



TOWN & COUNTRY
CREDIT UNION

2019 IMPACT REPORT

A MESSAGE FROM OUR BOARD CHAIR AND PRESIDENT



This past year has been a year of exceptional growth for our credit union. Not only in membership (the highest growth rate in the state!)*, deposits and loan growth, but in our employees. We've reinvested in our employees through enhanced training and improved management and communication strategies so that they can feel empowered to give you, our members, the best service possible.

We're incredibly proud of how much we've been able to give back to our members this past year. Our youth members earned over \$34,000 in deposit matches, and the total dividends and interest paid out through our Star Rewards program and savings products increased by 66% this past year, just to name a few! Learn more about those programs on pages 6 and 9.



*Based on 12/31/2019 NCUA peer call report data.

In 2020, we're looking ahead to another great year. We'll be building on the forward momentum we've created thus far with continued reinvestment in our staff and our infrastructure to set us up to not only serve you well now, but for years to come.

Thank you for continuing to choose Town & Country Credit Union. We're looking forward to another year of serving you.

A handwritten signature in black ink that reads "DelRae Geinert".

DelRae Geinert, Board Chair

A handwritten signature in black ink that reads "J. Kossen".

Jeremiah Kossen, President/CEO

MISSION, VISION & VALUES

MISSION

To **Positively Impact** those we serve.

VISION

Best Service | Meaningful Value | Continual Growth.

VALUES

Do the **Right Thing**.

Operate with **Integrity**.

Keep it **Simple**.

Find a Way to **Say Yes**.

Make a **Difference**.

MEMBERSHIP



21,667

TOTAL MEMBERS

1,440

NET NEW MEMBERS

We were the fastest growing credit union in North Dakota, for year-over-year membership growth in comparison to our North Dakota peers.



96%

of members would refer Town & Country Credit Union to their friends and family.

NEW FOR 2019



INSTANT ISSUE

Members can walk into any of our full-service locations and have a debit card printed in 15 minutes or less, giving them immediate access to their money.

MOBILE WALLET



Debit and credit card users can now pay using their phone. Mobile Wallet allows members the ability to securely store cards on their mobile device.

BUSINESS DEBIT CARDS

Business members now have access to debit cards created for their unique needs.

DOCUSIGN FOR CONSUMER PRODUCTS

Can't make it into a branch to get a loan or open an additional deposit account? No problem! You can now electronically sign the documents needed to open accounts and close loans.

INTERNAL CONTACT CENTER

Launched a contact center comprised of five Town & Country employees who are trained specialists serving members that call our 1-800 number.

DAKOTA SQUARE BRANCH

Opened our third location in Minot near the Dakota Square Mall, just west of Target. This full-service location features an ATM and has staff on site that can help members with consumer loans, mortgages, new deposit accounts, credit cards and, of course, daily transactions.



YOUTH ACCOUNTS



Pee Wee Young Savers Savings Accounts opened in 2019

611

\$5 Birthday
Matches

\$3,055
paid to members

116

\$25 New Account
Matches

\$2,900
paid to members

1,157

Christmas
Matches

\$28,558
paid to members

NEW TEEN ACCOUNT OPPORTUNITIES



First Car Loan | ages 13-17

- Rates as low as 1% APR
- Max \$10,000 loan
- Must complete Banzai Teen



KickStart Loan | ages 13-23

- Discount of 3% off the unsecured loan APR
- Up to \$1,000 for 12 months
- Must complete Banzai Teen

SEMINARS AND COUNSELORS

Banzai!

We provide free financial literacy courses for our members through Banzai on our website.

11 Certified financial counselors on staff offering free financial counseling services to members.

FREE SEMINARS HOSTED:

- Homebuyer 101 Class
- College Financial Planning Workshop
- First-Time Homebuyer Classes
- Medicare Education Sessions



I SAVED A MEMBER

We are proud to offer some of the best products, services and rates in the market that we can then use to positively impact the lives of our members. When we use these products and services to save our members thousands of dollars, we love sharing our “I Saved a Member” stories!



Executive Mortgage Officer **Lisa Thuner** refinanced a member's mortgage and saved them \$222 a month on their monthly payments! That adds up to **\$76,637** over the life of the loan.

Claudie Selzler, Financial Services Officer, helped a member refinance two vehicles saving them \$5,513 in interest on their first vehicle and cutting off one year of payments totaling \$9,801. The second vehicle refinance saved them \$3,821 in interest and cut off one year of payments totaling \$8,391, giving them a combined total savings of **\$27,527!**



REWARDING OUR MEMBERS

On top of the interest earned from savings and CDs, members can earn cash back with our free Star Rewards Checking Account. Here's what we paid out to our members this past year, along with the % increase over what was paid in 2018.



\$3,575,121

Dividends & Interest Paid

 **66%**

STAR REWARDS CHECKING

Members earned 3% interest on up to \$20,000 in their checking accounts, or chose 3% cash back on purchases up to \$7 each month, AND received ATM refunds up to \$25 each month.

\$232,971

Dividends Paid

 **28%**

\$211,240

Cash Back

 **13%**

\$125,340

ATM Fee Refunds

 **21%**

MEMBER PURCHASES MADE POSSIBLE



447 Homes



79 Home Equity Lines of Credit



431,536 Visa® Card Charges



1,557 Car Loans



MAKING HOME HAPPEN

We helped members secure **751** mortgages for home purchases, remodeling, debt consolidation, new construction, lot purchases and refinances. **280** of those mortgage were for First Time Homebuyers.

Our members were able to take advantage of special loan programs, ensuring they received the best loan for their situation.

114

FHA Homes

102

VA Homes

16

USDA/Rural
Homes



We received the Champion of Affordable Housing Homeownership Award of Excellence from the North Dakota Housing Finance Agency.





GROWING LOCAL BUSINESS

214

New Businesses Joined Town & Country in 2019

\$26,411,617

Ag & Commercial Loan Growth



Town & Country Insurance Agency, owned by Town & Country Credit Union, is an independent insurance agency offering farm, crop, personal, health and commercial insurance options. They have agents in the Minot and Fargo areas who can help you compare prices and benefits and determine the best policies for you.

90%

of employees surveyed state that they would recommend TCCU to family or friends as a great place to work.



TOWN & COUNTRY IMPACT AWARD

These employees were nominated by their peers for embracing the Mission, Vision and Values of Town & Country. The 2019 recipients each received a \$500 cash award and the opportunity to donate an additional \$500 to the non-profit of their choosing.

EASTERN AWARD RECIPIENTS



Lisa Millar

MORTGAGE LOAN OFFICER ASSISTANT

Lisa was nominated due to her wealth of knowledge and not being afraid to share it with her coworkers and the members she works with. She's dependable and her common sense allows her to stay grounded, focused and committed to excellent member service even when things get busy.

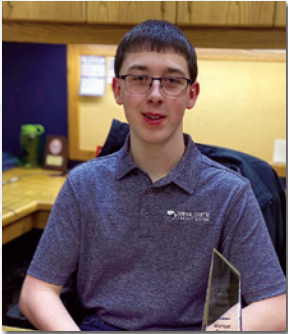


Heidi Hage

ORGANIZATIONAL DEVELOPMENT MANAGER

Heidi was nominated because she makes a difference in the lives of our employees every day with her infectious energy, down-to-earth training style and willingness to be a sounding board for any issues that come up.

WESTERN AWARD RECIPIENTS



Michael Couse

HELP DESK TECHNICIAN

Michael was nominated for going above and beyond to help his coworkers and Town & Country members. He efficiently addresses every technology issue with an extra dose of patience and understanding which is appreciated by all.



Mallory Lochthowe

LOAN SERVICING SUPERVISOR

Mallory was nominated for being the force behind all types of behind-the-scenes projects that positively impact our members and employees each day. She not only finds a way to say yes but also maintains a positive attitude no matter what she's asked to do.

GIVING BACK TO
OUR COMMUNITY

6,046

Hours Invested

\$124,770

Donated



AWARDS & RECOGNITION

In 2019 we received the following local and national recognition.

5 STAR SUPERIOR RATING FROM BAUER FINANCIAL

5 STAR SAFE AND SOUND RATING FROM BANKRATE

1ST PLACE FARGO FORUM'S BEST CREDIT UNION
OF THE RED RIVER VALLEY

1ST PLACE MINOT DAILY NEWS READER'S CHOICE
AWARDS BEST CREDIT UNION

A+ HEALTH RATING FROM DEPOSITS.COM
37th HEALTHIEST CREDIT UNION



CONSOLIDATED BALANCE SHEET

Assets	2019	2018
Cash & Due from Banks	\$8,894,463	\$10,923,188
Federal Funds Sold	35,991,438	25,143,388
Cash & Cash Equivalents	\$44,885,901	\$36,066,576
Interest Bearing Deposits with Other Financial Institutions	\$475,192	\$940,329
Trading Assets	563,782	194,884
Restricted investments	637,000	496,500
Receivables:		
Loans, Net	405,984,818	374,347,758
Loans Held for Sale	7,407,674	4,859,343
Accrued Interest	3,923,181	3,708,338
Foreclosed Assets	112,454	-
Property & Equipment, Net	14,371,335	13,449,970
NCUSIF Deposit	3,457,261	3,184,197
Prepaid Expenses & Other Assets	2,184,736	2,080,733
Total Assets	\$484,003,334	\$439,328,628
Liabilities		
Members' Share & Savings Accounts	\$413,258,016	\$374,167,226
Borrowed Funds	\$2,500,000	0
Accrued Expenses & Other Liabilities	2,914,047	2,416,155
Total Liabilities	\$418,672,063	\$376,583,381
Members' Equity		
Regular Reserve	\$34,890,193	\$34,890,193
Undivided Earnings	30,441,078	27,855,054
Total Members' Equity	\$65,331,271	\$62,745,247
Total Liabilities & Members' Equity	\$484,003,334	\$439,328,628

CONSOLIDATED STATEMENT OF OPERATIONS

	2019	2018
Interest Income		
Loans	\$19,540,218	\$17,189,149
Investment Income	426,954	446,372
Total Interest Income	\$19,967,172	\$17,635,521
Interest Expense		
Share Accounts and Certificates	\$3,575,121	\$2,149,694
Borrowed Funds	\$86,607	\$7,863
Total Interest Expense	\$3,661,728	\$2,157,557
Net Interest Income before Reduction of Loan Losses	\$16,305,444	\$15,477,964
Reduction of Loan Losses	-	(217,000)
Net Interest Income after Reduction of Loan Losses	\$16,305,444	\$15,694,964
Non-Interest Income	\$8,796,741	\$8,549,238
Non-Interest Expenses		
Salaries & Employee Benefits	\$15,476,747	\$13,815,095
Travel & Conference Expense	179,493	247,546
Occupancy & Equipment	995,246	948,935
Office Operations	2,429,338	2,296,444
Educational & Promotional	564,956	593,130
Loan Services	418,571	607,314
Professional & Outside Services	326,895	286,030
Depreciation	1,175,298	1,160,450
Other Operating Expenses	949,617	965,586
Total Non-Interest Expenses	\$22,516,161	\$20,920,530
Net Income	\$2,586,024	\$3,323,672

CONSOLIDATED STATEMENTS OF MEMBERS' EQUITY

	Regular Reserve	Undivided Earnings	Total
Balance, January 1, 2018	\$34,890,193	\$24,531,382	\$59,421,575
Net Income		3,323,672	3,323,672
Balance, December 31, 2018	\$34,890,193	\$27,855,054	\$62,745,247
Net Income		2,586,024	2,586,024
Balance, December 31, 2019	\$34,890,193	\$30,441,078	\$65,331,271



BOARD OF DIRECTORS

DeIRae Geinert, Chair

Jim Anderson, Vice-Chair

Jeff Stremick, Secretary/Treasurer

Leah Dalton

Kevin Harmon

Jay P. Hight