



# 2017 Annual Report

*Life is better in balance.®*



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# Message

## *from the President and Chairperson of the Board*

In 2017, TTCU introduced the concept, *Life is better in balance*, five words that summarize our commitment to our members — to help them reach their goals, to help them build solid financial futures and help them achieve the peace of mind that comes when life and finances are in balance.

For TTCU, *Life is better in balance* means balancing our members' needs today while preparing to serve them far into the future. The pace of change is fast, fueled by technology and by our members' shifting expectations for products and services. To keep in step, to achieve this balance, we must **transform**.

## *Charter Change*

In 2017, the first visible transformation for TTCU was changing from state charter to federal charter. With overwhelming member approval, TTCU became *TTCU Federal Credit Union* on July 1. The transformation simplifies regulatory processes and affords TTCU meaningful tax relief, allowing us to return more financial benefit to our members.

## *Branch Transformation*

In 2017, we remodeled our Jenks branch and installed new technology to better meet our members' needs. In Spring 2018, our branch at 5th and Boston in Tulsa will open, marking TTCU's return to downtown after a 50-year absence. The new branch will transform convenience for our members who live and work downtown.

## *Member Service*

We developed and implemented the Credit Union Advisor (CUA) model in 2017, transforming and streamlining the member experience. When members visit a branch, they'll be assisted by one person from start to finish for everything from simple transactions to share certificates to more complex business such as auto or consumer loans.

## *Leadership*

TTCU's leadership also is transforming. For the past several years, we have laid groundwork for a smooth transition upon the retirement of two longtime, key executives. Through rigorous and focused training and development, we have prepared the next generation of leaders to guide TTCU and assure continued growth and financial stability.

Though TTCU will continue to change and transform for the benefit of our members, one thing will remain consistent: our commitment to our members. By fulfilling our mission to be the trusted source for financial solutions, we will continue to help our members find *their* personal financial balance through our financial leadership.

**Tim Lyons**  
*President/CEO*

**Andrew McKenzie**  
*Board Chairperson*

## Financial Highlights

Year ended Dec. 31 (in millions)	2013	2014	2015	2016	2017
<b>Assets</b>	\$1,405	\$1,517	\$1,623	\$1,731	\$1,817
<b>Loans Outstanding</b>	\$1,104	\$1,123	\$1,159	\$1,209	\$1,242
<b>Member Shares</b>	\$1,097	\$1,175	\$1,249	\$1,334	\$1,377
<b>Capital</b>	\$171	\$189	\$205	\$217	\$234
<b>Capital Ratio</b>	12.1%	12.4%	12.6%	12.5%	12.9%
<b>Return on Assets</b>	0.9%	1.1%	1.2%	0.9%	1.0%
<b>Members</b>	111,193	114,075	118,630	122,566	125,805
<b>Loans Granted</b>	24,529	19,531	21,083	21,608	22,325
<b>Number of Branches</b>	15	16	16	15	15

## Operating Results

Year ended Dec. 31 (in millions)	2013	2014	2015	2016	2017
<b>Gross Income</b>	\$72.5	\$78.1	\$82.6	\$86.8	\$90.9
<b>Less:</b>					
Dividends and Interest Paid*	12.8	11.9	12.2	13.0	14.3
Operating Expenditures	33.7	37.3	41.0	45.1	48.5
Provision for Loan Losses	14.0	13.5	10.5	14.4	10.6
<b>Net Income from regular operations</b>	12.0	15.3	19.0	14.3	17.6
<b>Insurance Fund Expense</b>	(0.8)	-	-	-	-
<b>Net Income</b>	\$11.2	\$15.3	\$19.0	\$14.3	\$17.6
*Includes Member Rewards					
<b>Member Rewards Dividends</b>	\$2.8	\$2.5	\$2.8	\$2.6	\$2.8

## Total Assets

### TTCU Capital Ratio

12.9%

### NCUS Well-Capitalized Ratio

7.0%

### Gross Loan Volumes

2007 \$164

2008 \$153

2009 \$186

2010 \$229

2011 \$409

2012 \$572

2013 \$602

2014 \$465

2015 \$520

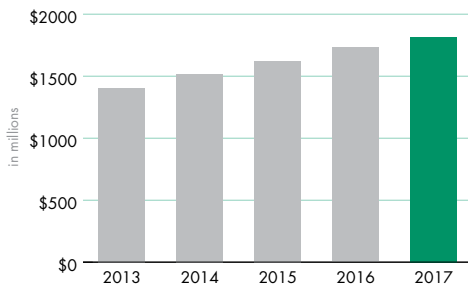
2016 \$550

2017 \$516

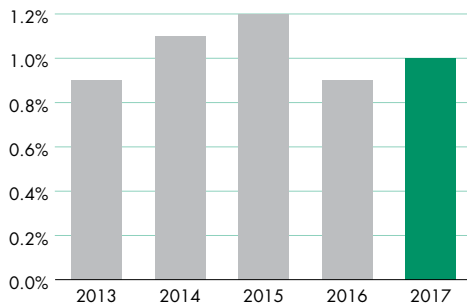
## Credit Manager Report – Annual Meeting

Year ended Dec. 31	2016	2017	Difference
(in millions)			
<b>Branch Loans</b>	\$87.1	\$97.0	\$9.9
<b>Credit Card Lines</b>	\$13.7	\$15.1	\$1.4
<b>Dealer Point-of-Sale Loans</b>	\$286.4	\$257.0	\$(29.4)
<b>Construction Loans</b>	\$7.4	\$3.1	\$(4.8)
<b>Mortgage Loans</b>	\$135.1	\$137.5	\$2.4
	<b>\$529.7</b>	<b>\$509.2</b>	<b>\$(20.5)</b>

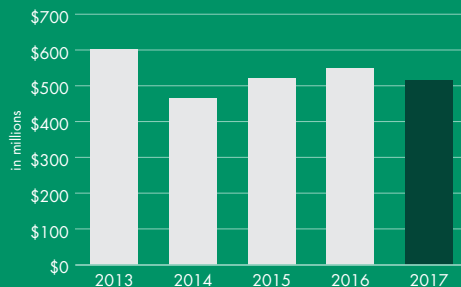
## Total Assets



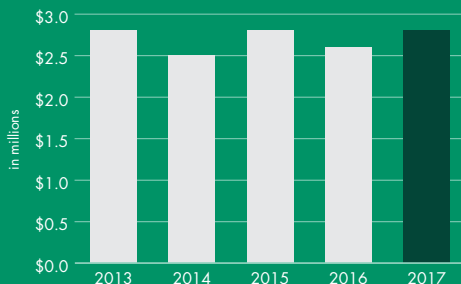
## Return on Assets



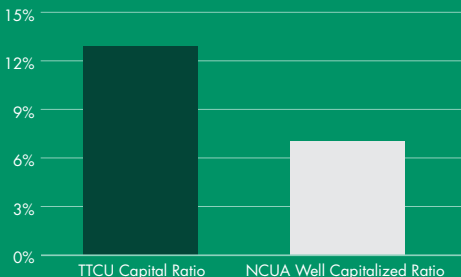
## Gross Loan Volumes



## Member Rewards / Bonus Dividends



## Capital Ratio



# Community Involvement

Exercising concern for community is one of our driving principles and it's on display throughout the year. We don't just work here, we live and raise our families here. Whether walking in a parade, reaching out to area schools, sponsoring a community event or helping our members achieve financial balance — TTCU is here to serve.

Kids' Fishing Day has become an annual TTCU tradition and one of our favorites. Last year nearly 600 children received free fishing poles, putting smiles on their faces and ours.

For more than a decade, TTCU employees have laced up their sneakers and joined the Juvenile Diabetes Research Foundation Walk.

Project School Supplies, a collection drive for basic student needs, honors our roots. Working with area agencies, we are able to help supply the necessary tools to students who otherwise might go without. Thanks to our generous members and employees, we have equipped more than 50,000 northeastern Oklahoma students with essential school supplies since the program began more than a decade ago.

*To the left (clockwise): Kids' Fishing Day | TTCU employees dedicate "The Tiger" to Broken Arrow Public Schools | Project School Supplies | Juvenile Diabetes Research Foundation Walk*







For the second year in a row, TTCU was named a Tulsa Area United Way Trailblazer. Working with Indian Nations Council (chartered by Boy Scouts of America), our Day of Caring was spent cleaning and painting the organization's facility. We promise we left more paint on the fence than on us.

It's not a holiday without a parade! TTCU participates in parades and festivals throughout northeast Oklahoma.

# 76,000

Enabling Oklahoma students to meet state-mandated requirements, TTCU provides FoolProof free of charge to schools throughout northeastern Oklahoma. FoolProof is our online financial literacy program that supports financial education. Since its inception, more than 76,000 northeastern Oklahoma students have participated.

# 34

In 2017, TTCU employees literally gave of themselves, donating 34 pints of blood to the American Red Cross.



**We ❤️ TEACHERS!**  
**TTCU**  
THE CREDIT UNION

Each fall our employees fan out across northeast Oklahoma to welcome teachers back to the classroom. Through school sponsorships, financial contributions and our School Pride® Card program, TTCU donated more than a half million dollars to area schools in 2017.

**\$2M**

Our success depends on our members' participation. Through better loan rates and higher dividends, our members received more than \$2 million dollars in Member Rewards in 2017.

**43**

In 2017, TTCU welcomed 43 new affiliated groups, including Price Family Properties, Quapaw Tribe, City of Broken Arrow employees, Plaza Santa Cecilia and Melton Truck Lines.

# Seven Cooperative Principles

TTCU, like other credit unions around the world, uses seven cooperative principles to guide our business practices. The basis of these principles is “people helping people” and it is what sets us apart from banks.

## *Voluntary and Open Membership*

As a not-for-profit organization, our membership is open and voluntary. In 2017, TTCU welcomed 15,677 new members.

## *Democratic Member Control*

Each member of TTCU is also an owner. That means members have a voice when we elect board members or hold other regulatory votes.

## *Members' Economic Participation*

We are able to return benefits to our members based on their economic participation in TTCU. In 2017, TTCU members earned \$2.8 million dollars in Member Rewards.

### *Autonomy and Independence*

As a self-help organization, our focus is on helping our members achieve their financial goals by encouraging and emphasizing financial knowledge and security.

### *Education, Training and Information*

TTCU provides meaningful training opportunities for our employees, equipping them to meet our members' needs. A well-educated workforce can provide members with services ranging from financial counseling, to simple transactions to more complicated business such as auto loans and mortgage loans.

### *Cooperation Among Cooperatives*

Building on the belief that there is strength in numbers, TTCU works together through local, state, regional and national structures for the benefit of our members.

### *Concern for Community*

Striving to be a good corporate citizen, TTCU actively supports a variety of organizations from American Red Cross to United Way to numerous school foundations.

### *Board of Directors*

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

### *Supervisory Committee*

Ray Hatton, Jr. — Chairperson  
Jesse Guardiola  
Kay Hamilton  
Wesley Mitchell  
Dr. Steve Tiger

### *Emeritus*

Dr. Robert J. Nelson

### *Senior Management*

Tim Lyons  
President/CEO  
  
Shelby Beil  
Chief Financial & Technology Officer  
  
Chuck Chastain  
Chief Sales & Operations Officer  
  
Stephanie Jones  
Chief Administrative Officer  
  
Jerry Hoopert  
Sr. Vice President of Facilities

Dan Newberry  
Sr. Vice President of Lending  
  
Liz Stidham  
Sr. Vice President of Branch Operations  
  
Andy Tripp  
Sr. Vice President of Technology  
  
Celia Armstrong  
Vice President of Human Resources

# TTCU Locations

## *Corporate Office*

9815 E. 81st St.  
Tulsa, OK 74133

## *Tulsa Area*

Downtown\*  
501 S. Boston, Suite 103

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.

## *Northeast Oklahoma*

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.

## *Online Services*

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

## *Telephone*

918.749.TTCU (8828)

1.800.234.TTCU (8828)

\*coming in Spring 2018



Federally insured by NCUA

