



*SafeAmerica*  
Credit Union

## 2019 ANNUAL REPORT



### Letter from the PRESIDENT & CEO

2019 was a fantastic year for SafeAmerica Credit Union. Once again, we've seen record growth as we head into our 68th year of business – a milestone in and of itself. The financial well-being of our members is our primary concern, and one in which we have centered all of our activities. It is our pleasure to consistently improve both our service to you and our ability to meet your financial needs, wherever you are in life.

The team at SafeAmerica Credit Union found better ways to better to serve you in 2019. We launched our new member rewards program, called MoveUP Rewards. The program is designed to reward our members for all they do with us. By actively participating in the SafeAmerica financial cooperative, you receive rewards in the form of cash back bonuses, points, lower fees and more. We're proud of the program and the value it can provide to you. Please speak with any of our staff or visit our website ([www.safeamerica.com](http://www.safeamerica.com)) for more information.

Technology continues to be a big focus, as our members expect and deserve the latest in tech convenience. In 2019, we launched a round of online and mobile banking enhancements that many of you have appreciated. If you haven't looked lately, check it out today! Look for even greater improvements in 2020.

2019 marked a year of key milestones in financial performance. Assets grew once again to an all-time high of \$472 million. Membership continued to rise, with a 4.68% increase. Many members turned to us for their borrowing and deposit needs. Our loan portfolio grew by \$7.4 Million and share balances grew by \$22.9 Million. All of this exhibits the strength of the organization and the growth trajectory we have established. We are very proud of our successes, but also understand there is much more work to be done to sustainably deliver the quality service and value you expect.

The employees of SafeAmerica Credit Union play a key role in all our successes and the successes of our members. Their focus is always the financial well-being of our members and helping them achieve their financial goals. Without their continued commitment and hard work, we would not be where we are today.

In close, thank you for your trust in us and for your loyalty to your member-owned, credit union. SafeAmerica Credit Union is growing, healthy, safe and secure. We look forward to serving you in 2020 and beyond!

**Tom Graves** | President & CEO

### CHAIRMAN'S MESSAGE

On behalf of the Board of Directors, management and staff, we want to thank you for your membership, trust, and loyalty to SafeAmerica Credit Union.

SafeAmerica had a very successful 2019. Membership, assets, loans and shares grew again to a new level far exceeding our goals. We continued to improve technology, increased rates on share certificates, offered competitive rates on loans, increased new memberships and worked to grow deeper relationships with our existing members.

In 2019 we implemented a new rewards program, MoveUP Rewards, and introduced a new blended rate money market product, giving our members more flexibility with high-yield deposits. Our staff participated in food drives for The Alameda County Community Food Bank and Food Bank of Contra Costa & Solano and also volunteered their time packaging meals for Kids Against Hunger. We continued to offer our annual scholarship program where we give away five awards of \$1,000 to college students.

We're proud of the work our staff has done to be an active partner in the communities in which we serve and live. The Board would like to thank the Executive Team for—their dedication to the strategic initiatives designed for SafeAmerica to provide members a financially sound credit union; a progressive credit union that utilizes technology for the member's benefit.

SafeAmerica's audits have been clean and show we are a strong financial institution.

**Frank Zampella** | Chairman, Board of Directors

## AUDIT COMMITTEE CHAIRPERSON'S MESSAGE

In 2019, the members of the Credit Union voted to make a change from having a Supervisory Committee to having an Audit Committee that would be comprised of members of the Board of Directors. As Audit Committee Members, our main focus is to ensure that the financial practices, policies and regulatory requirements are understood, measured for soundness, and audited on a regular basis to safeguard each Credit Union Member's assets.

The Audit Committee engages the external auditor to perform the Annual Opinion Audit, as well as any supplementary inspections or audits as necessary, and make a full report to the Board of Directors and also present the results of those audits at the Annual Meeting of Members.

I am pleased to report Clifton Larsen Allen LLP has successfully completed the 2019 Annual Opinion Audit for SafeAmerica Credit Union, found no material findings (corrections, adjustments, misstatements) and issued an unqualified opinion.

**Tracy Thames** | Audit Committee Chairperson

### Financial Condition

#### ASSETS

Loans to Members	\$ 390,970,227
Less: Allowance for Loan Losses	\$1,935,917
Net Loans	\$389,034,309
Cash	\$4,279,312
Accounts Receivable	\$241,800
Investments	\$55,394,915
Accrued Income	\$1,163,144
Prepaid & Deferred Expenses	\$1,073,386
Land, Building & Improvements	\$5,327,987
Other Fixed Assets	\$1,719,950
Other Real Estate Owned	\$0
Share Insurance Fund	\$5,318,413
Core Deposit Intangible	\$0
Other Assets	\$8,073,665

**TOTAL ASSETS** \$471,626,881

#### LIABILITIES

Accounts Payable	\$ 1,655,993
Notes & Interest Payable	\$0
Accrued Expenses	\$1,245,021
Other Liabilities	\$266,579
<b>TOTAL LIABILITIES</b>	<b>\$3,167,592</b>

#### EQUITY

Shares	\$ 432,074,934
Regular Reserves	\$20,690,981
Undivided Earnings	\$15,693,374

**TOTAL EQUITY** \$468,459,289

**TOTAL LIABILITIES & EQUITY** \$471,626,881

### Income and Expenses

#### INCOME

Interest on Loans	\$16,898,015
Income from Investments	\$804,708
Other Income	\$3,704,372

**TOTAL INCOME** \$21,407,095

#### OPERATING EXPENSES

Compensation & Benefits	\$6,834,727
Travel, Education & Training	\$214,007
Office Occupancy	\$866,942
Office Operations	\$2,948,063
Marketing & Promotions	\$398,537
Professional & Outside Services	\$517,816
Miscellaneous	\$717,500

**TOTAL OPERATING EXPENSES** \$12,497,592

Provision for Loan Losses \$1,706,076

**INCOME BEFORE DIVIDENDS** \$7,203,427

**DIVIDENDS** \$3,778,587

**NET INCOME (LOSS)** \$3,424,840

#### DISTRIBUTION OF INCOME FROM ALL SOURCES

Dividends \$3,778,587

Operating Expenses \$12,497,592

Provision for Loan Losses \$1,706,076

Undivided Earnings & Reserve Contributions \$3,424,840

**TOTAL INCOME FROM ALL SOURCES** \$21,407,095

## SAFEAMERICA BY THE NUMBERS

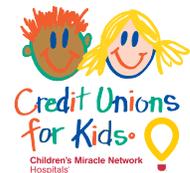


## SAFEAMERICA IN THE COMMUNITY

SafeAmerica Credit Union, its members, and employees continued to support our local charities in 2019.

Banzai Financial Literacy for Students  
 Kids Against Hunger  
 Alameda County Community Food Bank

Food Bank of Contra Costa & Solano  
 CU 4 Kids, Children's Miracle Network,  
 Children's Hospital



### Board of Directors

**Frank Zampella**  
Chairman of the Board

**Brian Schultz**  
Executive Vice Chairman

**Jason Chang**  
1st Vice Chairman

**Susan Walls**  
Secretary/Treasurer

**Diane Bailey**  
Director

**Clif Boehrer**  
Director Emeritus

**Patty Carlson**  
Director

**Tracy Thames**  
Director

### Executive Team

**Tom Graves**  
President and CEO

**Stefany Chadbon-Hooke**  
VP Human Resources

**Chuck Dunbar**  
VP Finance

**Steven Page**  
VP Marketing, IT  
& Digital Banking

**Amrita Prasad**  
VP Lending  
& Collections



AMERICAN SHARE INSURANCE

Your savings insured to \$500,000 per account. by members' choice, this institution is not federally insured, or insured by any state government.