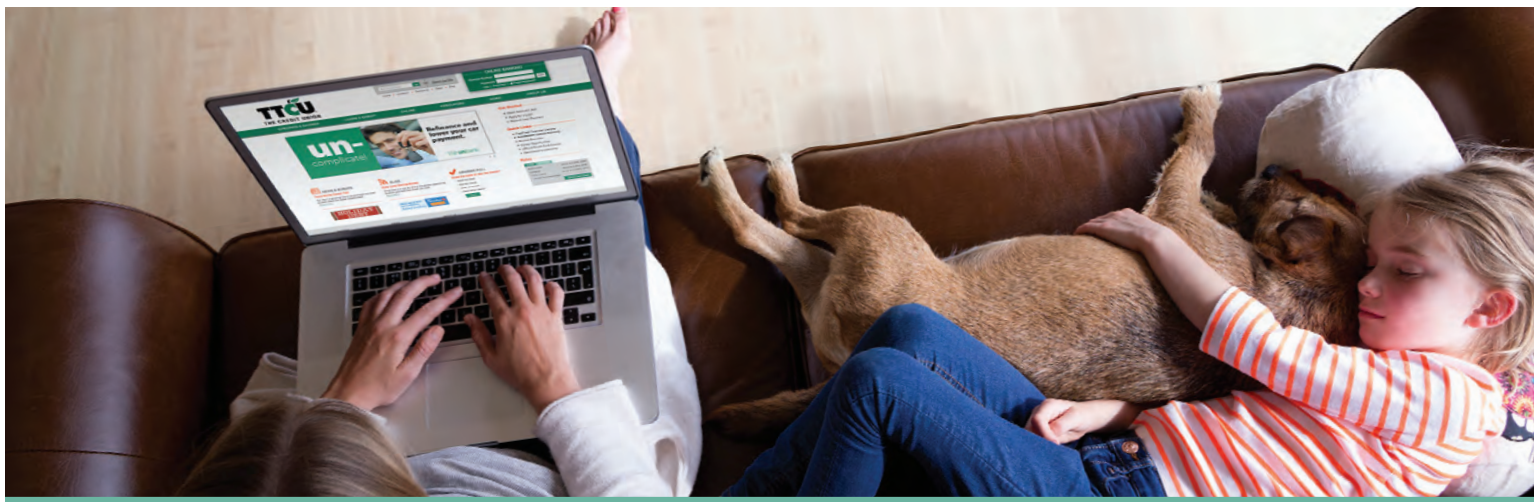
We broke ground on a **new corporate facility** that will give TTCU employees a state-of-the-art workplace and training center, support TTCU's continued growth and enable us to continue enriching member service.

We created a **Digital Services division** focused on giving members a modern, streamlined experience through technology. We developed an initiative to transform our branches into contemporary centers for service, and we delivered leading-edge Apple Pay to our members.

A new **tccu.com**, designed with the member in mind, debuted in 2015. New features and user-friendly navigation let users find essential information quickly, and in-depth details when they want them.

Members noted TTCU's extraordinary service and value, rating their experiences with TTCU higher than the national average. **Integrity Title & Closing**, our new title company, further enhanced member service by providing a smooth, convenient mortgage loan closing experience for members and non-members.

TTCU continues to remain financially strong, a humbling demonstration of our members' continued loyalty to, and trust in, our organization. That solid base lets us pursue our strategic initiatives with confidence.



In 2016, innovations in technology and training will modernize our branches and enhance our members' experience. We'll provide members with EMV chip technology, giving them greater security wherever they use their chip cards. Our digital offerings will grow to keep pace with our members' preferences.

We will complete our new headquarters and continue developing our future

leaders. We will reach out to underserved communities and continue supporting our schools with financial contributions. As a leader in financial literacy, we will continue to provide this critical education to high school students throughout northeast Oklahoma.

No doubt, there will be challenges ahead but we are strong and well-positioned to meet them. Our success stems from doing

the right thing, the right way, at the right time — and that will not change.

We look forward to the great privilege of providing extraordinary service to our members, well into the future.

Tim Lyons  
President/CEO

George Paul  
Board Chairperson





The spirit of service spills out of our branches and into the communities where our members — and our employees — work, live and raise their families. From providing financial education to help people build strong financial futures, to volunteering at community events, TTCU and its employees play active roles in our communities. Whether waving from a parade float, donating blood, sponsoring a community event or making financial contributions to local schools, TTCU puts the cooperative principle of **concern for community** to work every day.



Supporting education is in our DNA. After all, TTCU was started more than 80 years ago by educators to help one another. Through school sponsorships, financial contributions, special promotions and our School Pride Card® program,

**area schools received more than a half million dollars from TTCU in 2015.**



Our vision is to enrich lives through financial leadership. Through FoolProof, our online financial literacy program, we extend that vision to high school students across Oklahoma allowing them to meet the state-mandated graduation requirement for financial education. Since FoolProof's inception,

**more than 46,000 students**

in northeast Oklahoma have participated in the program. TTCU provides FoolProof free of charge to schools, letting them save precious dollars and resources for other areas of need.



TTCU members participate in our success in the form of better loan rates and higher dividends.

**In 2015, TTCU paid members more than \$2 million dollars in rewards dividends.**

# WELCOME



## TTCU welcomed 55 new Affiliated Groups

including McNellie's Group, Dish Network and City of Sapulpa, making their employees eligible to enjoy all of TTCU's member benefits.

## TTCU welcomed 15,683 new members!





Providing fishing poles to local children puts a smile on their faces and ours. At the annual TCU Kids' Fishing Day at Bass Pro, 500 kids were treated to free fishing poles, courtesy of TCU.



For the Tulsa Area United Way's Day of Caring 2015, TCU partnered with Up With Trees to clean and refresh Tulsa's 9/11 Memorial.



More than a decade ago, TCU launched Project School Supplies, a collection drive to put school supplies into the hands of children who otherwise might go without. Our members always come through with donations. TCU partners with local organizations in our branch communities to distribute the supplies to kids in need. To date, Restore Hope Ministries in Tulsa has equipped more than 35,000 children and families with essential school supplies. Here, TCU employees pack supplies at Restore Hope Ministries.





TTCU employees give of themselves, literally, participating regularly in blood drives for the American Red Cross.



Who doesn't love a parade? TTCU participates in parades and sponsors events and festivals in our branch communities across northeast Oklahoma.



For the past 9 years, TTCU employees have taken part in the fight against juvenile diabetes by participating in the annual Juvenile Diabetes Research Foundation Walk.

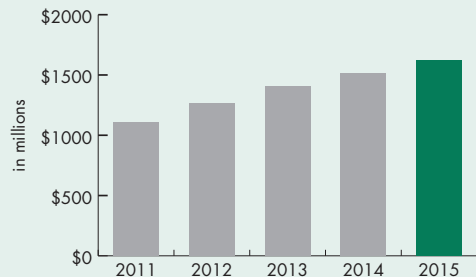
“Meeting the lending needs of our members is a priority for TTCU and we exceeded that goal in 2015. Embracing the idea that success is not dependent upon economic conditions or other external factors, we take seriously our commitment to being the trusted source for financial solutions.”

*Chuck Chastain, Senior VP of Lending*

## Financial Highlights

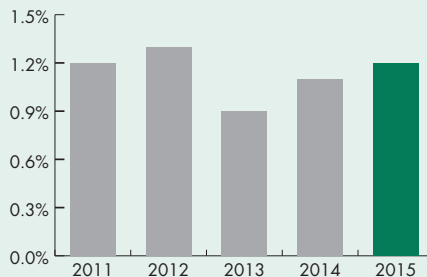
<i>Year ended Dec. 31</i>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>
(in millions)					
Assets	\$1,105	\$1,262	\$1,405	\$1,517	\$1,623
Loans Outstanding	\$690	\$922	\$1,104	\$1,123	\$1,159
Member Shares	\$843	\$968	\$1,097	\$1,175	\$1,249
Capital	\$150	\$164	\$171	\$189	\$205
Capital Ratio	13.5%	13.0%	12.1%	12.4%	12.6%
Return on Assets	1.2%	1.3%	0.9%	1.1%	1.2%
Members	86,478	97,900	111,193	114,075	118,630
Loans Granted	18,388	22,384	24,529	19,531	21,083
Number of Branches	12	13	15	16	16

**Total Assets**

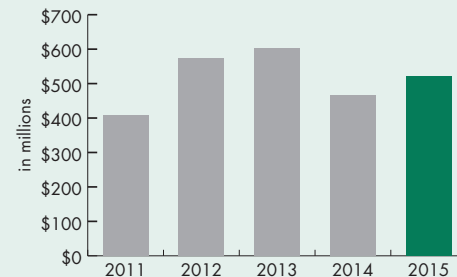


*audited financials are available upon request*

**Return on Assets**



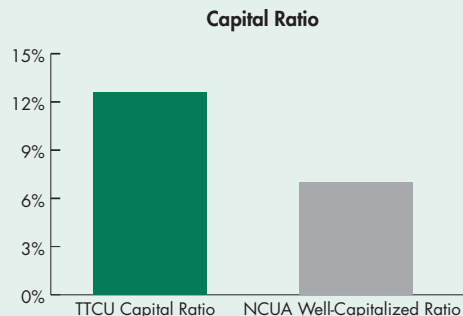
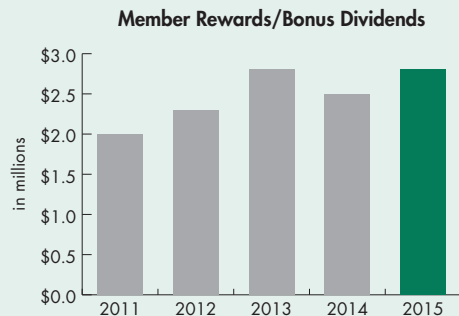
**Gross Loan Volumes**



# Operating Results

Year ended Dec. 31 (in millions)	2011	2012	2013	2014	2015
Gross Income	\$60.3	\$67.9	\$72.5	\$78.1	\$82.6
Less:					
Dividends and Interest Paid*	13.7	13.3	12.8	11.9	12.2
Operating Expenditures	26.8	29.7	33.7	37.3	41.0
Provision for Loan Losses	5.1	8.6	14.0	13.5	10.5
Net Income from Regular Operations	14.6	16.3	12.0	15.3	19.0
Insurance Fund Expense	(1.9)	(0.8)	(0.8)	–	–
Net Income	\$12.7	\$15.5	\$11.2	\$15.3	\$19.0
*Includes Member Rewards					

Dividends Paid to Membership	\$2.0	\$2.3	\$2.8	\$2.5	\$2.8
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# Loans Granted

Year ended Dec. 31 (in millions)	2014	2015	Difference
Branch Loans	\$63.2	\$82.9	\$19.6
Credit Card Lines	5.6	5.4	(0.1)
Dealer Point-of-Sale Loans	287.3	290.2	2.9
Construction Lines	3.2	5.5	2.3
Real Estate Loans	108.0	135.2	27.1
<b>Total</b>	<b>\$467.3</b>	<b>\$519.1</b>	<b>\$51.8</b>

"I am proud of TTCU's ability to provide tremendous value to our members in the form of Member Rewards, high dividend rates and new services while achieving strong financial results."

*Shelby Beil, Chief Financial Officer*



# 7

## Cooperative Principles of Credit Unions



Cooperatives around the world operate according to the same core principles and values. They are what separate us from banks. These seven principles are founded in the philosophy of people helping people.

**We are a cooperative. We are your credit union.**

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## Voluntary and Open Membership

TTCU is a voluntary, not-for-profit organization offering services to our members. In 2015, TTCU welcomed 15,683 new members to the credit union revolution.

## Democratic Member Control

One member, one vote. As a member of TTCU, you have a say in our future. Your vote is as important as your neighbor's.

## Members' Economic Participation

The more our members participate in credit union services, the more they benefit economically from TTCU's loan and deposit rates, and member rewards dividends.

## Autonomy and Independence

TTCU is a self-help organization; members helping members with the same goal in mind — financial knowledge and security.

## Education, Training and Information

TTCU places particular importance on financial leadership and financial education, especially among the youth in our communities. One way we do this is by providing access to FoolProof, an online financial literacy program that is free and open to anyone, and which TTCU also supplies free of charge to Oklahoma high schools.

## Cooperation Among Cooperatives

TTCU serves our members and strengthens the credit union movement by working together through local, state, regional and national structures.

## Concern for Community

We work for the sustainable development of the communities we serve. We are active sponsors of disaster relief, TCC Signature Symphony, JDRF, United Way, American Red Cross, Project School Supplies and various school foundations.

## TTCU Locations

### Main Office

3720 E. 31st St.  
PO Box 4999  
Tulsa, OK 74159

### Tulsa Area

#### Eastland

14501 E. 21st St.

#### Midtown

3720 E. 31st St.

#### North Pointe

140 E. Pine

#### Riverside

7155 S. Riverside Pkwy.

#### Southeast

10081 E. 81st St.

### Bixby

13475 S. Memorial

### Broken Arrow

1050 N. 20th St.

### Broken Arrow South

6410 S. Elm Pl.

### Claremore

1800 S. Hwy. 66

### Jenks

105 S. 9th St.

### Miami

303 Goodrich Blvd.

### Muskogee

3801 W. Okmulgee

### Owasso

11725 E. 96th St. N.

### Sapulpa

100 S. Mission

### Tahlequah

778 E. 4th St.

### Tahlequah Reasor's

2001 S. Muskogee Ave.

### Online Services

[www.ttcu.com](http://www.ttcu.com)

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[www.ttcu.com](http://www.ttcu.com)

Telephone: 918.749.TTCU (8828) • 1.800.234.TTCU (8828)

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## Board of Directors

### Board of Directors

George Paul — Chairperson  
Andrew McKenzie — Vice Chair  
Dr. Clark Ogilvie — Secretary/Treasurer  
Bobbie Allen Booker  
Saundra Ford  
Steve Pittman  
Jack Pontious

### Supervisory Committee

Kay Hamilton — Chairperson  
Ray Hatton, Jr.  
Dr. Jarod Mendenhall  
Steve Pittman  
Dr. Steve Tiger

### Emeritus

Dr. Robert J. Nelson

## Senior Management Team

Tim Lyons — President/CEO  
Doug Aldrich — Executive Vice President  
Shelby Beil — Chief Financial Officer  
Dan Bowling — Chief Information Officer  
Chuck Chastain — Senior Vice President of Lending  
Jerry Hoopert — Chief Administrative Officer  
Stephanie Jones — Chief Risk Officer  
Laura Miller — Chief Human Resources Officer  
Liz Stidham — Vice President of Branch Operations





*Olaf (the golden retriever) and Zippy (the terrier) prepare to lead the TTCU team at the Jenks Christmas parade.*





Federally insured by NCUA

