OPEN YOUR EYES TO A CREDIT UNION®

N.E.W. CREDIT UNION
OWN IT

58TH ANNUAL MEMBERSHIP MEETING REPORT
February 25th, 2020
Community Center, 512 Caldwell Ave., Oconto Falls, WI

Serving all who live or work in Brown, Marinette, Oconto and Shawano Counties of Wisconsin and Menominee County, Michigan.

Our Virtual Branch at www.newcu.org
We are also proud to sponsor student credit unions within the Oconto Falls, Suring and Oconto High Schools.

The Mission of N.E.W. Credit Union is:

• Provide exceptional service to all member/owners.
• Offer a variety of personalized, convenient and quality services to assist member/owners in reaching their financial goals.
• Protect the assets of the member/owners and assure the financial stability of the credit union.
• Encourage continuing financial education and provide enrichment opportunities for citizens of our credit union community.
• Actively serve the communities in which our member/owners live and work.
OUR CREDIT UNION FAMILY

DIRECTORS
William Kamke, Chairman
Kenneth Harter, Vice-Chairman
Tamara Steffeck, Treasurer
Tammie McCarthy, Secretary
Christopher Brabant, Director
Jeffery Behnke, Director
Diane LaPlant, Director

AUDITING COMMITTEE
Pat Trudell
Cheryl Clark
Virginia Damp
Verla Christopherson

OFFICE PERSONNEL

Oconto Falls- Corporate Office
Lisa Gilligan, C.E.O.
Debbie Rhode, Vice-President of Lending
Laura Schenkoski, Director of Marketing and Financial Education
David Berry, Director of Information Technology
Rebecca Behnke, Accounting Supervisor
Trisha Trudell, Bookkeeping Assistant
Cathy Osborne, Share Draft Specialist
Brandon Byng, Debit Card Specialist
Joseph VanEss, Loan Underwriter
Tanya Brehmer, Loan Underwriter
Kris Pashek, Loan/Mortgage Specialist
Patricia Barrett, Loan Specialist
Stephanie Ermis, Loan Specialist
Stacie Pienta, Loan Support Specialist, Compliance Officer
Paras Patel, Information Technology Assistant
Savanna Thomson, Receptionist
Candace Flanigan, Member Service Training Specialist
Lori Kaiser, Member Service
Desirae Bilgreen, Member Service
Tylor Dolata, Member Service
Logan Valenta, Member Service
Courtney Yuma, Member Service
Zach Schwantes, Member Service/Student Credit Union
Tami Janus, Part-Time Operations
Ricky Dekelver, Part-Time Operations

Oconto Office
Laurie Matel, Branch Manager
Lacy Lawniczak, Loan Specialist
Lori Dura, Mortgage Specialist
Vicki Pecor-Pasterski, Member Service
Cathy Parlament, Member Service
Michelle Murdock, Member Service
Naree Morabito, Member Service
Madeline Johnson, Member Service/Student Credit Union

Suring Office
Jody Cook, Branch Manager, Loan/Mortgage Specialist
Sandy Ponsegra, Member Service
Kim Schowalter, Member Service
Jessica Geniesse, Member Service
Carrie Griffin, Member Service/Student Credit Union

Peshtigo Office
Sharon Anderson, Branch Manager
Judy Lemke, Loan Specialist
Cheryl Place, Member Service
Kayth Lopez-Ibarra, Member Service
Marlene Michalski, Member Service
Nicole Grom, Member Service
MEETING AGENDA

WELCOME/INTRODUCTIONS
2019 REPORTS
COMMUNICATIONS
OLD BUSINESS
NEW BUSINESS
ELECTION RESULTS
H.P. HECKENDORF COMMUNITY SERVICE AWARD
DOOR PRIZES
ADJOURNMENT
Welcome to the 58th annual membership meeting of N.E.W. Credit Union.

We are pleased to present a summary of our credit union’s financial performance and activities during 2019. During the last year, assets grew over $10 million totaling $112,735,534 by year end. Deposits also grew around $10 million. The huge increase in deposits last year was largely due to bank branch closings in our area. Loan growth did not keep up to deposits with an increase of less than $2 million over the course of the year. We will continue to market loans hoping to push that number up during 2020. The business model of a credit union is simple. In summary, we accept savings from members to lend out to other members. Any funds not lent out are placed in investments. Low returns on investments and low demand for loans made this last year a challenging environment to operate in. Goals for 2020 will continue to focus on loan growth.

We are excited to announce a new marketing partnership with Exclamation. They are a credit union service organization here in Wisconsin, they know credit unions and will help us with some new ideas for marketing our products. We have several loan promotions and strategies planned for 2020 to help increase our loan volume. Our net worth (capital) position is considered strong by all regulatory standards at 11.68% By year end we were serving 12,723 member/owners which is a net increase of over 400 last year.

Our big project last year was a data processing conversion. We completed this in April and are still getting used to some of the changes. Staff worked hard and did a wonderful job handling this update. Thanks for your patience as we implemented this new system.

An audit was completed by Peter Rasmussen, Certified credit union auditor. Your volunteer board of directors met monthly during 2019, conducted a strategic planning meeting along with the credit union management team and attended educational sessions and chapter meetings. Our volunteer audit committee performed a variety of audit functions throughout the year as well.

Our credit union continues to provide financial education in a variety of ways. We estimate that during 2019 approximately 850 members received some form of financial counseling from credit union staff. This includes one on one counseling of financial issues, reworking loan payments, debt management, budgeting, and credit report analysis. These services are provided free of charge. We continue to speak on financial topics in our schools as well. In 2019 we presented to approximately 887 students. 92 adult members also attended a financial education presentation. We continue to maintain 3 high school branches which strengthens our relationship with those schools. We employ students and award
scholarships to graduating seniors annually. We also proudly continue to serve people of modest means. During 2019 we disbursed almost 200 loans that were $1000 or less.

We continue to have a presence in the community. Last year, staff participated in National Night Out in several communities, had a float in area parades, a booth at the county fair and continued to surprise people in our community with random acts of kindness. Staff participated in dress down days, chain of hearts and other activities to raise funds for Children’s Miracle Network. We also held a bake sale and participated in a flag football tournament to support Special Olympics.

We held a legislator open house last year and had the opportunity to visit with representatives from Tammy Baldwin and Ron Johnson’s offices. Representatives John Nygren and Gary Tauchen also stopped in. It was an opportunity to tell them all about our credit union and to take them on a tour of our branch in the Oconto Falls High School. They were all very impressed with our credit union and what we are doing for our members and the communities that we serve.

The theme for our meeting this year is “Open Your Eyes to a Credit Union”. This theme is also a national campaign to promote the credit union difference. Although research shows that Americans like and trust credit unions there are still myths out there that they are not eligible to join a credit union or that credit unions don’t have all the newest technologies in place for them to access their money. This campaign aims to clear up those misconceptions and help to grow the credit union movement across the United States.

Last year at our annual meeting we honored Leland Nicholas for his 34 years of service and celebrated his retirement. We also celebrated the retirement of our longtime friend and employee, Patricia Trudell this past year. Pat worked for our credit union for 41 years in many different roles and now continues to volunteer as a member of our audit committee. We can’t thank her enough for her service.

It would not be possible to provide the services that we do without our volunteer board of directors and audit committee. Thank you so much for your time and expertise. We would also like to thank our dedicated and professional staff for your continued hard work. Finally, we wish to thank you, our members for your loyalty and ongoing support of our member-owned financial cooperative.

William Kamke  
Board Chairman

Lisa Gilligan  
President/ C.E.O.
SECRETARY’S REPORT
Minutes of NEW Credit Union’s 57th Annual Membership Meeting
Tuesday, February 27, 2019
Oconto Falls Community/Senior Center

Board Chairman Kamke called the 57th meeting to order at 6:39 p.m. and declared a quorum, according to the by-laws. (52 members were present.)

Resolution: Therefore Be It Resolved that this 57th Annual Membership Meeting of the NEW Credit Union be dedicated to Leland Nicholas in honor of his many years of dedication, volunteer service, and devotion to the credit union motto of “People Helping People.”

2018 Reports
Minutes: Minutes of the last annual meeting were read and approved. (m/s/p)

Financial Report:
Board Chairman, Kamke stated that everyone received the 2018 Treasurer’s Report which could be found in the annual meeting booklet as a condensed Statement of Condition and Income Statement. Audit by Peter Rasmussen, certified credit union auditor and exams by NCUA and the Wisconsin Office of Credit Unions were performed and they came back with very good marks.

Chair and CEO Report: Board Chairman, Kamke and C.E.O. Lisa Gilligan stated that their report was listed in the annual meeting booklet. Gilligan welcomed everyone and shared some highlights from last year which were: We have $103 million in assets at year end which grew 1.7%. Deposits also saw growth of 1.7% Loans grew 6.1% which contributed to an increase of net worth to 12.2%. Our goal on net worth is 10% and the regulations require 7%. We now have 12,249 members and are very busy with new members joining due to some local bank closings. We spoke to over 600 students on financial matters. About 6,400 hours of financial counseling for our members was completed. Digital Wallet was rolled out. A financial education program was started in 2018 and will be expanded this year because of the need for these services. New safe deposit boxes were added to the Peshtigo branch and the number of boxes increased in Oconto and Oconto Falls. We are also looking at adding boxes in Suring due to the need there with the bank closings. Our big project this year will be a data processing conversion. We are working on this now and will go live with our new system on April 2nd. Gilligan highlighted many of the things that Leland Nicholas has done for the credit union and the credit union movement over the 34 years that he was a volunteer. To show our appreciation some gifts were presented to him. She also shared well wishes to Nicholas from Brett Thomson, President of the WI Credit Union League and State Senator, Rob Cowles. Both cited all the work that Nicholas did for credit unions and thanked him for his service. Gilligan also thanked all those present for their continued loyalty and support of the credit union.

Communications: Brett Thomson, WCU L
State Senator Robert Cowles

Old Business: none

New Business: none

H. P. Heckendorf Volunteer of the Year Award: Gilligan Presented award to Janet Glime of Lena. Janet received $250 gift and a $250 donation will be given in her honor to the Marinette-Oconto Literacy Council.

Election Results: Notices of how to run for a position on the Board of Directors were posted on September, 2018, in all locations, including in the newsletter and on the website, and one person volunteered to be on the ballot. Posters were then put up in all locations, and on the website telling of the nomination and how additional nominations could be accepted. With no other nomination requests a unanimous vote was cast for Christopher Brabant to serve a 3 year term. (m/s/p)

Door Prizes: A total of twelve $25 door prizes were awarded to those in attendance.

Board Chairman Kamke closed the meeting, and it was adjourned at 7:17 p.m.

Submitted by: Tammie McCarthy, Secretary
TREASURER’S REPORT
December 31st, 2019

STATEMENT OF CONDITION

ASSETS
Loans to Members $77,231,193
Loan Loss Allowance ($267,688)
Accounts Receivable $658,155
Cash on Hand $1,898,973
Investments $31,157,467
All Other Assets $2,057,433
TOTAL ASSETS $112,735,533

LIABILITIES
Accounts Payable $1,102,641
Member Shares $98,461,830
TOTAL LIABILITIES $99,564,471

EQUITY
Net Worth $13,171,062
TOTAL EQUITY $13,171,062
TOTAL LIABILITIES AND EQUITY $112,735,533

INCOME STATEMENT

INCOME
Income from Loans $3,225,583
Investment Income $757,756
Fees and Miscellaneous Income $1,062,444
Non-operating Income $35,056
TOTAL INCOME $5,080,839

EXPENSES
Operations Expense $3,956,120
Provision for Loan Loss $131,248
Other Expenses $94,190
TOTAL OPERATING EXPENSES $4,181,558

DIVIDENDS PAID TO MEMBERS $341,465
TOTAL INCOME $5,080,839
TOTAL EXPENSES $4,523,023
NET INCOME $557,816
We are pleased to announce the 2020 recipient is Leland “Penny” Nicholas.

Leland Nicholas married Lois Carlson in 1957. They were married for 58 years! Together they had 5 children and are blessed with 8 grandsons.

His family also now includes 1 great grandson, and another due soon.

Penny served our Country in the U.S. Navy from 1952-1953 on the USS Moale. He is a lifelong member of the USS Moale Association.

Penny served on the Oconto Falls City Council for 12 years, acting as Alderman and President during his tenure. He also was instrumental in the development of the West Side Beach.

Penny served for 52 years with the American Legion and held various offices, including Commander.

Penny served as a Master Barber from 1960 until 2019. During this 59 year span of cutting thousands of heads of hair, Penny also found great joy taking his hair cutting services to the local hospital and nursing home to “customers” who weren’t able to visit his shop. His “customers” became his friends.

Penny served on the Council at Grace Lutheran Church, sang in the choir, served as an usher, and also sang in the Oconto Falls Ecumenical choir.

Penny served as a rural carrier for the US Postal Service for 30 years. His customers loved him as he would go above and beyond in delivering their mail. Many of them also became his friends as he served their needs. (Their appreciation was most evident at Christmas time as he received countless gifts from grateful patrons.)

Penny served on the Board of Directors for the Oconto Falls Senior Center for 10 years. During his tenure he humbly helped lead the charge on the complete renovation in which community members volunteered labor and monies in excess of $50,000.

Penny is a member of the Masonic Lodge and has been for 52 years. He also recently became a member of the Shriners.

Penny served on the Board of Directors for the N.E.W. Credit Union for 34 years. He volunteered thousands of hours for the credit union, including numerous events in the community. Penny also expanded his knowledge through his involvement in the credit union movements and education sessions throughout the years.

Penny’s favorite hobby is producing homemade wine in many flavors.

Penny has served his family and community his entire life and continues to do so today. The cornerstone of any successful society is built on family, and Penny, along with his late wife Lois, provided the solid foundation for his family built on love, respect, and service to others.

Penny has decided to give the entire $500 for this community service award to the DeCoursin Family from Oconto who recently lost so much because of fire.

Thank you, Penny for your dedication in helping so many individuals in our community!

By Laura Schenkoski
Director of Marketing and Financial Education
HAROLD P. HECKENDORF
Harold served as a volunteer on the board of directors of N.E.W. Credit Union for a total of 20 years, serving as chairman much of that time. He was also active in his church and the community of Oconto Falls. To honor Harold, N.E.W. Credit Union instituted a community service award to be presented annually in his name.

PAST WINNERS
Delores Skarban
Howard & Barb Elliot
Tiffany Rasmussen
Erika Firmsen
Dorothy Pethke
Wayne & Joyce Greetan
Reuben Radke
Audrey Piper
Kent Lyng
Victoria Bostedt
Amber Van Den Heuvel
Gail Yatso
Scott Wycherley
Alan Christopherson
Jean Frank
Ronald Hayes
Janet Glime
Suring
717 East Main Street
Suring, WI 54174
920-842-4661

Oconto Falls
301 Jackson Street
Oconto Falls, WI 54154
920-848-2793

Peshtigo
870 Frontage Road
Peshtigo, WI 54157
715-582-4002

Oconto
405 Pecor Street
Oconto, WI 54153
920-835-9718

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