



**CY·FAIR**  
federal credit union

# *Impacting Lives* **IN EACH CONNECTION**

2017 ANNUAL REPORT





**Patricia "Pat" Jane Willbern**

1930-2018

First President of CFFCU

**IN MEMORIAM**

As the first president, Mrs. Willbern is credited with building the credit union from a tiny organization operating out of a back office into a mature financial partner supporting the Cypress-Fairbanks community. On Pat's first day as President, the credit union had just over 900 members and less than \$1 million in assets. By the time she retired in 1994, the credit union had grown to more than 10,000 members and \$44.5 million in assets.

Smart, driven, and always well dressed, by all accounts Pat was a force of nature. Pat poured everything into this credit union and deeply cared about helping those in our tight-knit Cypress-Fairbanks ISD community. In addition to growing the credit union, new services were added under Willbern's leadership, including two additional drive-thru branches, three ATMs, credit cards, and checking accounts.

In more recent years, Pat battled Alzheimer's. Her beloved husband, Bubba, passed away in 2016. People that knew them as an indomitable pair say that it was difficult to imagine that (for a short time) one was on earth and one in heaven. Today, they are together again.

Pat Willbern's legacy will live on through the credit union, her family, and our enduring gratitude.

# INTRODUCTION

**For more than sixty years Cy-Fair Federal Credit Union has dedicated our efforts to the greater good of this community.** It's home. We live here, work here—our kids go to the same schools. What's more, we take a good deal of pride in finding ways to improve the everyday lives of our members. If we can sharpen our edges with new tools and expanded services to make us more accessible to our members, we'll do it. If our schools need a show of support or a volunteer initiative, we're on it. And when a catastrophic event like 2017's Hurricane Harvey wreaks havoc on this community leaving Category 4 flooding and destruction in its wake, we waste no time finding ways to offer relief. Civic responsibility is in our DNA. How we demonstrate this commitment—how we impact the lives of those in our community with each connection is proof positive that we are here for our members and here to stay.

Our growth is proof that we connect with our community and provide real financial support to our membership. In 2017, our membership grew 2.61 percent with more than 25,000 members by the year's end and our total assets increased more than 9.73 percent to bring us over \$245 million. This also means more responsibility and opportunity to impact the lives of each of our members throughout our expanding community.



**Cameron Dickey**  
President/CEO



**Erwann Wilson**  
Chairman of the Board

# 2017 YEAR IN REVIEW

Enhancing efficiency and convenience wherever possible.



## NEW AND IMPROVED BILL PAY

We understand having access to your money longer, before it is debited from your account for a payment, is important. With that in mind, we took an assessment of our online bill pay service and determined moving over to a different bill pay process model would accomplish just that. Gone is the system that required an uncertain amount of lead time and that pulled the funds from your account several days before the actual due date for processing. Aptly named the "Due Date" model, this new bill pay method allows members to simply enter a "send on" date and, by design, it will be delivered to the payee on that very date. This means members can keep their money in their accounts longer and removes any guesswork.



*When I logged on to CFFCU website to pay some bills I was SOOO excited to find I no longer had to schedule a bill to be paid 2-6 days in advance of the due date! I appreciate you making the changes. Today, Cy-Fair FCU has the same features as most financial institutions, as well as competitive offers such as low home loans and life need loans."*

**Beth Wade**  
Cy-Fair FCU Member



## LOAN PAYMENTS MADE SIMPLE

Members making payments on Cy-Fair Federal Credit Union loans with funds from an account at another institution will now be able to use Cy-Fair FCU online banking to execute the payment. Electronic payments can be scheduled using the funds from a checking account, savings account, debit card or credit card they have with another financial institution. It's simple. And as a bonus, members can set up automatic recurring payments so they never miss a due date.



*I found out about CFFCU through the Cy-Fair Chamber of Commerce. Someone was talking about a re-fi program available to him through his work, which is what I had been looking for. I wanted to refinance our 2015 Ford Explorer to lower the monthly payment and have more money available to put towards our credit card debt. I followed up with CFFCU and they helped tremendously. Everyone there worked quickly, explained all the details, making it a very smooth transaction for us."*

**Dana Mowe**  
Cy-Fair FCU Member



## EXTENDED HOURS FOR ITM DEPOSITS AND DRIVE-THRU SERVICE

Members can now make deposits on their own schedule, night or day, thanks to our newly upgraded Drive-Thru Interactive Teller Machines (ITMs). It's nice to have flexibility. Plus, after-hour deposits will be reviewed more frequently, as well as applied much sooner. If the deposit is cash, the funds will be applied immediately.

We also looked for ways to offer members more time in the day for drive-thru convenience with face-to-face transaction assistance from one of our interactive teller associates. The introduction of the Interactive Teller Machines (ITMs) technology has allowed us to streamline this operation and better manage staffing needs, centralizing drive-thru teller services for all branches into one location. New drive-thru hours are **Monday-Friday, 8am- 7pm; Saturday 9am-3pm.**

This all means faster transaction times, more access to accounts, no envelopes or deposit slips, freedom to deposit any time, night or day—all positive changes. If there's a way to make our services faster, easier or simply more convenient, we do our best to deliver.

# LOYAL TO OUR CY-FAIR INDEPENDENT SCHOOL DISTRICT COMMUNITY

More than 60 years ago, ten local educators envisioned a better way of banking—a grassroots solution for a community in need of a financial partner. This was the beginning of Cy-Fair FCU and that legacy of support continues today. 2017 was a year for Cy-Fair FCU to deepen our commitment and investment to the Cypress-Fairbanks Independent School District as well as other key partners and organizations in our community. Our Cy-Fair FCU family provided nearly \$30,000 to our local schools and non-profits as part of our overall annual financial support of the community.



*Cy-Fair FCU's partnership with Bang has inspired our students to dream, explore, and discover. Their contribution to our school—the donation of a 3-D printer—has catapulted our students' capacity to create. We now have the privilege of being the only elementary school with this innovative technology. Tech devices such as Ollies and MakeyMakeys encourage problem solving, promote teamwork, and help students develop essential coding skills. Cy-Fair FCU has always been generous with donations for students and they support our staff with welcome extras: volunteering as Bus Buddies, serving as mentors, working as helpers during our annual Holiday Shop, and providing thoughtful treats for our staff with everything from breakfasts and lunches to Thanksgiving pies. Our students and staff are truly blessed by this partnership and we thank Cy-Fair FCU for their continued support."*

**Erwann Wilson**  
Principal - Bang Elementary School





# TEACHERS GET THE RED CARPET TREATMENT

## How do you let teachers know how much they're appreciated?

For the 8500 teachers attending a week-long teacher training in August, you give them the Cy-Fair FCU Red Carpet treatment.

Each day, anywhere from 1500 to 2000 teachers entered this annual event. As they crossed the threshold, these cherished mentors were greeted by Cy-Fair FCU employees with the Red Carpet and red velvet rope, celebrity welcome they deserve. Photo opportunities ensued and those who shared their photos on social media were entered in a gift card contest. Next? Entry to our lush, spotlighted Red Carpet lounge area for a glass of sparkling grape juice with the opportunity to socialize and take part in our Wii Bowling Challenge. In the end, prizes, good times and plenty of good will were shared by all.



Over \$1250 in gift card prizes were given to a number of hardworking teachers, while Cy-Fair FCU tote bags and academic calendars were passed out to all.





### A NEW CAR AWARDED TO ELEMENTARY TEACHER

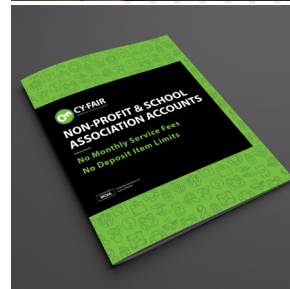
A brand new 2017 Ford Focus was presented to **Dana Herzog** of Yeager Elementary School at the Cy-Fair Educational Foundation *Salute to the Stars* fundraising gala held in October. This annual event celebrates the contributions of all Cypress-Fairbanks Independent School District educators. Ms Herzog was honored for being “the heart of Yeager Elementary School.”

### A FEE-FREE ACCOUNT FOR PTO/BOOSTER CLUBS

For *school associations* and *non-profit groups*, we have welcome news. We recognize it is not easy to raise funds, making every dollar critical to an organization’s cause, and so getting dinged with extra fees can take a toll when trying to reach goals. With this in mind, Cy-Fair FCU rolled out a checking account to qualifying groups which offers unlimited check depositing and no monthly service fees. This allows these amazing organizations to focus on their mission to support our community.

### AN EXPANDED CY-FAIR FCU SCHOLARSHIP PROGRAM

Cy-Fair FCU expanded its scholarship program in 2017 to provide more access and meet specific needs within Cypress-Fairbanks ISD. This meant adding a *bilingual scholarship*, as well as a *full-year award* for a student planning to attend Lone Star College. In all, Cy-Fair awarded scholarships to six high school students, giving them more access to higher learning. We will continue this direction in 2018 with the credit union awarding a total of \$11,000 in scholarships to high school seniors. The recent enhancements to the 26-year-old program reflects our historic commitment to Cypress-Fairbanks ISD families, the diversity of the local community, and the educational success of Cy-Fair FCU families. To be considered for the scholarship program, applicants must be a high school senior graduating from a school located in Harris County or Waller ISD with plans to attend an accredited college, university or junior college.



“

*Dana is constantly looking for ways to help our struggling readers and is always current on the latest research-based teaching methods for literacy. She brings so much fun and joy to our campus—her can-do attitude when met with a challenge sets a precedent for us all.”*

**Laura Barret** | Principal - Yeager Elementary School

### EXTREME CLASSROOM MAKEOVER WINNERS ANNOUNCED

Teachers who make their classrooms an engaging learning environment get high marks from all of us at Cy-Fair FCU. Going that extra mile—using creative ways to make an impact on students—these are attributes we honor each year with our Extreme Classroom Makeover contest. In 2017, the applicant competition presented us with an entirely new opportunity—

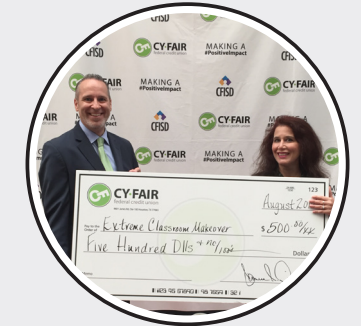
we always support three classrooms (one elementary, one junior high school and one high school), but last year we had so many inspired offerings we felt the need to extend our support to three additional classrooms. Six incredible teachers were awarded money for a classroom makeover. Since 2007 when we started this incentive program, Cy-Fair FCU has invested \$15,250. We know many teachers use their own resources for this purpose and we are very pleased to show our appreciation.



Elementary School Winner, \$500  
**Karen Comer**  
Lowery Elementary School



Middle School Winner, \$500  
**Jenna Bradford**  
Labay Middle School



High School Winner, \$500  
**Danna Rizo**  
Alternative Learning Center



Elementary School Runner Up, \$150  
**Karen Malone**  
Walker Elementary School

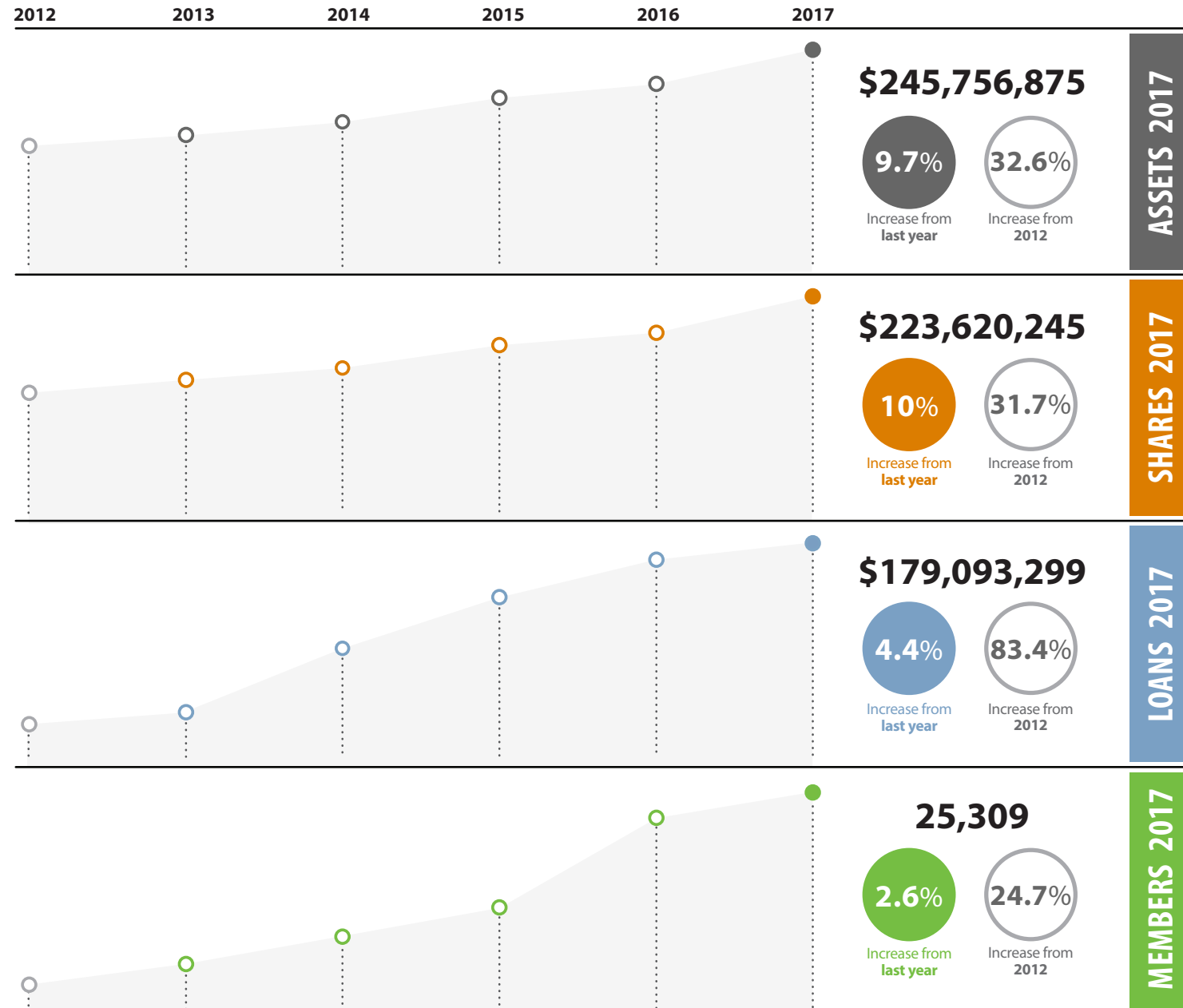


Middle School Runner Up, \$150  
**Jennifer Osina**  
Aragon Middle School



High School Runner Up, \$150  
**Ladye Lindsey**  
Cypress Woods High School

# FINANCIAL OVERVIEW



# STATEMENT OF CONDITION

## ASSETS

Cash and cash equivalents	21,259,612
Securities	26,267,745
Loans	179,093,299
Allowance for loan loss	(1,317,891)
Property and equipment, net	8,534,427
Other assets	11,919,683
<b>TOTAL ASSETS</b>	<b>245,756,875</b>

## LIABILITY & EQUITY

Accrued expenses and other liabilities	2,095,175
Member shares	223,620,245
Equity	20,041,455

# STATEMENT OF INCOME

## INCOME

Loan interest	8,101,021
Securities interest	423,167
Non-interest income	4,135,480
<b>TOTAL INCOME</b>	<b>12,659,668</b>

## EXPENSES

Provision for loan loss	1,678,550
Operating expenses	10,113,079
Dividends	77,971
<b>TOTAL EXPENSES</b>	<b>11,869,600</b>
<b>NET INCOME</b>	<b>790,068</b>



# COMMUNITY IMPACT

## Investing where we can have the greatest impact.

Cy-Fair FCU consistently seeks ways to weave “good” into everything we do. Here are two examples of products that help us contribute back to the community.

### SCHOOL SPIRIT DEBIT MASCOT CARDS

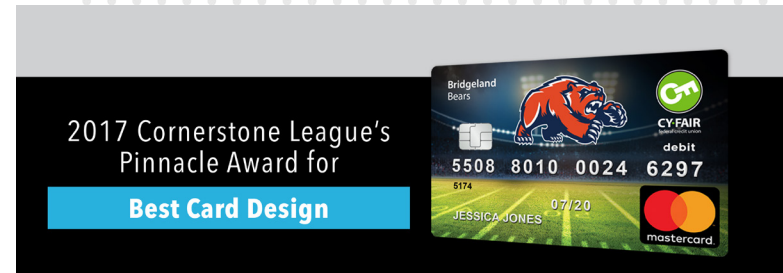
Talk about school spirit—in its first full year, this program was successful in generating a total of \$14,840 for CFISD high school athletic booster clubs. With every signature-based transaction of \$5 or more, a percentage is given to the school. Over 650 School Spirit Debit Mascot cards were issued this year. We call that a success.

### NON-PROFIT BENEFICIARIES OF DAY & NIGHT PLATINUM CREDIT CARDS

This program has grown to over 250 cardholders. The following is a list organizations associated with the program and what percentage of cardholders selected each organization to receive proceeds from their transactions:



- 26.42% Cy-Hope
- 14.51% CFISD Lunch Hero
- 13.99% Habitat for Humanity
- 9.84% Relay for Life
- 7.25% Boys & Girls Country
- 7.25% CFEF
- 5.70% Boy Scouts
- 5.70% Texas Water Foundation
- 4.66% Reach Unlimited
- 4.66% Texans VFW



\* All 12 CFISD High Schools to Choose



## COMMUNITY INVESTMENTS

### HEART FOR OUR SCHOOLS

Academic Calendar & App	\$13,836
Adopt-a-School - Bang Elementary	\$1,155
Classroom Make-Over	\$1,950
CFISD FFA Auctions	\$1,800
CFISD Retiree and Service Banquet	\$12,500
CFISD Spotlight Honoree Car Giveaway	\$15,000
CFISD Superintendent Fun Run	\$1,250
CFISD VIPS	\$1,000
Cy-Fair Educational Foundation	\$11,250
H.S. Athletic Boosters (via School Spirit Debit Cards)	\$14,840
Scholarships to Graduating Seniors	\$11,000
School Donations	\$3,796
Stadium Giveaways	\$8,630
Stadium Naming Rights	\$150,000
Teacher Event Giveaways	\$21,341

### HEART FOR OUR COMMUNITY

Boys & Girls Country Spring Festival	\$1,821
Boys & Girls Country Christmas Cottage	\$2,243
Boy Scouts	\$1,043
Community Donations	\$6,698
Hosting of Community Organizations in Hospitality Suite	\$3,872
Random Acts of Kindness	\$1,779
Reach Unlimited	\$500

**SCHOOL + COMMUNITY TOTAL \$287,304**

# VOLUNTEER INITIATIVES

### COMMUNITY ONLY BETTER PLEDGE

It was our biggest and best year yet! We exceeded our pledge of 1000 community hours. Our team hit a total of 1430 hours. This is 43 percent over our goal and a 15 percent increase from 2016.

### ADOPT-A-MILE CLEAN UP

The credit union became an Adopt-A-Mile community partner. Cy-Fair FCU will assist with clean-up and beautification of a one-mile stretch of Jones Road, due south of our corporate offices.



Volunteering is how I connect with my community— that's really important to me."

**Melody Flakes | Cy-Fair FCU, MRC Representative**





# HURRICANE HARVEY RELIEF AND RECOVERY

As Hurricane Harvey descended upon the Houston area, Cy-Fair FCU developed a multi-prong recovery program in anticipation of the financial support members would need after the destructive Category 4 storm. As 100-mph winds knocked down power lines and flood waters filled homes in our community, we opened our doors to those in need, fielded thousands of calls in our call center and did what was possible for those desperate for help. When members turned to us for help, we were ready.

**750** skip-a-pays processed for members

**2** payment deferments on existing home equity loans

**\$5k** in fees waived or reversed

**16** GAP insurance claims (\$343,964) processed for members with flood-damaged cars

**\$51k** in expedited vehicle loans to help replace flooded cars

**102** emergency signature loans provided totaling \$51,000



*Hurricane Harvey hit us hard. Our neighborhood had never flooded before—we just didn't see a need for flood insurance. Harvey had other ideas. Several inches of water flooded our house, destroying floors, walls, furniture, appliances—you name it. We wanted to rebuild right away, so once we got the mud cleared away and tore out everything that was damaged, we got an estimate from a contractor. We went to our bank for a loan, but they only offered us a portion of what we needed. We turned to Cy-Fair FCU—a place where we had financed cars in the past. Cy-Fair loaned us the balance and we were on our way to get the repair/remodel done. Thank you Cy-Fair FCU."*

**John Armour** | CFFCU Member



## LOOKING AHEAD TO 2018

### Our momentum will continue throughout 2018.

Cy-Fair FCU has exciting plans in place for the coming year, focusing on growth where it matters most. Branches will undergo transformations which will translate into enhanced convenience, improved access and well-equipped financial consultants to support your financial journey. We are also making changes in our corporate office to increase efficiencies and support our collaborative culture. In addition, new branch locations are planned. These transformations, as well as new branch locations, will bring a sleek, contemporary design to meet the modern needs of CFFCU members.

2018 is full of promise to connect with more of the people within our community and make big impacts. Exceeding expectations gives us the energy to move forward, doing whatever possible to improve the everyday lives of our members.





## Board of Directors

**Erwann Wilson**, Board Chairman

**Stuart Snow**, Board Vice Chairman

**Chuck Brandman**, Board Treasurer

**Gale Parker**, Board Secretary

**Dr. Audre Levy**, Director

**Dr. Debbie Emery**, Director

**Deana Sheppard**, Director

**Greg Axelrod**, Director

**Tony Barcelona**, Director

## Supervisory Committee

**Gary Kinninger**, Committee Chairman

**John Price**, Member

**Dr. Linda Macias**, Member

**Lauri Baker**, Member

