



Alhambra

CREDIT UNION

Focused on you

65th Annual Meeting
Thursday, October 21, 2021
4:00 pm – Virtual

2020 Annual Report

www.alhambracu.com

602-246-5120

AGENDA

65th Annual Meeting

4:00 pm Virtual Session

- Welcome
- Details of the Virtual Meeting
- Determination of a Quorum & Meeting called to order
- Introduction of current Board of Directors and Volunteers
- Approval of the Minutes from the 2020 Annual Meeting
- Chairman's Report
- Treasurer's Report
- Supervisory Committee Report
- By-Law Ratification
- Election of Officials
- Introduction of current Staff
- President's Report
- Adjournment
- Door Prizes

Board Members

Board Chairman – Jesse Linderman

Vice Chairman – Carlos Gutierrez

Secretary – John Durbin

Treasurer – Roger Simpson

Member - Deborah Hallahan

Interim Member – Cathy Poplin

Supervisory Committee

Chairwoman – Cathy Poplin

Member – Sue Johnston

Member- Rosemary Reilly

Member- Deborah Hallahan

Staff

Eddie Moraga – President/ CEO

Erma Frank – Collection Manager

Sonia Cardona - Operations Manager

Arleth Orozco- Accounting Manager

Phoenix Office

Sophia Arellanes – Branch Supervisor

Kristin Moraga – Accounting Asst.

Ronnie Aiwas – Loan Officer

Janessa Enriquez – Loan Officer

Jessica Celaya - FSR

Synthia Pacheco - FSR

West Valley Office

Michelle Salinas – Loan Officer

Mikayla Skaggs – FSR II

Esmeralda Tagle - FSR

Alhambra Credit Union

64th Annual Meeting Minutes

March 7, 2020

- I. **Call Meeting to Order** - Chairman Jesse Linderman called the meeting to order at 9:35 a.m. at the Peoria Community Center in Peoria, AZ. There were 56 members present and it was confirmed there was a quorum. Jesse introduced the Board of Directors, the Supervisory Committee and Debra McConnell. Board members John Durbin and Humberto Rico were not able to attend. Each member present received a program containing the Minutes from the 2019 Annual Meeting; reports of the Chairman, Treasurer, Supervisory Committee and Credit Manager; and Financial Statements as of December 31, 2019.

- II. **Introductions** - Debra introduced the staff, Nancy Allen from American Dream Mortgage, Danny Finn from Auto House, and Shaun Ongstad from MWCUA. Debra also recognized long-time member and past volunteer John Zeller, former board member Tom Shipe and former CEO Mary Shipe. Debra thanked the sponsors that donated door prizes.

- III. **Approval of Annual Meeting Minutes** - A motion was made by Tom Shipe, second by Larry Wilder, to approve the 2019 Annual Meeting Minutes as submitted. Motion carried unanimously.

- IV. **Reports of Officials**
Chairman's Report - Jesse Linderman referred members to the Annual Meeting Program for his report. Jesse informed members that our field of membership change to add Maricopa County will be a great opportunity for future growth.

Treasurer's Report - Roger Simpson referred members to the Annual Meeting Program for his report. He stated that with the expanded field of membership we are looking for growth in membership and loans. Total loans for 2019 were \$19,034,221. Total assets for 2019 were \$26,645,234. Roger thanked ACU staff and volunteers for our great year.

Supervisory Committee Report - Deborah Hallahan referred to her Supervisory Committee report in the program. She explained the Committee's primary duties and responsibilities include conducting audits of the Credit Union's financial statements and review of internal records.

President Report - Debra stated the change to the field of membership is exciting news and will help us to continue to grow. Each member in attendance received a \$10.00 Visa Gift Card from ACU. Debra informed members that 2020 will bring many new services: Remote Deposit Capture, Zelle, and a new branded app for smart phones. ACU is developing a new logo, which will be ready soon. Debra thanked

members for the wonderful Google reviews and five-star ratings and for their donations to Phoenix Children's Hospital. In 2019, there were \$2,500 in PCH donations, loan growth of 3.39% and asset growth of 6.83%. Debra thanked the Board of Directors and Supervisory Committee members for their dedication to the success of the credit union and thanked the staff for providing excellent member service.

- V. **Ratify Bylaws Amendment Change** – Jesse Linderman read the entire Bylaws Amendment change to the field of membership. A motion was made by Mary Shipe, second by John Zeller, to ratify the Bylaws change to add individuals who live or work in Maricopa County to the field of membership eligibility. Motion carried unanimously.
- VI. **Election of Directors** - Jesse Linderman opened elections for the Board of Directors by asking for nominations from the floor three times; there were none. A motion was made by John Zeller, second by Larry Wilder, to cast a unanimous ballot. Motion carried unanimously. Humberto Rico, Carlos Gutierrez, Roger Simpson, and Jesse Linderman were all re-elected.
- VII. **Presentations** - Nancy Allen with American Dream Mortgage spoke to the membership about reverse mortgages. She explained the qualifications and the advantages of doing a reverse mortgage. Nancy answered questions presented from the membership.

Danny Finn from Auto House spoke about his spring promotion for ACU members. He invited members to come and tour his facility. Any members who tour the facility will be entered into a drawing for two Diamondback tickets.

Sonia Cardona presented our services and promotions for 2020.

- 1) 20 services to receive a \$20.00 gift card.
- 2) Remote Deposit Capture coming this summer.
- 3) Through May, in addition to the Auto House promotion, we are offering a .50% discount off qualifying loan rate on a new or used vehicle purchase or receive a gift card for refinancing from another lender. \$50.00 gift card for loan amount of \$10,000 and under or \$100.00 gift card for loan amount over \$10,000.
- 4) April is Youth Month— Encourage kids to develop good financial habits.
- 5) With the expanded field of membership, we will be able to branch out.
- 6) New Logo— New Look coming soon.
- 7) International Credit Union Day will be October 15th.

- VIII. **Adjournment** - A motion was made by Larry Wilder, second by Rene Cardona, to adjourn the meeting at 10:31 a.m. Motion carried unanimously.

Respectfully submitted by,

Deborah Hallahan, Acting Secretary

Attested by,

Jesse Linderman, Chairman

Chairman's Report

On behalf of the Board of Directors, we welcome you to the 65th Annual Meeting of your Credit Union.

Alhambra Credit Union had another solid year. Growth has been controlled which insures soundness. This control is due to the leadership, management, staff, and your trust in us to provide quality service opportunities for you. The professionalism, skill and experience of our management and staff are unmatched. I am proud of their service to our members.

I appreciate the outstanding work of our Board of Directors and Supervisory Committee in their oversight of our Credit Union operation.

Thank you, the members, who make it possible for us to fulfill the charter and mission of the credit union.

Jesse Linderman

Board Chairman

Treasurers Report –

Statement of Financial Condition

Period Ending December 31, 2020

Assets

Loans	\$18,593,586
Allowance for Loan Loss	-\$157,168
Loans in Process of Liquidation	\$0.00
Investments	\$9,021,951
Non-Earning Investments	\$595,866
Fixed Assets	\$1,218,684
NCUA Share Insurance Fund	\$216,435
Other Assets	\$233,277
Total Assets	\$29,722,631

Liabilities & Equity

Liabilities	\$287,841
Equity – Member shares	\$26,743,218
Capital	\$2,691,572
Total Liabilities & Equity	\$29,722,631

Income & Expense

Income	
Income from Loans	\$1,375,145
Income from Investments	\$88,202
Other Income	\$684,613
Total Income	\$2,147,960
Operating Expenses	\$1,915,253
Income before Dividends	\$232,708
Dividends and Interest Paid	\$79,028
Net Income	\$153,680

Roger Simpson - Treasurer

Supervisory Committee Report

The role of the Supervisory Committee is important to Alhambra Credit Union. We serve to protect the interest of our members. We assume the responsibility by ensuring that a quality system of checks and balances is maintained. Our committee consisted of four members appointed by the Board of Directors.

The Committee's primary duties and responsibilities include engaging an independent auditing firm to conduct an annual supervisory audit of the Credit Union's financial statements and a review of its internal records, monitoring regulatory compliance, and ensuring that the Credit Union's Directors and Staff fulfill their fiduciary responsibility.

In 2020, the committee performed an inspection of the corporate credit card, examined accounts payable, reconciled Visa gift cards, as well as other topics. We found everything to be in order with no discrepancies.

The certified accounting firm of Doeren Mayhew CPAs performed the annual Supervisory Committee audit to ensure compliance with state and federal regulations.

Any member who wishes to volunteer for the Supervisory Committee is encouraged to contact Eddie Moraga at 602.246.5120 extension 216.

Respectfully submitted by,

Cathy Poplin

Chairperson

Presidents Report

Welcome to Alhambra Credit Union's 65th Annual Meeting.

2021 has been full of milestones. I would like to recognize my mentor and previous CEO, Debra McConnell for her almost 28 years of Credit Union service. The impact she made on the credit union will carry on for the next generation of Alhambra Credit Union Members. Thank you, Debra!

As I turn the page on Debra's years of service, I would like to introduce myself. I have been at the credit union for 16 years and have learned under Debra's guidance. She has showed me how to navigate the credit union waters in a way that only Debra could do. My personal goal is to live and breathe the Credit Union's mission statement to *"Provide Products and Services That Enhance Our Members Lifestyle"*. I hope that we can grow and be successful together.

As I am sure you have all noticed the credit union has gone through somewhat of a makeover. We have a new Logo and a new Brand. We hope our new look will symbolize our mission. Our rebranding efforts should be complete by the year end.

COVID-19 has been difficult for some of our membership and we are here to help. This year's theme for International Credit Union Day is "Building Financial Health for a Brighter Tomorrow". Come visit your credit union to start building your brighter future. COVID-19 has also put some stress on our operations. I want to personally thank you for working with us in times of uncertainty. We are all in this together!

Your credit union has implemented some new products in 2021. We have introduced a new Branded Contactless Debit Card. The contactless feature is faster, safer, and much more secure. We have also created a new app to help fight debit card fraud. "Alhambra Wallet" will allow you to have much greater control of your account and spending. You can turn your card on and off with a tap of a finger, along with other great features. Log in to your mobile app for more details.

We understand communication is key to our relationship and we have taken the step to offer text messages as a channel for you to communicate with us. We have also been busy on social media educating and communicating our events and Credit Union business.

We are here to help you save! We have created a new Refi and Save loan program. When you refinance your auto from another lender, we will match that rate and beat it by 1.50% saving money on your monthly payment. *Credit qualifications apply.

In closing we have a lot of new services planned to enhance your lifestyle. Your Credit Union's website will be updated by year end. Our online banking program "Netbranch" will be upgraded to Virtual Branch with Zelle integration next year. We will also be introducing a credit card rewards program.

Thank you for all your support and God Bless.

Eddie Moraga – President/CEO

Donation Sponsors

Finance of America

Arizona Diamondbacks

Mountain West Credit Union Association

Autohouse

12. Liberty Mutual/ Trustage

Grand Prize: Alhambra CU- \$165 Visa Gift Card

\$10 deposit to all 18 and under accounts for youth.

We will notify winners of the raffles on Friday on how to pick up the prizes.