



2019 Annual Report



WORKERS

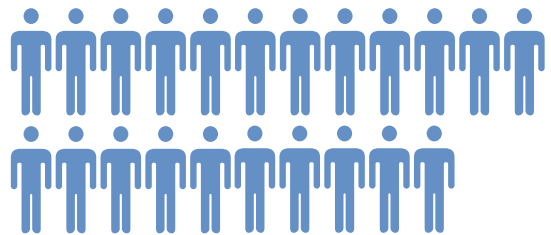
CREDIT UNION

Overview

2019 was an incredible year for Workers Credit Union and all of our 104,000+ members. Our community contributions increased to an outstanding \$375,000. We enhanced our member experience making it even easier to open an account or apply for a loan online or through our mobile app. 100% of our branch staff became Certified Financial Coaches in order to help our members attain financial wellness. Our GiveBack program, now in its sixth year, gave back \$3.3 million to our members, thanking them for their continued loyalty. We earned a Net Promoter Score average of 91 out of 100, demonstrating that our members support our organization and would recommend us to family and friends.



104,000+
MEMBERS



\$375,000+
CONTRIBUTED TO
THE COMMUNITY



1,900+
EMPLOYEE HOURS
VOLUNTEERED

GiveBack
program

\$3.3 MILLION+
BACK TO MEMBERS

TOP  **91**
NET PROMOTER SCORE
EARNED IN 2019

Assets

Total Assets (millions)					
2014	2015	2016	2017	2018	2019
\$1,151	\$1,312	\$1,501	\$1,635	\$1,797	\$1,871

Assets		
	2018	2019
Cash & Cash Equivalents	\$15,979,623	\$29,476,828
Investments	\$417,825,294	\$398,534,996
Total Cash & Investments	\$433,804,917	\$428,011,825
Consumer	\$454,329,296	\$430,339,935
Business Loans	\$2,144,746	\$1,584,454
Equity Loans	\$149,281,936	\$153,102,798
Business Line of Credit	\$4,003,944	\$6,455,882
Business Real Estate	\$234,012,251	\$282,038,545
Real Estate Loans	\$469,478,511	\$476,607,914
Gross Loans	\$1,313,250,683	\$1,350,129,528
Allowance for Loan Losses	\$(5,138,000)	\$(3,489,000)
Net Loans	\$1,308,112,683	\$1,346,640,528
Other Assets	\$37,030,516	\$71,391,541
Property Equipment	\$18,757,398	\$25,241,858
Total Assets	\$1,797,705,514	\$1,871,285,751

Return on Assets (before GiveBack)					
2014	2015	2016	2017	2018	2019
1.33%	1.37%	1.16%	0.63%	.85%	1.09%

Total Shares (millions)					
2014	2015	2016	2017	2018	2019
\$759	\$869	\$989	\$1,106	\$1,151	\$1,205

Loan-to-Share Ratio					
2014	2015	2016	2017	2018	2019
109%	108%	108%	106%	114%	112%

Members' Equity

Members' Equity (millions)					
2014	2015	2016	2017	2018	2019
\$141	\$153	\$160	\$168	\$177	\$197

Liabilities and Members' Equity		
	2018	2019
Regular Shares	\$537,931,173	\$369,828,845
Business Shares	\$10,827,792	\$16,520,685
Money Market Accounts	\$46,817,030	\$66,943,508
Certificate of Deposit	\$259,484,529	\$273,372,187
Certificate of Deposit - IRA	\$50,825,801	\$50,841,612
Certificate of Deposit - Non Member	\$178,854,210	\$164,791,229
IRA Accounts	\$6,281,477	\$5,882,898
Share Drafts	\$18,402,174	\$212,172,614
Business Now Accounts	\$38,217,805	\$40,948,524
Total Members' Shares	\$1,151,877,803	\$1,201,302,103
Other Liabilities	\$18,799,099	\$20,000,908
Total Members' Equity	\$177,242,783	\$197,027,230
Total Liabilities and Members' Equity	\$1,797,705,514	\$1,871,285,751

Lending

At Workers, we take pride in being the go-to lender for individual and business members by providing a multitude of loan options. We offer home loans of all types, including home equity loans and lines of credit, new and used auto loans, personal loans, and student loans that help keep higher education affordable. Not to mention we offer refinance options that can help save members from high monthly payments and interest rates.

Total Net Loans (millions)					
2014	2015	2016	2017	2018	2019
\$821	\$935	\$1,050	\$1,168	\$1,308	\$1,346

Loan Origination (millions)			
Consumer	Real Estate	Commercial	Total
\$172	\$186	\$106	\$464

Retirement, Planning, and Investment Center

The Workers Way is about making sure our members have the knowledge and resources to attain financial wellness. That includes planning for retirement. We have experienced advisors in our Retirement Planning and Investment Center (RPIC)* to help members plan for future endeavors beyond their work life.

Retirement Planning & Investment Center* (millions)					
2014	2015	2016	2017	2018	2019
\$205	\$215	\$245	\$291	\$288	\$388

Convenience

Our members' needs are constantly evolving, that's why we continue to innovate and improve our members' banking experience. We've continued to launch upgrades to our top-rated mobile app, were one of the first credit unions to offer voice banking, and launched a new account opening software that allows users to open an account online in less than 4 minutes.

NEW VOICE BANKING

"Alexa, ask Workers to get working."



GET FAST, CONVENIENT ACCESS WITH WCU'S AMAZON ALEXA SKILL

NEW ACCOUNT OPENING SOFTWARE



OPEN AN ACCOUNT IN LESS THAN 4 MINUTES



*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

Workers is more than a financial institution, it's a community. We live and work where our members live and work so it's important for us to help those communities thrive. In 2019, we contributed \$375,000 in local donations and sponsorships. Our employees volunteered over 1,900 hours of their own time to clean up local parks, build houses for Habitat for Humanity, and support local events. We maintained significant support to the American Cancer Society's Relay for Life of Greater Gardner, raising over \$42,000. We also received the Harvester Award from the Worcester County Food Bank, in recognition of our fundraising efforts on their behalf.

OUR EMPLOYEES IN THE COMMUNITY



1,900+
HOURS SPENT
VOLUNTEERING



170+
ORGANIZATIONS
HELPED



\$40,500
FUNDS RAISED* FOR
THE WORCESTER
COUNTY FOOD BANK

A Thank You to Our Loyal Members

Thank you for choosing Workers Credit Union. You are at the center of everything that we do and we value your membership. We are confident that 2020 will be another successful year because we are in it together.

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

Board of Directors

Name	Position	Tenure
Marina M. Raher	Board Chair, Chair of CEO Relations Committee	1999 – Present
John S. Ford	Director, Vice Chair of the Credit Committee, former Board Chair	1999 – Present
Eric D. Shapiro	Director, Chair of Nominating Committee, Vice Chair of Credit Committee, Member of CEO Relations Committee	2010 – Present
Mary Heafy	Vice Chair, Director, Chair of Governance Committee, Member of Credit Committee	2012 – Present
Douglas J. Petersen	CEO, Director	2016 – Present
Robert Markley	Director, Chair of the Audit Committee, Vice Chair of Investment Committee and member of the Governance Committee	2016 – Present
Nilesh Gunda	Clerk, Director, Chair of Investment Committee, Member of CEO Relations Committee	2016 – Present
Mary Ann Ashton	Director, Chair of Credit Committee, Member of Governance and Nominating Committee	2016 – Present
Scot Barrett	Director, Member of Audit, Investment, and Nominating Committee	2019 – Present

Honorary Directors

James Rouse
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.

