



# 2018 Annual Report

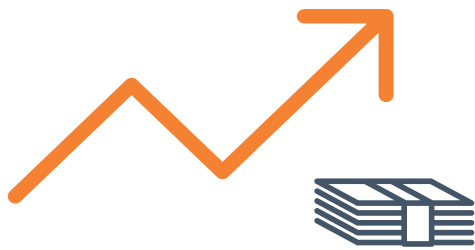


**WORKERS**

CREDIT UNION

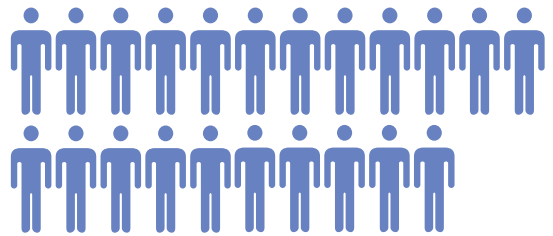
# Overview

2018 was a big year for Workers Credit Union and all of our 101,000 plus members. We helped a record number of members buy homes and cars, gave back over \$3.1 million to our members to thank them for their loyalty, and earned the highest member satisfaction rating in our history.



**\$1,797,705,514**  
IN TOTAL ASSETS

**101,000+**  
MEMBERS



**\$300,000+**  
DONATED



**155**  
ORGANIZATIONS  
HELPED



**\$3.1 MILLION+**  
BACK TO MEMBERS



HIGHEST  
**MEMBER  
SATISFACTION**  
RATING EARNED IN WCU HISTORY



# Assets

Total Assets (millions)					
2013	2014	2015	2016	2017	2018
\$1,038	\$1,151	\$1,312	\$1,501	\$1,635	\$1,797

Assets		
	2017	2018
<b>Cash &amp; Cash Equivalents</b>	\$15,103,452	\$15,979,623
<b>Investments</b>	\$396,594,317	\$417,825,294
<b>Total Cash &amp; Investments</b>	<b>\$411,697,768</b>	<b>\$433,804,917</b>
<b>Consumer</b>	\$373,566,819	\$454,329,296
<b>Business Loans</b>	\$2,561,431	\$2,144,746
<b>Equity Loans</b>	\$136,873,752	\$149,281,936
<b>Business Line of Credit</b>	\$3,903,842	\$4,003,944
<b>Business Real Estate</b>	\$169,575,762	\$234,012,251
<b>Real Estate Loans</b>	\$487,032,747	\$469,478,511
<b>Gross Loans</b>	<b>\$1,173,514,352</b>	<b>\$1,313,250,683</b>
<b>Allowance for Loan Losses</b>	-\$5,564,000	-\$5,138,000
<b>Net Loans</b>	<b>\$1,167,950,352</b>	<b>\$1,308,112,683</b>
<b>Other Assets</b>	\$31,651,565	\$31,278,396
<b>Property Equipment</b>	\$18,924,202	\$18,757,398
<b>Total Assets</b>	<b>\$1,635,615,637</b>	<b>\$1,797,705,514</b>

Return on Assets (before GB)					
2013	2014	2015	2016	2017	2018
1.13%	1.33%	1.37%	1.16%	0.63%	.85%

Total Shares (millions)					
2013	2014	2015	2016	2017	2018
\$706	\$759	\$869	\$989	\$1,106	\$1,151

Loan-to-Share Ratio					
2013	2014	2015	2016	2017	2018
106%	109%	108%	108%	106%	114%

# Members' Equity

Members' Equity (millions)					
2013	2014	2015	2016	2017	2018
\$127	\$141	\$153	\$160	\$168	\$177

Liabilities and Members' Equity		
	2017	2018
Regular Shares	\$520,142,209	\$537,931,173
Business Shares	\$10,288,830	\$10,827,792
Money Market Accounts	\$46,157,529	\$46,817,030
Certificate of Deposit	\$240,954,429	\$259,484,529
Certificate of Deposit - IRA	\$51,707,112	\$50,825,801
Certificate of Deposit - Non Member	\$170,221,960	\$178,854,210
IRA Accounts	\$7,492,874	\$6,281,477
Share Drafts	\$24,205,360	\$18,402,174
Business Now Accounts	\$31,603,884	\$38,217,805
<b>Total Members' Shares</b>	<b>\$1,106,665,473</b>	<b>\$1,151,877,803</b>
Other Liabilities	\$360,598,970	\$68,584,928
<b>Total Members' Equity</b>	<b>\$168,354,194</b>	<b>\$177,242,783</b>
<b>Total Liabilities and Members' Equity</b>	<b>\$1,635,615,637</b>	<b>\$1,797,705,514</b>

# Lending

We offer multiple loan options to our members. Whether the amount is large or small we've got it covered. We offer individuals home loans, auto loans, personal and student loans. We also have business loans for new or seasoned entrepreneurs. We take pride in being there for our members, no matter what their financial goals are. Here is what we were able to do for our members in 2018.

<b>Total Net Loans (millions)</b>					
<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>
\$744	\$821	\$935	\$1,050	\$1,168	\$1,308

<b>Loan Origination (millions)</b>			
<b>Consumer</b>	<b>Real Estate</b>	<b>Commercial</b>	<b>Total</b>
\$242	\$137	\$110	\$490

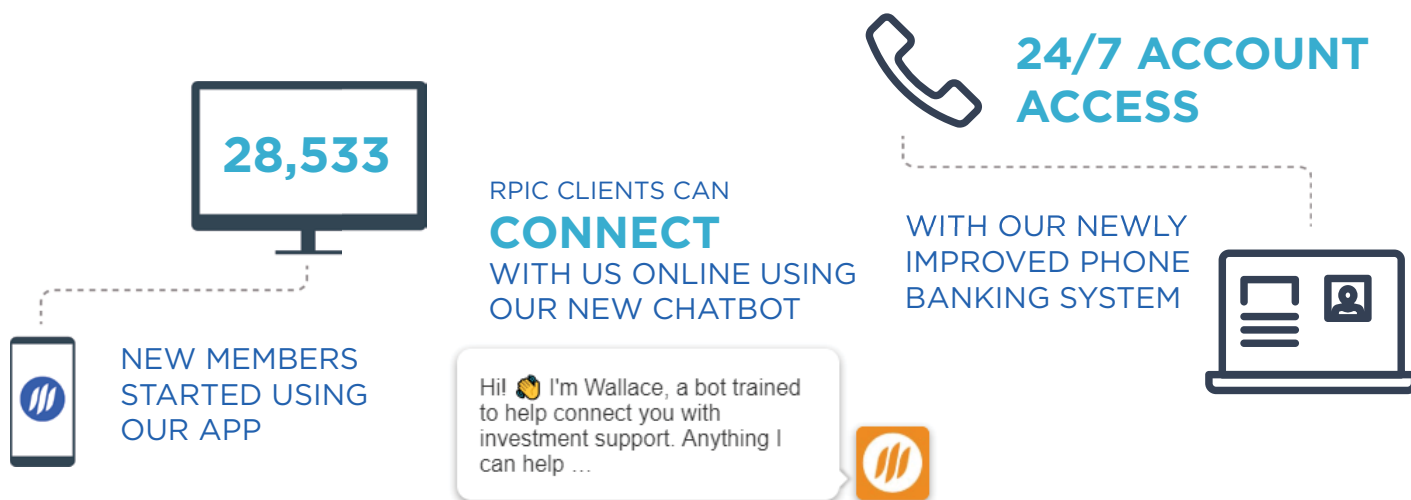
# Retirement, Planning, and Investment Center

It's one of our goals to help our members be financially secure in retirement, with sufficient income to keep living comfortably after their working years. The experienced advisors in our Retirement Planning and Investment Center (RPIC)\* help members create financial plans for a secure future.

Retirement Planning & Investment Center* (millions)					
2013	2014	2015	2016	2017	2018
\$179	\$205	\$215	\$245	\$291	\$288

## Convenience

Our members have busy lives – and we continue to build and improve the Workers' banking experience around their needs with services that let them do their banking on their time, not on a branch's. We've made that possible with our online banking, our top rated mobile app with mobile deposit, a shared-branch network that allows members to bank at participating credit unions across the country, as well as 2 new branches planned for 2019 to serve our ever-growing membership.



\*Non-deposit investment products and services are offered through CUSO Financial Services, L.P. ("CFS"), a registered broker-dealer (Member FINRA/SIPC) and SEC Registered Investment Advisor. Products offered through CFS: are not NCUA/NCUSIF or otherwise federally insured, are not guarantees or obligations of the credit union, and may involve investment risk including possible loss of principal. Investment Representatives are registered through CFS. The Credit Union has contracted with CFS to make non-deposit investment products and services available to credit union members. Financial Advisors are registered to conduct securities business and licensed to conduct insurance business in limited states. Response to, or contact with, residents of other states will be made only upon compliance with applicable licensing and registration requirements. The information in this website is for U.S. residents only and does not constitute an offer to sell, or a solicitation of an offer to purchase brokerage services to persons outside of the United States. CFS representatives do not provide tax or legal guidance. For such guidance please consult with a qualified professional. Information shown is for general illustration purposes and does not predict or depict the performance of any investment or strategy. Past performance does not guarantee future results.

# Community

We owe our success to the people of our region who choose us to meet their banking needs. They make us a better financial institution, so we want to give back to help build better communities.

We volunteer our time. We make financial contributions. Our employees get involved, too. In 2018 our employees volunteered over 2,400 hours of their own time. In addition, we maintained our significant support of the United Way of North Central Massachusetts and the American Cancer Society's Relay For Life. We also extended assistance to numerous smaller, local organizations.

## OUR EMPLOYEES IN THE COMMUNITY



**2,415**  
HOURS SPENT  
VOLUNTEERING



**88**  
ORGANIZATIONS  
HELPED



**\$146,510**  
FUNDS RAISED\* FOR  
THE UNITED WAY AND  
RELAY FOR LIFE

\*With help from the Board of Directors' matching incentive.

# Board of Directors

Name	Position	Tenure
Eric D. Shapiro	Director, Board Chair, Chair of the Executive Committee, Member of the Credit and Leadership Committees	2010 - Present
James Rouse	Director, Chair of the Investment Committee, Member Executive Committee, former Board Chair	2007 - Present
Mary Heafy	Director, Clerk, Member of the Executive and Leadership Committees	2012 - Present
Robert Markley	Director, Vice Chair of the Audit Committee, Member of the Investment Committee	2016 - Present
Nilesh Gunda	Director, Chair of the Audit Committee	2016 - Present
Mary Ann Ashton	Director, Chair of the Credit Committee	2016 - Present
Marina M. Rahe	Director, Board Vice Chair, Chair of the Leadership Committee, Vice Chair of the Executive Committee, Member of the Audit Committee, former Board Chair	1999 - Present
John S. Ford	Director, Vice Chair of the Credit Committee, former Board Chair	1999 - Present
Douglas J. Petersen	Director	2016 - Present

# Honorary Directors

Wilho Myllymaki  
James C. Keane  
T. Francis Wada  
Phillip Dotten



# Executive Management Team

Name	Title
Douglas J. Petersen	President & CEO
Sandra Sagehorn-Elliott	Executive Vice President, Chief Operating Officer
Robert S. Lockett, III	Chief Strategy Officer, SVP Diversified Services
Tim Smith	Senior Vice President, Chief Financial Officer & Treasurer
William Mullin	Senior Vice President of Commercial Lending
Thomas J. Gray	Senior Vice President of Lending
Joanne White	Senior Vice President, Chief Information Officer
Jane Fitzsimmons	Senior Vice President of Human Capital, Chief People Officer
Peter Rice	Senior Vice President of Retail
Scott Kwarta	Senior Vice President, Chief Risk Officer



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For branch locations visit [workerscu.com/locations](https://workerscu.com/locations).

