

**TTCU**  
TEXAS TELCOM CREDIT UNION



**71<sup>st</sup>**

**Annual Business Meeting**

**Members Rewarded Here**

---

Virtual via ZOOM \* February 22, 2024 at 5:15 pm

# 71<sup>st</sup>

## Annual Business Meeting

# AGENDA

### **CALL TO ORDER: 5:15PM**

Pam Toler, President/CEO

### **DETERMINATION OF QUORUM:**

Pam Toler/Sharyn Bell, Executive Assistant

### **APPOINTMENT OF RECORDING SECRETARY:**

Pam Toler, Sharyn Bell

### **READING OF LAST YEAR'S MINUTES:**

Walter Ashwood, Board Secretary

### **DIRECTOR'S REPORT:**

Michael W. Robbins, Board Chairman

### **PRESIDENT'S REPORT:**

Pam Toler

### **ANNUAL AUDIT REPORT:**

Walter Ashwood, Audit Committee Chairman

### **UNFINISHED BUSINESS:**

Michael W. Robbins

### **NEW BUSINESS:**

Michael W. Robbins

### **ACCLIMATION OF DIRECTORS:**

Jim Williams, Vice Chairman

### **ADMINISTRATION OF OATH FOR NEW DIRECTORS:**

Jim Williams

### **DOOR PRIZE DRAWINGS:**

Pam Toler

### **ADJOURNMENT:**

Walter Ashwood

# 71<sup>st</sup>

## Annual Business Meeting

### AUDIT REPORT

Harold Antao and Company LLC was engaged to audit the complete records of Texas Telcom Credit Union under the supervision of the credit union's Audit Committee as of March 31, 2023. The records were found to be in order and no material exceptions were noted. The required ACH compliance audit as well as the required BSA, OFAC and CIP compliance review and the Website Compliance review were performed by AffirmX Risk Intelligence, which is a part of Cornerstone Credit Union League. The Cybersecurity Audit was performed by CU Resources, which is also a part of Cornerstone League. These processes were determined to be in compliance with existing regulatory guidelines, and any recommended policy or procedural updates were implemented. Our bi-annual Membership Verification is currently underway, performed by Waypoint Advisory Services. Harold Antao and Company LLC has been engaged to perform a comprehensive audit as of March 31, 2024. Serving on the Audit Committee this year were Mr. Ashwood, Mr. Williams and Ms. Toler.

### DIRECTOR'S REPORT

Welcome to the 71st annual meeting of Texas Telcom Credit Union, and thank you for joining us this evening.

As Chairman of the Board of Directors, I would like to recognize my fellow board members for their dedication and commitment to this credit union. As a united body of leadership, we are responsible for ensuring your credit union has a capable, qualified, and transparent management team.

Texas Telcom remains a well-capitalized financial institution, with a strong net worth ratio of 15.65 percent. In the credit union industry, a net worth position above 7 percent is considered well capitalized by our regulators.

Though the credit union needs to make a profit to keep the doors open, our sole interests are our members' interests, and whenever we can, in keeping with our credit union mission, we will distribute profits back to you. For 2023, we generated \$686,039 in net income, and paid \$788,695.93 back to the members in the form of dividends or interest on deposits. How did we do that? Because, when times are good, a credit union puts any net income into a reserve account rather than paying it out to outside stockholders. So when times are tough, as in this post-pandemic economy, we can continue to pay competitive dividends and offer lower loan rates.

As the Board of Directors, we will always look for the best and most efficient way to ensure our members' financial needs are met.

Thank you, ladies and gentlemen. I wish you and your families the very best in 2024.

### PRESIDENT'S REPORT

Good afternoon. I'm Pam Toler, the President and CEO of Texas Telcom Credit Union, and I thank you for joining us for our 71st Annual Meeting. I would also like to thank our Board of Directors for their lifetime commitments to this credit union. I did some research, and (who knew?) our Board members have combined volunteer time of over 200 years!

We had another very productive year in 2023, with the migration of our debit cards to a more efficient system that communicates with our core system. With that, came a smarter feature for managing your debit card, called CardHub. We have worked to streamline and simplify processes wherever possible. We have continued to offer financial education through our website for our members as well as the community. We strive to keep robust cybersecurity measures in place, and support advocacy and lobbying efforts on behalf of the credit union community.

Our assets as of December 31, 2023 were \$57.2 million which is about a 9% decrease from the previous year-end. This continues to reflect the runoff of the large increase in deposits we experienced during 2021. Members are now spending more than ever due to the tough economy.

Total loan balances at year end were almost \$30.7 million, while member deposits dropped to \$49.4 million, and total reserves and undivided earnings ended the year at \$8.9 million. This makes for a net worth ratio of 15.65%, which is considered well-capitalized.

We continued our involvement in the community in 2023 by sponsoring events at the Dallas Arboretum, donating and collecting toys for the Toys for Tots campaign and contributing to the Mesquite Santa Cop Toy Parade, and providing Community Shred Day for our members as well as our neighbors. In addition, we continue to sponsor Financial Education for 10 area schools and for the community as a whole through the Banzai platform. In 2024, we will be looking to expand our reach and share our passion for serving our members and communities.

As our member-owners, you are integral to our credit union family and we are sincerely grateful that you've chosen Texas Telcom Credit Union as your financial partner. We wish you a healthy and prosperous 2024.

# 71<sup>st</sup>

## Annual Business Meeting

### NOMINATING COMMITTEE

The Nominating Committee unanimously approved by the Board of Directors to coordinate the Election of Directors process that culminates at this 71st Annual Business Meeting was **Mr. Jim Williams**, Chairman, **Mr. Ed Long**, and **Mr. Larry Starrett**. The Nominating Committee unanimously nominated incumbents **Mr. Michael W. Robbins** and **Mr. W.L. Ashwood** to three-year terms.

### BOARD OF DIRECTORS

**Michael W. Robbins** – Chairman\* (2027)

**Jim Williams** – Vice Chairman\* (2026)

**Martin Daniel** – Treasurer\* (2026)

**W. L. Ashwood** – Secretary\* (2027)

**Ed Long Jr.** (2025)

**Larry Starrett** (2025)

**Bob Edmondson** (2026)

\*2024 Executive Committee Members

Year – When Board Term Expires

### EMPLOYEES

**Pam Toler** – President/CEO\*

**Anna Perrin** - VP Lending/CLO\*

**Sharyn Bell** - Executive Assistant

**Karen Torres** - Member Services Manager

**Nicole Coleman** - Lending and Marketing Coordinator

**Aubrey Reimer** - Loan Processor

**Irene DeShazo** - Compliance Officer

**Chris DeShazo** - Member Service Representative

**Jessica Buhl** - Member Service Representative

\*denotes Senior Management.



## Financial Summary

	12/31/2023	12/31/2022
<b>ASSETS:</b>		
Cash & Other Deposits (Including Time Deposits)	\$ 13,943,713	\$ 20,858,423
Total Investments	9,171,165	8,974,710
Total Loans	30,736,989	29,972,536
(Allowance for Credit Losses on Loans )	(108,955)	(71,039)
Land And Building	847,135	882,864
Other Fixed Assets	11,596	3,182
NCUSIF Deposit	477,001	513,678
All Other Assets	2,194,599	1,842,115
<b>TOTAL ASSETS</b>	<b>\$ 57,273,243</b>	<b>\$ 62,976,469</b>
<b>LIABILITIES, SHARES &amp; EQUITY:</b>		
Accounts Payable and Other Liabilities	\$ 113,432	\$ 291,861
Accrued Dividends & Interest Payable on Shares & Deposits	-	-
Borrowings Notes & Interest Payable	-	-
Total Shares & Deposits	49,463,608	55,382,058
<b>TOTAL LIABILITIES</b>	<b>\$ 49,577,040</b>	<b>\$ 55,673,919</b>
Undivided Earnings	\$ 8,961,396	\$ 9,203,404
Other Reserves	(1,265,193)	(1,900,854)
<b>TOTAL EQUITY</b>	<b>\$ 7,696,203</b>	<b>\$ 7,302,550</b>
<b>TOTAL LIABILITIES, SHARES, &amp; EQUITY</b>	<b>\$ 57,273,243</b>	<b>\$ 62,976,469</b>
<b>INCOME &amp; EXPENSE</b>		
Interest Income	\$ 1,981,874	\$ 1,812,720
Interest Expense	(788,696)	(429,391)
Net Interest Income	1,193,178	1,383,329
Provision for Credit Loss Expense	(1,440)	(31,340)
Non-Interest Income	462,721	526,917
Non-Interest Expense	(1,759,507)	(1,677,659)
<b>NET INCOME</b>	<b>\$ (105,048)</b>	<b>\$ 201,247</b>

# 71<sup>st</sup>

Annual Business Meeting

## TEXAS TELCOM CREDIT UNION STATEMENT OF FINANCIAL CONDITION



### MEMBERSHIP

	DECEMBER 2023
Number Current Members	4,058
Number Potential Members	1,000,000
% Current Members to Potential Members	0.41
*% Membership Growth	(1.31%)
Total Num Savings Accts	5,148





Visit

**myttcu.org**

for more information on our services, products, rates,  
disclosures, and much more.



AMERICA'S  
CREDIT UNIONS™



"We Do Business in Accordance with the Federal Fair Housing Law and the Equal Credit Opportunity Act."

This document is deemed to be in compliance with the 2023-2024 Texas Credit Union Department disclosure requirements.  
2024 Texas Telcom CU. All rights reserved.