

2014

# ANNUAL REPORT



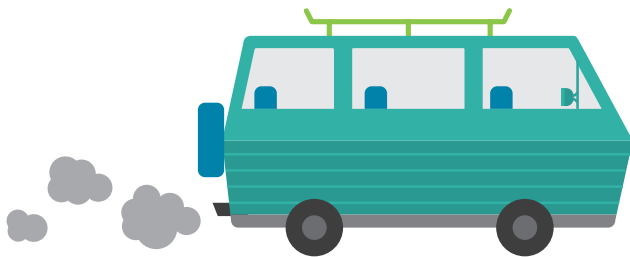
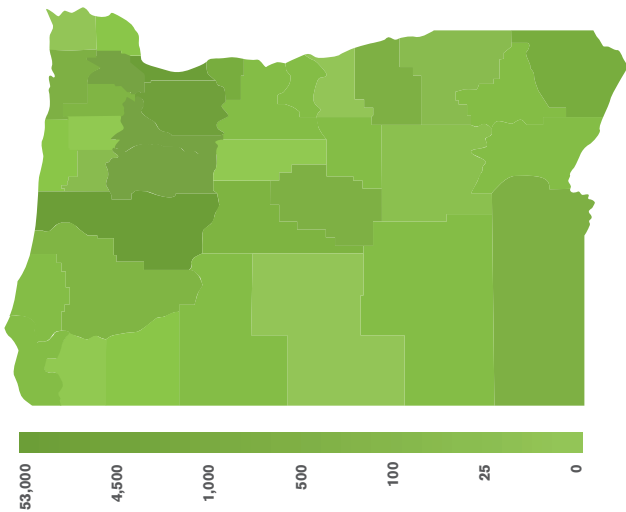
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## **A REMARKABLE YEAR FOR OCCU**

The past year was full of growth at OCCU. We met new friends, made banking more convenient and membership more valuable; and we gave back to our communities. We were able to help our Oregon communities grow too. And we're proud of that. Thanks for helping us grow in the past year. We wouldn't be where we are today without our members.

# 12 GREAT MONTHS OF MEMBER SERVICE

Now, we have **121,269** Remarkable OCCU members.



**10,345** new members through CUDL.

We served **10,345** new members through Credit Union Direct Lending (CUDL) at auto dealerships.

## Welcome, new members!

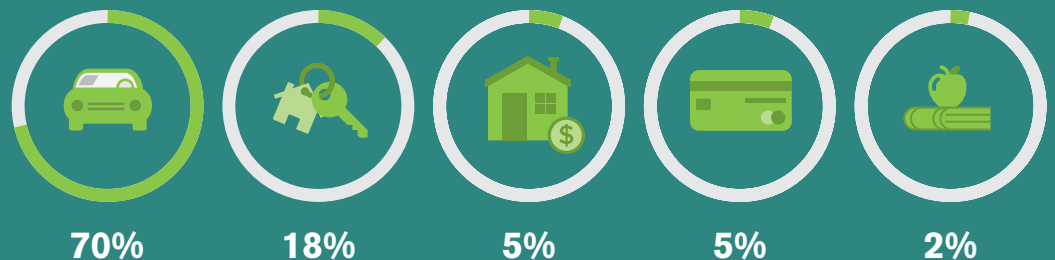


In 2014, we welcomed **18,448** new members to OCCU. **835** of those new members joined online.

And **2,108** of those members joined through our merger with Bi-Mart CU.

That's a **30%** increase over 2013!

## We loaned out a total of **\$638 million** to our members.



And we saw deposits grow by **\$78 million** since 2013, reaching **\$1.1 billion** deposits total. **With that, we are able to help grow our credit union and our communities.**

# 365 QUALITY DAYS OF MEMBER VALUE

We focused on better rates, better savings and more member value.



We worked with **367** members to modify loan terms, which helped them from defaulting on **\$6.4 million** in loans.



And **184** of our members took advantage of our 0% auto loan promotions, allowing the average member to save a total of **\$1,064** in interest alone.

# 8,760 CONVENIENT HOURS OF BETTER SERVICE



We handled **1,431,994** transactions in our branches, an increase from last year.



Our online presence grew with **5.2 million** site visits, helping us see what members want to learn more about.



Our members deposited a total of **\$62 million** through **133,517** mobile deposits with our app.



Our OCCU ATMs were busy with **994,000** transactions. And so was our Duck Store location, where the Campus Service Center was remodeled with new technology to better serve our members.

# 4 CHARITABLE SEASONS OF COMMUNITY GIVING

We invested **\$489,175** in our communities over the past year.

**\$136,600**

We made donations to our local Oregon communities.



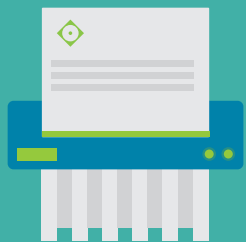
**\$14,975**

Our OCCU employees donated funds of their own to better the community.



**\$337,600**

We offered scholarships to help Oregonians grow and learn. Because the more we know, the stronger our community can be.



We shredded **21.6 tons** of personal documents at Shred Fest, so our members can feel safe and secure.



By the end of the year, we reached a total of **2,700** employee volunteer hours. It was hard work and high reward.

**2,700**  
hours

=

**112.5**  
days

=

**16**  
weeks

=

**3.75**  
months

# OUR 2014 FINANCIAL SUMMARY

## STATEMENT OF INCOME

As of 12/31/2014

Income from Loans	\$42,050,556
Income from Investments	\$1,018,499
Other Income	\$19,850,631
Gross Income	\$62,919,686
Less Operating Expenses	\$46,523,834
Income from Operations	\$16,395,852
Less Total Non-Operating Losses	\$2,499,141
Income before Dividends	\$13,896,711
Less Dividend and Interest Expense	\$6,293,728
<b>Net Income</b>	<b>\$7,602,983</b>

## STATEMENT OF FINANCIAL CONDITION

<i>Assets</i>	
Loans to Members (Net)	\$1,148,193,989
Cash on Hand	\$9,204,232
Cash on Deposit	\$38,093,289
Investments	\$38,213,304
Land and Building	\$12,008,044
Furniture and Equipment	\$3,528,568
Other Assets	\$25,147,593
<b>Total Assets</b>	<b>\$1,274,389,020</b>
 <i>Liabilities and Net Worth</i>	
Notes Payable	\$0
Dividends and Other Liabilities	\$18,041,920
Total Notes, Dividends & Other Liabilities	\$18,041,920
Shares	\$506,052,878
Share Drafts	\$77,666,630
Money Market Accounts	\$358,888,541
Certificate and IRA Accounts	\$206,526,435
Total Member Share Accounts	\$1,149,134,484
Total Net Worth	\$107,212,616
<b>Total Liabilities and Equity</b>	<b>\$1,274,389,020</b>



### As we grow, we give back.

We reinvest our income earned over time to make sure our credit union is secure, and to provide our members with the most convenient, up-to-date banking tools and resources.

# LET'S GROW IN 2015. TOGETHER.

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From member growth to enhanced services, we had a great 2014. Can you believe our credit union now has 121,269 members, 18,448 of whom joined just last year? That explains where those 5.2 million website visits came from, and the 994,000 ATM transactions. We even loaned out \$636 million to our members. As you can see in this report, we're growing and giving back more than ever.

Now, we're working on making 2015 even better, especially for you - our members. We have some big plans for 2015, including adding more value to your membership, building a business services department and incorporating today's best banking security. **We also want to make sure our members are taking full advantage of the financial benefits we offer.** Because we know OCCU can make a difference in all stages of life — from getting that very first checking account to taking out a loan to saving for the perfect retirement.

For us, quality banking isn't all about the money. It's about giving back to our community and bringing more value to you. So once we meet our operating expenses, every additional dollar goes toward new technology, lower rates and less fees, and community giving. It's something we feel sets us apart from other financial institutions. At OCCU, it's simple — the more we make, the more we can give. And in 2015, we hope to give back even more.

We grew in 2014, and we continue to grow to better serve our valuable members, like you, and our communities. To see how we can better serve you this year, give us a call at 800.365.1111. Together, let's make 2015 the best year yet.

Best regards,



Beverly Anderson, Board Chair



Mandy Jones, CEO



Beverly Anderson,  
Board Chair



Mandy Jones, CEO

# SECURITY MATTERS

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## From Your Supervisory Committee

The Supervisory Committee is appointed by the Board of Directors from among the members of Oregon Community Credit Union. The Committee acts as our members' representative in monitoring operations of the Credit Union, making sure it is soundly managed.

The Committee ensures that an overall financial audit and verification of members' accounts are performed on an annual basis and that the Credit Union has adequate internal controls on their operational procedures to provide for the safety of the members' assets. The Committee reviews all audits, and reports any significant findings to the Board of Directors.

The annual financial audit and verification of members' accounts for 2014 were completed by the Certified Public Accounting firm *Eide Bailly, LLP* with an effective date of September 30, 2014. The formal opinion letter from *Eide Bailly, LLP* confirmed that the financial statements fairly represent the financial position of Oregon Community Credit Union.

In addition to the verification of members' accounts and annual financial audit, the committee also reviews all other internal audits. During 2014, these internal audits were performed by the audit firm *McGladrey, Inc.* Credit Union Management continues to respond promptly to implement procedural changes to strengthen the Credit Union's operational soundness.

The support and cooperation from the Board of Directors, Management and Staff is greatly appreciated.



Jason Barber, Chair

Supervisory Committee

[jbarber@OregonCommunityCU.org](mailto:jbarber@OregonCommunityCU.org)



# MEET OUR OCCU TEAM

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## Board of Directors

**Beverly Anderson**  
Chair

**Tom Larson**  
Vice Chair

**Genevieve Parker**  
Secretary

**Doug Wilkinson**

**Abe Kossol**

**K.C. Huffman**

**Jeremy Green**

**Mandy Jones**  
CEO, Treasurer

## Corporate Offices

2880 Chad Drive  
Eugene, OR 97408  
800.365.1111

## Associate Board Members

**Bill Inge**

**Jeanine Wallace**

## Emeritus Board Members

**Don Moon Lee**

**Truman Baird**

## Supervisory Committee

**Jason Barber**  
Chair

**Bruce Abrahamson**

**Greg Nelson**

**Jessica Bonin**

**Rick Varnum**

## Executive Team

**Mandy Jones**  
Chief Executive Officer

**Ron Neumann**  
Chief Financial Officer

**Jerry Liudahl**  
Chief Credit Officer

**Deborah Mersino**  
Chief Marketing Officer

**Darrell Stark**  
Chief Retail Officer

**Richard Dwyer**  
Vice President, Investments  
& Insurance

**Ethan Nelson**  
Vice President, Lending

**Angela Peacor**  
Vice President, Corporate Services

**Greg Schumacher**  
Vice President & Compliance Counsel,  
Enterprise Risk and Administration

**Ty Robbins**  
Vice President, Technology