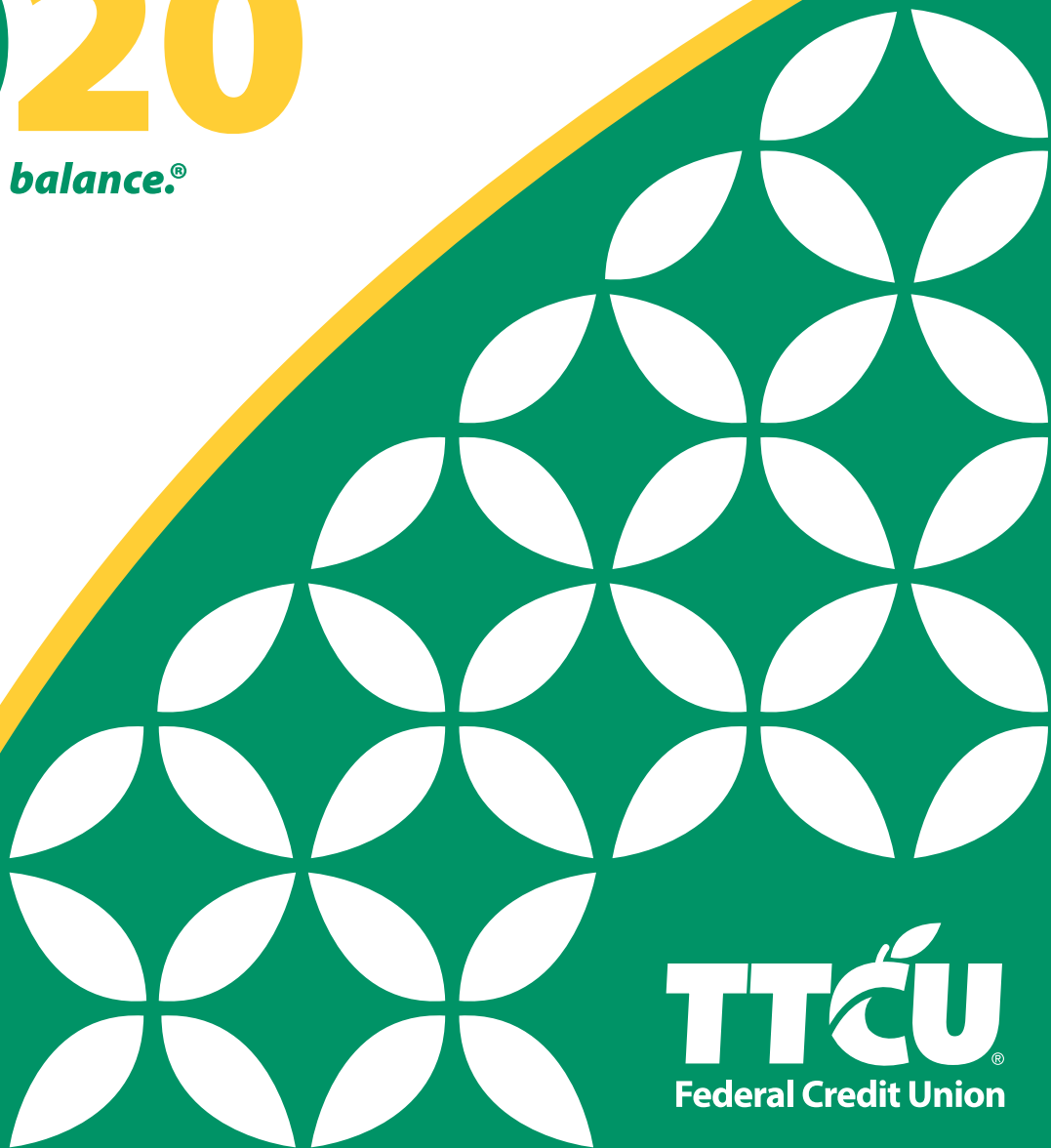


ANNUAL REPORT

2020

Life is better in balance.[®]



TFCU[®]
Federal Credit Union

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“TTCU helped me turn my financial situation around.”

— Andreyia W.
member since 2019

MESSAGE FROM LEADERSHIP

Have you ever heard the old saying, *expect the unexpected*? None of us could have foreseen the challenges that 2020 presented. But TTCU's staff rose to the occasion, making changes to how we operate so we could continue to safely meet our members' financial needs in the middle of a global pandemic. I'm so very proud of all their efforts.

As a not-for-profit, TTCU was created to help its members reach their financial goals. After all, the credit union motto is "people helping people." In 2020, this meant helping members who were facing financial hardship due to loss of income and finding new ways to reach out and stay connected with our entire membership.

In 2020:

- ▶ Thousands of members were permitted to skip loan payments, helping to bridge the gap from lost earnings due to COVID-19.
- ▶ TTCU hosted grocery giveaways to help some of our members with a surprise boost to their grocery budgets.
- ▶ TTCU put the safety of its membership and staff first, introducing additional cleaning and other safety measures, including allowing many back-office staff to work from home to minimize their risk and the risk to others.
- ▶ We continued the rollout of Interactive Teller Machines to provide additional contactless transaction options for our membership and allow us to expand service hours.
- ▶ We completed a system upgrade which gives us greater capacity to serve our membership.
- ▶ We expanded our physical footprint by opening branches in Oklahoma City and Sand Springs to better serve our members in those areas.
- ▶ And not least, TTCU helped record numbers of members refinance their homes or purchase new homes, saving them money and helping them make their financial goals a reality.

In 2021, as the vaccine rollout continues, we look forward to putting the pandemic behind us. We're planning for a bright future, both for TTCU and our members. TTCU will continue to have new ways to help — through a new branch in Edmond, through building on the foundation of our upgraded technology to launch new services for our members and through our plans for a foundation, which will allow us to give back even more to our branch communities. After all, they're our homes, too.

Tim Lyons
President/CEO

Steve Pittman
Board Chairperson

**PEOPLE
HELPING
PEOPLE**

EIGHT COOPERATIVE PRINCIPLES

1 Voluntary and Open Membership

TTCU is a not-for-profit organization with a voluntary and open membership. In 2020, TTCU welcomed **19,721 new members**.

2 Democratic Member Control

One member, one vote. As a member of TTCU, you have a voice in our future.

3 Members' Economic Participation

The more our members participate in credit union services, the more they benefit economically. In 2020, **members earned \$3.6 million** through our **Member Rewards** program.

4 Autonomy and Independence

As a self-help organization, TTCU has one goal in mind — helping members achieve their financial goals.

5 Education, Training and Information

Founded by educators in 1934, TTCU honors that legacy to this day. We provide everyone free access to FoolProof, an online financial literacy program. To date, **more than 119,000 students and adults** have taken advantage of this opportunity.

6 Cooperation Among Cooperatives

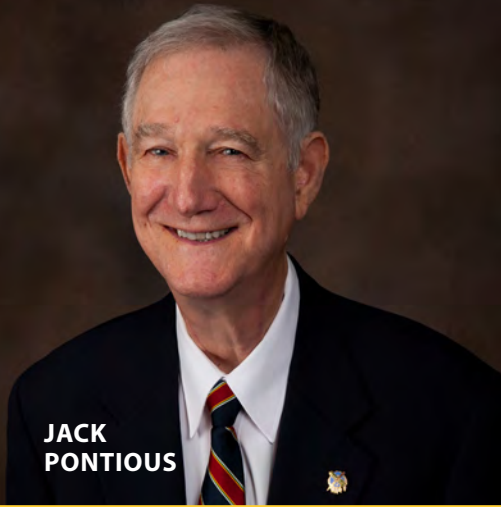
By working together through local, state, regional and national structures, TTCU embraces the belief of strength in numbers.

7 Concern for Community

From JDRF to United Way to various education initiatives, TTCU strives to be a good corporate steward for the communities we serve.

8 Diversity, Equity & Inclusion

Diversity is at the core of the credit union mission and is an essential element of the credit union difference and movement. TTCU is taking a leadership role in building and serving **more diverse, equitable and inclusive communities**.



**JACK
PONTIOUS**

Jack began his service to what was then Tulsa Teachers Credit Union in 1987, serving on the Supervisory and Credit Committees. In 1996, he joined TTCU's Board of Directors and served as Chairperson for four years.

In all, Jack spent 35 years with Tulsa Public Schools, serving as a teacher, counselor, principal and Director of Employee Benefits. He shared his important education perspective in his governance role with TTCU.

Throughout Jack's 34-year tenure as a TTCU volunteer, Jack has worked tirelessly to promote credit unions, and TTCU specifically. He has been a constant cheerleader to the staff and a steadfast advocate for our members.

In honor of Jack's dedicated service, the boardroom at the TTCU Corporate Office will now be known as *The Jack Pontious Boardroom*.

TTCU LEADERSHIP

BOARD OF DIRECTORS

Steve Pittman
Chairperson

Sandra Ford
Vice Chair

Bobbie Booker
Secretary / Treasurer

Andrew McKenzie

Clark Ogilvie

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 Strategy 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

COMMUNITY

We love being active members of the community – from parades to donating blood to sponsoring events. However, 2020 had us seeking innovative solutions to support the communities we serve, all while staying safe. We reimagined back-to-school events and supported teachers with items from their Amazon Wishlists. In lieu of walking in parades and other community events, we sponsored grocery giveaways to help families in need. Now more than ever, TTCU is here to serve our members and communities.

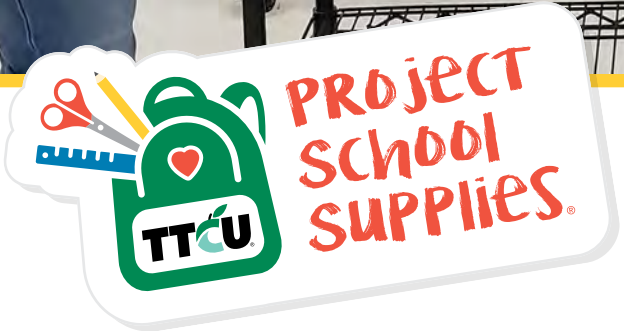


▲ Grocery Giveaway – In-branch and online giveaways helped support families throughout the year.

▲ Ashley L., teacher – In 2020, we celebrated hundreds of teachers across the state by fulfilling their Amazon Wishlists.



◀ Project School Supplies – For almost two decades, with the help of our generous members and employees, we have equipped more than 80,000 Oklahoma school students with essential school supplies through our Project School Supplies campaign.



TTCU delivered back-to-school supplies to **136 area schools** for the 2020-2021 school year.

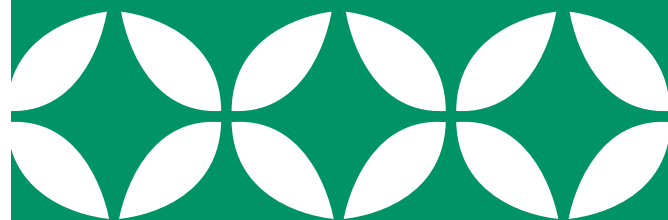
FINANCIALS

Financial Highlights

Year ended Dec. 31 (in millions)	2018	2019	2020
Assets	\$1,885	\$2,020	\$2,378
Loans Outstanding	\$1,291	\$1,293	\$1,377
Member Deposits	\$1,386	\$1,494	\$1,786
Capital	\$251	\$277	\$314
Capital Ratio	13.3%	13.7%	13.2%
Return on Assets	1.2%	0.9%	1.1%
Members	130,059	133,208	139,642
Loans Granted	20,840	22,754	25,647
Number of Branches	16	17	18

Operating Results

Year ended Dec. 31 (in millions)	2018	2019	2020
Gross Income	\$97.7	\$107.7	\$120.0
Less:			
Dividends and Interest Paid*	18.1	24.1	23.2
Operating Expenditures	50.9	56.7	64.9
Provision for Loan Losses	6.9	9.4	8.7
Net Income	\$21.8	\$17.4	\$23.2
*Includes Member Rewards			
Member Reward Dividends	\$3.0	\$3.2	\$3.6



Total Assets

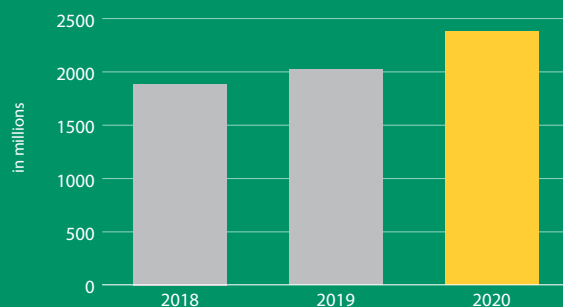
TTCU Capital Ratio

13.2%

NCUA Well-Capitalized Ratio

7.0%

Total Assets



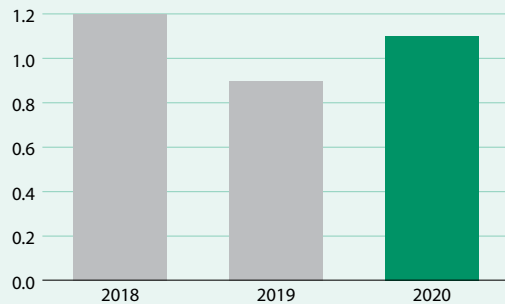
Credit Manager Report

Year ended Dec. 31 (in millions)	2018	2019	2020
Real Estate / Mortgage	\$128.3	\$157	\$326.5
Auto	\$262.6	\$279.5	\$318.8
RV	\$88	\$76.2	\$144.1
Other	\$28	\$29	\$26.8
Credit Card	\$13	\$25.5	\$9.8
	\$520	\$567	\$826

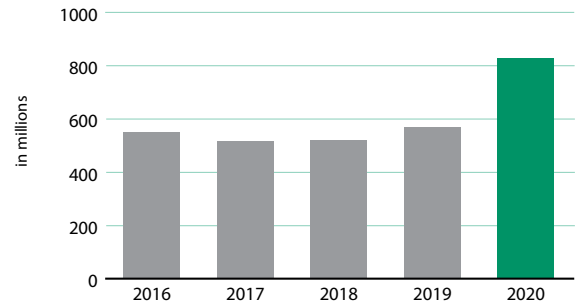
COVID 19 Loan Assistance

	Number	Total Loan Balances
Skipped Payments	9,229	
Loan Modifications	376	\$7 mil

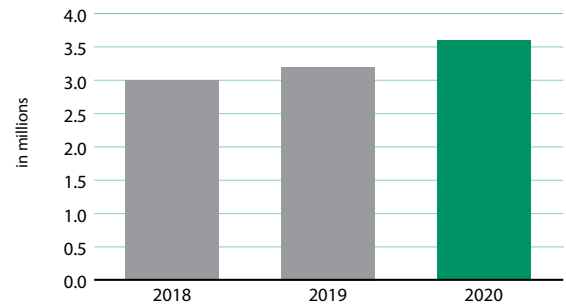
Return on Assets



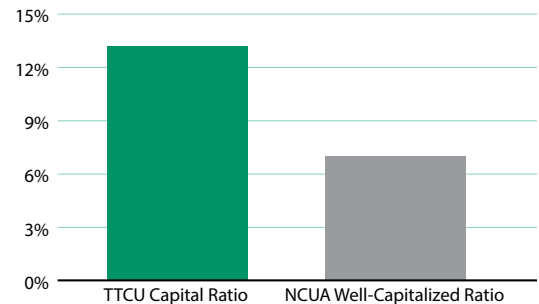
Gross Loan Volumes



Member Rewards / Bonus Dividends



Capital Ratio





**IN 2020, TTCU WELCOMED
19,721 NEW MEMBERS!**



In 2020, we approved

**1,985
mortgage
loans.**

A new record!

Our members earned
\$3.6 million from our
Member Rewards
program in 2020.



**We're
building our
dream house
thanks to
TTCU!**

— JC and Jonna C.
members since 2013



Since its inception in 2008, TTCU has donated nearly
\$1.7 million to Oklahoma schools
via the **School Pride® Visa Debit Card** program.



1,452 teachers, 385 schools and
117,531 students have
participated in FoolProof,
our online financial literacy program.

TTCU has
been like a
family.

— Wesley H.
member since 1981



60 School Pride® Visa Debit Cards

From Beggs to Wagoner, we have
60 ways to show your school pride.

LOCATIONS

CORPORATE OFFICE

9815 E. 81st St.
Tulsa, OK 74133

ONLINE SERVICES

www.ttcu.com

TELEPHONE

918.749.TTCU (8828)
1.800.234.TTCU (8828)



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.

Oklahoma City Area

EDMOND*

925 W. Covell Village Dr.

QUAIL SPRINGS

15104 N. Pennsylvania Ave.

Northeast Oklahoma

BIXBY

13475 S. Memorial Dr.

BROKEN ARROW NORTH

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

202 S. Main St.

TAHLEQUAH

778 E. 4th St.

*coming in 2021



Federally insured by NCUA

