

2024 ANNUAL REPORT



SOUTHERN
CHAUTAUQUA
FEDERAL CREDIT UNION

IMPACT. EMPOWER. ACHIEVE.

Corporate Office • Training Center

Branch Locations:

Lakewood • Jamestown • Dunkirk • Clymer • Cherry Creek

In-School Financial Wellness Centers

Falconer • Frewsburg • Jamestown • Southwestern

2023 Annual Meeting Minutes

Southern Chautauqua FCU's 25th Annual Meeting was held on February 13, 2024

Call to Order – Bill called the meeting to order @ 4:54. He welcomed everyone to the 25th annual meeting of Southern Chautauqua FCU.

John- made introductory remarks. He announced the opening of our new Community Training Center. We will be offering the space to nonprofit organizations for \$25 and for-profit organizations for \$50. We are truly excited to continue being a resource to our community!

2023 Minutes (Bill) – Bill asked for a motion to dispense with the reading of the 2023 meeting minutes. Motion was made by Larry, seconded by Jared, and carried.

Introductions (Bill) –

- Introduction of Supervisory Committee
Adam Dolce-Chair, Roberta Schruise, Jerry Felton, and Nancy Ferguson
- Introduction of Board of Directors
Rod Beckerink VP, Jim Casini-Secretary, Shawn Howard-Treasurer,
Jared Chrispell, Adam Dolce, Larry Fiorella, Taras Korol, and Tim Smeal
- Associate Board Members - Christine Fosberg & Anthony De La O.

President's Report (Bill)– Bill highlighted the following from his report: the Credit Union experienced tremendous growth in 2024 with 18,881 members, which means that 14.89% of Chautauqua County residents are members. We have increased our assets by \$12.5 million from the previous year, bringing our assets to \$141 million. As a result of this growth, we were able to write 3,487 new loans leading us to be 95.26% lent out. Bill also highlighted our VITA program. We were able to help 787 members with filing their tax returns. Thanks to our coordinators for all of the work that they put into the program. The Credit Union was also able to donate to 100 different organizations for a total of \$67,464.06. We are very excited about the new training center.

Recognition of Staff – Bill recognized the following staff that were in attendance: John, Anne, Lindsay, Lindsey, DeAn, Teena, Leslie, Heather, Shaa, and Jim.

CEO Report – (John) John highlighted the following from his report: The Credit Union has had a great 2023! We have a total of 18,881 members. Our goal for 2024 is 20,000. We have been able to produce a level of financial stability for many of the residents of Chautauqua County as well as for our staff. As reported in the New York Credit Union Profile report (Q3 2023) of the 6 key indicators we are in 5 out of 6 categories. Financial performance such as this is only

2023 Annual Meeting Minutes continued

accomplished when the people of this organization have the vision of “People helping People”, “People serving People”, and “People uplifting People”.

Packet – includes

- CEO Report
- 2023 Financials
- Community Impact Report

Announcement of Slate of Nominees (Jared Chrispell - Chair)

Jared announced the Slate of Nominees:

- Taras Korol
- Shawn Howard
- Larry Fiorella

Unanimous Vote Jared requested for a motion to cast a unanimous vote for the entire Slate of Nominees. Motion by Jared, seconded by Tom Waag, and carried.

Community Impact Report. (Jim) Jim highlighted the following items from his report: numerous presentations and other events, School Based Branches –currently we have 4 schools within Chautauqua County that we offer financial education and workforce development to students within the school.

Announcement of the newly elected Board of Directors (Bill) Bill welcomed Taras, Shawn and Larry back to the Board for the upcoming 2024 year.

Adjourn the Meeting (Bill) Adjourned @ 5:15pm

2024 State of the Credit Union President's Report

Welcome to the 26th Annual meeting of the Southern Chautauqua Federal Credit Union. The Credit Union was initially chartered in December of 1953. I take this opportunity to report to you, our members, on the state of the Credit Union. 2024 was another great year, despite the ups and downs of our economy. Thankfully, due to the Credit Union's wonderful leadership and hardworking staff, we continue to provide a financial haven during these stormy times.

Despite some uncertainty during 2024, we still experienced tremendous growth. Our membership has grown to 19,791, an increase of 910 members, getting oh so close to our goal of 20,000. This also means that since Chautauqua County has a population of 126,807, 15.61% of the County's residents are members at Southern Chautauqua. Also, due to the faith those 19,791 members have in us, our assets have increased to \$151 Million, an increase of \$10.2M since last year. This also means, that due to that tremendous asset growth, we have been able to write 3,457 loans this year leading us to be 92.83% loaned out.

To put last year's phenomenal asset growth into perspective, on June 21, 1999 when we merged the Southwestern FCU and Southeastern FCU to officially become the Southern Chautauqua FCU, the Credit Union's TOTAL assets were \$10,334,998!

As members of the Board of Directors we meet monthly to provide support to our top-notch management team and staff as they continue to provide our members with the best possible financial products and services in the area. Our goal at Southern Chautauqua continues to be to go way beyond the normal expectations of a financial institution. Here are some highlights of our services:

The VITA program to prepare income taxes free of charge to our members. 827 members were given help in filing their federal income taxes. 30 of our staff volunteered to be IRS trained so that they can do the filings properly. The staff did their volunteer work on Credit Union time. Total refunds were \$1,347,488 and the CU saved individuals over \$260,000 in preparer's fees. We are a leader in VITA thanks to our coordinators, Lindsay Hubbard, Amy Belcher, Steven Olson and Alexandra Matos.

The Credit Union donated \$108,701.47 to more than 100 charities/schools/organizations and community projects this past year. In addition, we have committed funds for The Resource Center, Collaborative Children's Solutions, Festival of Fredonia and the Chautauqua County Regional Community Foundation Superintendent Scholarships. These committed funds are from a CDA (Charitable Donation Account) the Credit

2023 State of the Credit Union President's Report continued

Union invested with, in which 51% of the interest will go to non-profit 501(c)3 organizations.

The CU is now in its eleventh year of a car loan program using GPS. This program is for people that cannot get a loan elsewhere because of poor credit, short employment history, and/or an inability to have a co-signer. The GPS unit serves as a replacement for any of those normal loan approval criteria. There are currently 563 loans with \$5.2 million in the portfolio. These loans are monitored carefully and are a viable service that no other financial institution in the area provides.

Our Cashback rewards loan program was designed to teach good payment habits. When a member in this program makes their monthly payment on time, we deposit between \$20 - \$40 a month into their account. This program began in 2022 through a Grant and has been fully paid for by the Credit Union since the beginning of 2023 and we have continued it ever since. Over 580 members have taken advantage of this program since its inception with our members receiving \$85,900 in cashback rewards in 2024

We also have our school-based branches at Southwestern, Jamestown, Frewsburg, & Falconer.

We have been blessed to open our community training center to the public this year at no cost to non-profit organizations. Since April we have opened our doors to outside organizations 85 times, with a rapidly filling calendar going forward in 2025.

These are just a few of the community services offered by your Credit Union. We are second to none in all of Chautauqua County in the way that we support our local community and we look forward to continuing this mission. I wish you all a happy, healthy, and financially secure 2025.

Our Goals: Growth Commitment - Success - Integrity
Boost, Believe in, Build and Support Our Community! That's what we do!

Bill Caldwell, President

Board of Directors for Southern Chautauqua Federal Credit Union

Employees & Length of Service

Felton, John	38	Stravato, Lindsey	6	Soto Vega, Shakira	2
Margaglio, Kimberly	21	Rosa, Joseline	6	Marrano, Caitlin	2
Samuelson, David	20	Rodriguez, Helen	6	Torres, Angelica	2
Durnell, DeAn	19	Jewell, Katlyn	5	Nazario, Brittney	2
Kerr, Heather	19	Booth, Alisha	5	Overturf, Morgan	2
Hultin, Rebecca	16	Reding, Melissa	5	Bankowski, Allyson	2
Rich, Anne	16	Williams, Danalee	5	Johnson, Jennifer	2
Brown, Amy	16	Sweeney, Tara	4	Crawford, Brittany	1
Rizzo, Amber	15	Davis, Kimberly	4	Sweetwine, Monica	1
Gniewecki, Melissa	14	Newman, Mary Jo	4	Best, Penny	1
Gambino, Dana	12	Garcia, Kathiria	4	Martin, Destany	1
Chau, Teena	11	Erazo, Delmaris	3	Bjork, Randall	<1
Moore, Shaa	11	Ambrose, Bryanna	3	Kelly, Robin	<1
Belcher, Amy	11	Parks, Tammy	3	Wilson, Ashley	<1
Hubbard, Lindsay	10	Popielarz, Stephanie	3	Taylor, Delaunte	<1
Congdon, Madison	10	Smith, Jessica	3	Cobbe, Matthew	<1
Matos, Alexandra	10	Rodriguez, Emily	3	Hoaglund, Matthew	<1
Evans, Lacey	10	Nelson, Jennifer	3	Ewing, Jenny	<1
Olson, Steven	9	Holden, Soleil	3	Ayala Torres, Sarai M	<1
Schultz, Mackenzie	8	Casini, James	2	Wescott, Holly	<1
Gilbert, Krista	8	Smith, Amanda	2	Spinks, Shelby	<1
Parker, Edith	8	Farrar, Deborah	2	Tobias, Kelsey	<1
Overbeck, Leslie	7	Ruggerio, Lauren	2	Bjork, Trent	<1
Conner, Rachel	7	Donnell, Kortnei	2		
Sostre, Elia	7	Erickson, Jennifer	2		
Fancher, Sierra	7	Pfleuger, Amanda	2		

Board of Directors & Supervisory Committee

Board of Directors

Bill Caldwell.....*President*, 26 years
Rod Beckerink.....*Vice President*, 29 years
Shawn Howard.....*Treasurer*, 22 years
James Casini.....*Secretary*, 9 years
Jared Chrispell, 11 years
Taras Korol, 10 years
Tim Smeal, 6 years
Larry Fiorella, 4 years
Adam Dolce, 3 years
Christine Fosberg.....*Associate*, 7 years
Anthony De La O.....*Associate*, 2 years

Supervisory Committee

Adam Dolce, Chairman, 3 years
Robert Schruise, 21 years
Jerry Felton, 57 years
Nancy Ferguson, 4 year

“The greatest asset of a company is its people.” - Jorge Paulo Lemann

A Message from John Felton

CEO Report - 2024

Who would have thought, really, think about it, who would have ever thought that Southern Chautauqua Federal Credit Union would have become the largest credit union in Chautauqua County based on assets as well as becoming the fourth largest credit union in Western New York based on membership.

Often, I am told that I never seem to be satisfied. The people who tell me that are correct. One of my favorite quotes is: "Lord, grant that I may always desire more than I can accomplish" (Michelangelo).

I feel that while we have accomplished much and have made a positive impact on the residents of our county, I believe that there are more that need us. We change people's financial lives every day. We believe that everyone deserves an opportunity to bank with an institution who truly is designed to increase their standard of living. We at SCFCU believe that we are that financial institution.

I am blessed to have an open-minded, forward-thinking Board of Directors that can envision the path that SCFCU needs to take. Without their input and support, SCFCU would not be where it is today. I appreciate each and every one of them.

Some of our guiding principles:

- We interact before we transact
- We are curious, but not judgmental
- We believe that it is our duty to educate our community regarding financial literacy
- We are empathetic but realistic
- We understand that when our members succeed, the Credit Union succeeds

I am blown away at the staff's ability to understand our mission and share our passion to assist our community. We are a complicated organization with many products and services. Understanding the impact that these products and services provide to the community is ingrained into the core of the Credit Union staff.

I am especially proud of our four School-Based Branches. We know that this is the avenue that we need to reach the youth of the county and start them on a "good" path toward their financial management and future. I know of no other

A Message from John Felton

CEO Report - 2024 continued

organization that provides financial literacy education to the extent that SCFCU does. This level of financial literacy is at no cost to our community, our schools and our partner organizations.

The strength of our balance sheet places SCFCU in the upper echelon of all credit unions across the country. While this may sound like a strong statement, the statement is supported by several reputable outside agencies/organizations such as the National Credit Union Administration, Callahan and Associates, and The New York Credit Union Profile Report in conjunction with America's Credit Union.

The outlook for 2025 is good. We are positioned for an economy that may decline while at the same time being poised to continue our aggressive growth should the economy offer that opportunity.

Who would have thought?

Respectfully submitted,
John Felton, CEO
Southern Chautauqua Federal Credit Union

2024 Community Impact Report

The Community Impact Department has been extremely busy for the 2024 Calendar year. The Community Impact department was integral in the following meetings and presentations throughout Chautauqua County. In most of the schools, we have presented to multiple classes.

- Jamestown Public Schools
- Frewsburg High School/Middle School
- Southwestern High School
- Fredonia High School
- Falconer High School
- Clymer High School
- Maple Grove High School
- Cassadaga Valley HS
- P-Tech (Dunkirk)
- JCC Adult Education Program
- The Doubletree Hotel
- Hopes Windows
- The Relief Zone
- Striders
- Veterans 4 Christ
- Chautauqua County Chamber of Commerce
- The Resource Center
- Invest U
- Employment Focused Services Program
- TRC and Office of Probation
- Goodwill Goodskills Program (11 Cohorts in 2024)
- Chautauqua Works
- Collaborative Children's Solutions (CCS)
- B.O.C.E. S.
- Scam/Fraud Seminar (Held at the Community Training Center)

Other Community Impact department work that has proven to be very fruitful are:

- Chamber of Commerce (Networking Events)
- Chamber After Hours
- Chamber Legislative Breakfast
- Chamber Year End Annual Report
- I.D.E.A. Meetings (Inclusion, Diversity, Equity, Access)
- Mock Interviews at Southwestern High School
- The Taste of Independence (TOI)

2024 Community Impact Report continued

- Numerous TOI Events
- CCS (Smeraldo) and Safety Village (Jessica Dayton)

Conferences:

- ECUC Conference – John and Jim were presenters
- NAFCU (America’s Credit Union) Conference

School Based Branches

- Creating a Training System for SBB Coordinators
- Created an Operations Manual

Marketing Work:

- Topics
- Themes

Interns

Southwestern

- Last Year (2023/2024) ... 16
- This Year (2024/2025) ... 0
- ONLY one semester

Jamestown HS

- Last Year (2023/2024) ... 12
- This Year (2024/2025) ... 5
- ONLY one semester

Frewsburg

- Last Year (2023/2024) ... 3
- This Year (2024/2025) ... 1
- ONLY one semester

Falconer

- Last Year (2023/2024) ... 3
- This Year (2024/2025) ... 3
- ONLY one semester

School Based Branches are now in four Chautauqua County Schools. There is NO COST to the school districts. The estimated cost to operate a School Based Branch for a school year is approximately \$60,000. This would relate to a total of \$240,000 of “donation” to the community for operating these in-school branches. School Based Branches are NOT open to the public, they are for the convenience of the students and staff only. As well as allowing juniors and seniors to be interns in the branch to enhance their financial literacy knowledge.

2024 Financial Report

Income Statement	
	as of 12/31/2024
OPERATING INCOME	
Income from Loans	\$ 8,954,549.46
Income from Investments	\$ 687,364.10
Income from Miscellaneous	\$ 3,905,766.39
TOTAL OPERATING INCOME	\$ 13,547,679.95
OPERATING EXPENSES	
Operating Expenses	\$ 8,040,684.46
Dividend Expenses	\$ 1,815,134.53
Non-Operating Expenses	\$ 663,072.56
TOTAL OPERATING EXPENSES	\$ 10,518,891.55
TOTAL NET INCOME	\$ 3,028,788.40

Statement of Financial Condition	
	as of 12/31/2024
ASSETS	
Consumer Loans	\$ 111,775,772.61
Real Estate Loans	\$ 5,916,978.73
Total Loans	\$ 117,692,751.34
(Less Allowance for Loan Losses)	\$ (1,290,190.30)
Cash	\$ 8,708,876.48
Investments	\$ 14,942,916.08
Other Assets	\$ 11,219,265.98
TOTAL ASSETS	\$ 151,273,619.58
LIABILITIES & EQUITY	
Total Liabilities	\$ 6,469,824.76
Member Deposits	\$ 119,291,985.75
Non-Member Deposits	\$ 7,488,356.37
Total Deposits	\$ 126,780,342.12
Regular Reserve	\$ 483,777.01
Undivided Earnings	\$ 17,539,675.69
Total Reserves	\$ 18,023,452.70
TOTAL LIABILITIES & EQUITY	\$ 151,273,619.58