



# 2018 ANNUAL REPORT

*Life is better in balance.®*



“  
I am really **grateful** for TCU. You treat me like a person and not like a bank account. Thank you.  
Meredith F., member since 2015  
”



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There is no other financial institution I would rather be with. TTCU has its members' best interest at heart. Keep doing what you do so well. I **love** my TTCU.

**Catherine T.**, member since 1980

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# Message

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

TTCU's vision statement is "Enriching lives through financial leadership." That's kind of a fancy way of saying, "we're here to help."

In 2018, "help" meant putting resources into reaching members where they are—online and in person—to provide better service, greater convenience and more tools to help them reach their financial goals.

In May, we opened a beautiful, modern branch in the historic Philcade Building in downtown Tulsa. At 5th and Boston, we're just around the corner from the old Central High School where a handful of teachers founded the credit union in 1934. For members who work or live downtown, the new branch provides a convenient location and work-friendly hours.

We transitioned our branch staffing to Credit Union Advisors (CUA). Now, when members visit a TTCU branch, one person can assist them from start to finish with everything from simple transactions, to share certificates, to more complex business such as auto or consumer loans. Our CUAs also receive training to become Certified Financial Counselors able to create meaningful and personalized plans to help members meet their individual goals.

We purchased land in Oklahoma City and Edmond where we will build two new branches to serve our neighbors and members down the turnpike.

Last fall, we introduced TTCU's new CashBack card. Now members can choose the credit card option that best serves their goals and lifestyles.

We made it easier to open accounts online. The improved software streamlines the process, making it faster and simpler than ever before.

We launched an updated Money Manager, an online tool to help members stay on track with their finances. Members can create a budget, keep an eye on all of their accounts and manage their spending—all in one place.

“Help” is the greatest service we can offer. Financial knowledge empowers members to achieve their goals whether that’s taming credit card debt, saving for a child’s education, buying a new home or building a nest egg in case of hardship or unexpected expenses. Every member’s goals are unique—and it is our privilege to help each member along the way.

We are proud to meet our members where they are—and enrich their lives by offering them financial leadership they can trust.

**Tim Lyons**  
*President/CEO*

**Dr. Clark Ogilvie**  
*Board Chairperson*

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## Our Mission

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**We are the trusted source for financial solutions.**

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## Financial Highlights

Year ended Dec. 31 (in millions)	2016	2017	2018
<b>Assets</b>	\$1,731	\$1,817	\$1,885
<b>Loans Outstanding</b>	\$1,209	\$1,242	\$1,291
<b>Member Shares</b>	\$1,334	\$1,377	\$1,386
<b>Capital</b>	\$217	\$234	\$251
<b>Capital Ratio</b>	12.5%	12.9%	13.3%
<b>Return on Assets</b>	0.9%	1.0%	1.2%
<b>Members</b>	122,566	125,805	130,059
<b>Loans Granted</b>	21,608	22,325	20,840
<b>Number of Branches</b>	15	15	16

## Operating Results

Year ended Dec. 31 (in millions)	2016	2017	2018
<b>Gross Income</b>	\$86.8	\$90.9	\$97.7
<b>Less:</b>			
Dividends and Interest Paid*	13.0	14.3	18.1
Operating Expenditures	45.1	48.5	50.9
Provision for Loan Losses	14.4	10.6	6.9
<b>Net Income from regular operations</b>	14.3	17.6	21.8
<b>Net Income</b>	\$14.3	\$17.6	\$21.8
*Includes Member Rewards			
<b>Member Reward Dividends</b>	\$2.6	\$2.8	\$3.0

## Total Assets

### TTCU Capital Ratio

13.3%

### NCUA Well-Capitalized Ratio

7.0%

### Gross Loan Volumes (in millions)

**2014** \$465

**2015** \$520

**2016** \$550

**2017** \$516

**2018** \$520

I'm glad I chose TTCU.  
Hands down the **best**  
place to have my  
financial services.

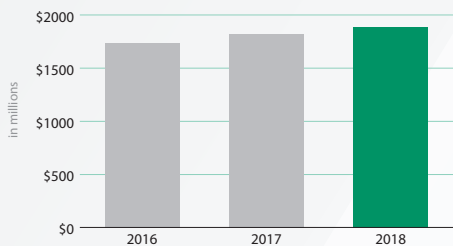
**Sherri S.,**  
member since 2015



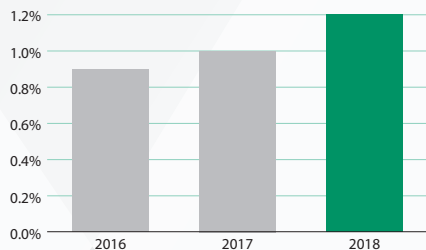
## Credit Manager Report — Annual Meeting

Year ended Dec. 31 (in millions)	2017	2018	Difference
<b>Branch Loans</b>	\$97.0	\$104.7	\$7.7
<b>Credit Card Lines</b>	\$19.1	\$13.0	\$(6.1)
<b>Dealer Point-of-Sale Loans</b>	\$257.0	\$274.0	\$17.0
<b>Construction Loans</b>	\$6.0	\$4.8	\$(1.2)
<b>Mortgage Loans</b>	\$137.2	\$123.5	\$(13.7)
	<b>\$516.3</b>	<b>\$520.0</b>	<b>\$3.7</b>

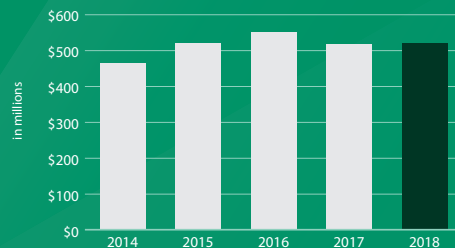
## Total Assets



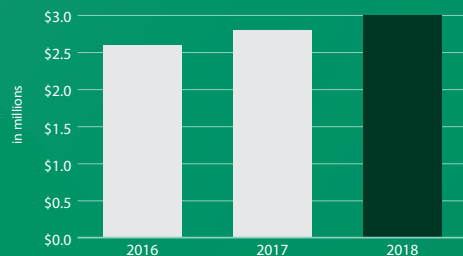
## Return on Assets



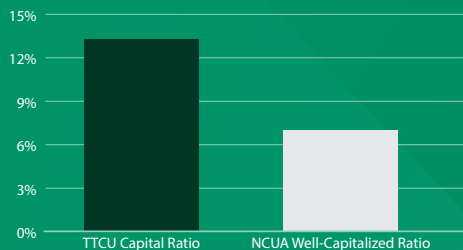
## Gross Loan Volumes



## Member Rewards / Bonus Dividends



## Capital Ratio



# Community

TTCU's guiding principle is **concern for community**. It's something we take to heart. Our members are our neighbors and friends. From walking in community parades to helping our members reach financial success, TTCU is proud to live in the communities we serve.

Project School Supplies began more than a decade ago. With the help of our generous members and employees, we have equipped more than 60,000 northeastern Oklahoma students in need with essential school supplies.

Kids' Fishing Day is an annual TTCU tradition. Putting more than 600 fishing poles in the hands of children makes for a heartwarming and rewarding day.

For the third consecutive year, TTCU was named a Tulsa Area United Way Trailblazer. Working with Tulsa Regional STEM Alliance, TTCU employees participated in the Inaugural Back to School STEM Expo. The event engaged students with hands-on experiments and activities.

FoolProof, our financial literacy program supporting financial education, is offered free of charge to schools throughout northeastern Oklahoma. Since its inception, more than 1,100 educators, 350 schools and 93,000 students have participated.

Fanning out across northeast Oklahoma each fall, our employees welcome educators and support staff back to the classroom. Through a combination of sponsorships, contributions and our School Pride® Card program, TTCU donated more than a half million dollars to area schools in 2018.

TTCU welcomed 31 new affiliated groups in 2018, including Coldwell Banker, Triad Eye Institute and the Philbrook Museum of Art.

*To the right (clockwise): Teacher Appreciation Week | Project School Supplies | Kids' Fishing Day*



We ♥ TEACHERS!

TTCU  
Federal Credit Union



“

I am so **proud** to be a member of the credit union. You are my banking family.-

**Sammie K.,**  
member since 1976

”

# Seven Cooperative Principles

The *mission* of TTCU is to be the **trusted source for financial solutions**. Our *vision* is to **enrich lives through financial leadership**. And like other cooperatives around the world, we use seven principles to guide our business practices. These are founded in the philosophy of *people helping people*.

As a not-for-profit organization, our **membership is open and voluntary**. TTCU welcomed 16,829 members in 2018.

Operating as a cooperative means our members also are owners. And as such, **each member has an equal vote** and a voice in our future.

Returning benefits to our members based on **economic participation** is key. In 2018, members earned more than \$3 million in Member Rewards.

The mark of **autonomy and independence** is members helping members, with the common goal of financial knowledge and security.

We encourage **financial education, training and information** through a variety of channels. We provide FoolProof, an online financial literacy program, free and open to anyone.

The cooperative movement places emphasis on strength in numbers. **We work together for the benefit of our members.**

Our **concern for community** is a recurring theme. TTCU actively supports a wide variety of organizations from American Red Cross to school foundations to United Way.

## ***Board of Directors***

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

## ***Supervisory Committee***

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

## ***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  
Celia Armstrong—Sr. Vice President of Human Resources  
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  
Donita Quesnel—Vice President of Marketing

## ***2018 Retirees***

Doug Aldrich—Executive Vice President /  
Chief Operations Officer  
Dan Bowling—Chief Information Officer

“

Love my TTCU Federal Credit Union! They have helped me recover, maintain and grow what level of financial **security** I now have. They have stood by me, encouraged me and helped me during the times I needed it the most!

**Cecilia H.**, member since 1998

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# Locations

## **Corporate Office**

9815 E. 81st St.  
Tulsa, OK 74133

## **Tulsa Area**

Downtown  
501 S. Boston, Ste. 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 Dr.

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

Sand Springs\*\*

Tahlequah  
778 E. 4th St.

## **OKC Area**

Quail Springs\*  
15104 N. Pennsylvania Ave.

Edmond\*\*

## **Online Services**

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

## **Telephone**

918.749.TTCU (8828)

1.800.234.TTCU (8828)

*\*coming in fall of 2019*

*\*\*coming in 2020*



Federally insured by NCUA

