

# 2017 ANNUAL MEETING

Call to order

## WE'RE HERE...

*Every step of the way*

SOUNDVIEW FINANCIAL CREDIT UNION

2017

# 2017 ANNUAL MEETING

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Call to order

Ascertainment that a quorum is present

Reading and approval of the minutes of last meeting

Chairman's Report

Report of the President

Report of the Loan Officer

Report of the Supervisory Committee

Unfinished Business

New Business

Elections

Slate presented by Nominating Committee

Call for nominations from the floor

Close nominations

If no nominations from the floor - Chairman requests Secretary to cast one ballot for the entire slate.

If there are nominations from the floor – appoint tellers, distribute ballots, votes taken and tallied by tellers and announce results

Adjournment

Minutes  
2015 Annual Meeting  
SoundView Financial Credit Union  
May 6, 2016

Those in attendance are noted on the attached sign in sheets. It was noted that a quorum was present.

Minutes of the Annual Meeting held on May 1, 2015 were approved.

Maciej Milewski, Chairman, presented the Chairman's Report which was approved.

Jo-Ann Palladino presented the President's Report which was approved.

Jo-Ann Palladino presented the 2015 Loan Officer's report which was approved.

Lucie Paladino delivered the Supervisory Committee report which was approved.

There being no unfinished business or new business, the nominating committee (RuthAnne Salvatore, Heidi Sztanko and Jo-Ann Palladino) submitted the election slate of the Board of Directors. Elections were held and the Chairman announced the following slate of candidates for election to a two –year term as Directors:

Maciej Milewski	Kevin McKinney	Andy Bard
Sue Schulz	Chris DePalma	

No nominations from the floor were submitted and the Chairman requested the Secretary to cast one ballot for the entire slate. The above nominations were approved.

The above documents are attached as presented.

Respectfully submitted,

Sue Schulz

## Chairman's Report – 2016

### SVFCU Members,

Thank you to all 4000 of you, for your continued support of SoundView Financial Credit Union.

Our financials continued positive for the year, driven by a slowly improving economy and by the work of the SVFCU team seeking and implementing operating efficiencies into CU activities.

For the 2016 financial year end our asset base was \$32.67million, our net worth above target at 12.69%, operating income was positive; however lower than the prior year, as we continued to make the needed investments in the business.

Marketing continued its focus on growing our membership, extensive community outreach and volunteer activities, and on meeting member needs with much success.

Thank you to our SVFCU staff and to you, our members, for your commitment to the ongoing success of OUR Credit Union

Respectfully submitted,

Maciej Milewski

### **BREAKING NEWS**

Who is the 2017 winner of CULCT (Credit Union League of Connecticut) Outstanding Credit Union Professional Award – Our own SVFCU President, Jo-Ann Palladino.

Congratulations to Jo-Ann from the Staff, Board and Supervisory Committee

**Maciej Milewski**

**Chairman**

## Report of the President 2016

Our 36<sup>th</sup> year was a success for SoundView Financial Credit Union. Although 2016 was a challenging year, we still managed to make a profit for the year of \$35.8K while investing in our membership through technology upgrades, lending, and sound investment decisions in our portfolio.

Our success was defined by our specific membership characteristics and the support of our member's lives; not just being a place for members to make a deposit. As you continue to take advantage of the products and services that most benefit you, the strength of our cooperative grows. As a community credit union, we want our members to be able to differentiate between us and other financial institutions. By our service to the membership, building financial stability in both the credit union and enhancing our members lives with our products, are some of the ways we accomplish these principles. Through social responsibility we try to bring this to the community through volunteering and ongoing education. Our member-owners should feel that everything we do throughout the year begins and ends with our members in mind.

In the financial sector, contributing to our profits were many lending initiatives implemented throughout the year as well as reviewing our expenses and making adjustments that did not directly impact our membership. We will continue to work with our vendors to get the best possible price we can on our services. Our loan campaign "We Want to Save You One Million Dollars" goal was met and exceeded this year! This goal was reached through various refinancing campaigns to save our members money to improve their finances.

In our Community Outreach, financial support was provided through our college scholarships. The scholarships are based on need. Applications and essays are reviewed by an independent third party. Two lucky students obtained \$1,000 each to continue their education for their studies. SVFCU is committed to education and financial literacy of our members. The credit union also invested time and dollars in efforts such as Financial Literacy Reality Fairs. Participating in Reality Fairs held at the Hartford CT State Capital and Western Connecticut State University were rewarding experiences. Here we helped over 1500 high school students understand the implications of financial choices they made by budgeting for the real world. We participate in the Western CT Junior Achievement Program where we discuss community and finance with elementary students at the Morris Street School in Danbury. We also partnered with Banzai to sponsor The Discovery School in Bridgeport, CT providing an elementary school program to show the importance of budgeting and saving money.

In the technology area, our core processing system was updated to include many backroom operations improvements. This has provided a more efficient way of processing payments and deposits. SVFCU began an extensive conversion to a new VISA© debit and credit card platform and conversion to chip card technology. This was a substantial task, but the benefits to you, our members, are apparent in our new rewards program and on-line capabilities to better handle your

cards. This technology makes transactions more secure, and helps reduce fraudulent activity. Stay tuned for new loan signing technology and a new mobile banking app to be introduced in 2017!

I would like to thank both the SVFCU staff and volunteers that help make our credit union prosper. Running the credit union takes a collective effort of a focused team of skilled professionals. Through continuing education, we want to make your experience with SVFCU the best it could be.

In 2017, we will continue to strive for a credit union that meets your financial needs and make your busy lives easier and more convenient. Teamwork continues to be an important focus in our credit union family.

Thank you for your continued support and allowing SVFCU to be your credit union.

Respectfully submitted,

Jo-Ann Palladino  
President





Boston Office



Western New England Home Show  
O'Neil Center Danbury CT



Million Dollar Savings to Members Refinance Campaign  
Contribution to Dorothy Day Hospitality House Received recognition at Entrance Board at the  
Government Affairs Conference Washington, DC : Powerful Cause Positive Effect





Pratt Nature Center New Milford CT  
United Day of Action 6/2016

International Credit Union Day 10/2016 Bethel Branch



INTERNATIONAL  
CREDIT UNION  
DAY  
OCTOBER 20  
2016



CREDIT UNIONS ARE  
NOT-FOR-PROFIT,  
MEMBER-OWNED  
FINANCIAL COOPERATIVES

9 PRINCIPLES

**1 DEMOCRATIC CONTROL**  
One member, one vote.

**2 OPEN MEMBERSHIP**  
Membership fosters community.

**3 NONDISCRIMINATION**  
All are welcome at a credit union.

**4 SERVICE TO MEMBERS**  
57,000 Credit Unions Serve  
\$1.2 TRILLION+ LOANS 217 MILLION+ MEMBERS  
6 CONTINENTS 105 COUNTRIES

**5 DISTRIBUTION TO MEMBERS**  
Profits to Shareholders vs. Credit Union

**6 BUILDING FINANCIAL STABILITY**  
Credit unions are reliable.  
Credit Union vs. Bank Closures, 2008-2012

Entity	Closures (2008-2012)
Credit Unions	~100
Banks	~350

**7 Co-OP COOPERATION**  
No Fee ATM

**8 SOCIAL RESPONSIBILITY**  
After natural disasters, the global credit union community restores access to financial services and rebuilds credit union infrastructure.

**9 ONGOING EDUCATION**  
Money Goals: Specific, Measurable, Attainable, Relevant, Time-Bound

World Council of Credit Unions

#CU DIFFERENCE #ICUDAY

CU Principles: The Authentic Difference

These principles make SoundView FCU what we are today!

## Loan Report 2016

The economy in 2016 in CT showed signs of a sluggish recovery, although other areas of the country were showing signs of improvement. Unemployment rates continue to improve and lower fuel prices indicate consumers are becoming more confident. Consumers continued to save and cut their debt and surprisingly, some resumed shopping. This allowed your credit union to close **2016** with a total loan portfolio of **\$17.9 Million**. The credit union lent **\$6.7 Million** to the membership in credit advances. Used auto loans contributed to a significant portion of the dollars lent. New auto and auto refinancing were increasingly popular as we continued to offer refinancing to help members decrease monthly payments with other lenders. Home Equity lending contributed to the dollars lent as members continued to use their equity for home improvements and education costs. Unsecured lending was also successful as members borrowed to either lower their debt or fund personal projects. Our continuing refinance campaign, “Working to Save You \$1Million” at year end has saved our members \$1,028,003 through refinancing their autos, home equity or unsecured loans and credit cards with SVFCU. By reaching our goal, the credit union contributed to a local hospitality shelter. The table below shows dollar amounts and percentages by category for the year 2016 for funds lent. We had approximately 382 loan advances not including overdraft lines of credit advances:

<b>\$3.300 M</b>	or	<b>50%</b>	<b>Secured Automobile Loans</b>
<b>\$1.800 M</b>	or	<b>27%</b>	<b>Secured Real Estate Loans</b>
<b>\$1.339 M</b>	or	<b>20%</b>	<b>Unsecured Loans</b>

Visa credit card portfolio is a percentage of total portfolio

<b>\$1.58 M</b>	or	<b>8%</b>	<b>Total VISA Portfolio</b>
<b>\$201.3K</b>	or	<b>2%</b>	<b>Total Share Draft Line of Credit Portfolio</b>

Delinquency for 2016 closed at .91%, .36 basis points lower than the previous year. We continue to work with CU Collections, which we have retained to call our members when due for payments. This remains a priority as we work diligently every day to ensure the safety, soundness and regulatory compliance of SoundView Financial Credit Union. I would like to thank our membership for their continued support as we strive to meet their financial needs to provide the services, trust and dependability that you deserve.

Respectfully submitted,

**Jo-Ann Palladino, President**

## Supervisory Committee Report – 2016

The SoundView Financial Credit Union (SVFCU) Supervisory Committee, an independent group of member-volunteers, provides an oversight function on behalf of the membership. This includes periodic internal audit functions of the credit union operation, attendance at credit union Board meetings, and the hiring of a CPA firm to conduct an Independent Accountant's Report on Applying Agreed-upon Procedures to assist the CU Supervisory Committee in performing the annual Supervisory Committee audit.

In 2016, the firm Whittlesey & Hadley, PC, a regional CPA firm, performed the procedures agreed to by the management and the Supervisory Committee as of June 30, 2016. There were no material exceptions and the credit union adhered to the accepted practices of accounting controls and fiscal operations. The credit union continues to support improvement in controls and delivery of services to our members. SVFCU was found to be safe and secure.

As representatives of the credit union membership, the Supervisory Committee is always available to assist individual members by answering questions and resolving problems they may have with the credit union. Please feel free to contact the Supervisory Committee at SoundView FCU, 14 Research Drive, Bethel, CT 06801.

Respectfully Submitted By,

Theresa Reichman, Chairman, SVFCU Supervisory Committee

Committee Members: Terry Reichman, John Murphy, Carla Trombley

## NOMINATING COMMITTEE SLATE

March 23, 2017 \*\*revised\*\*

Nominating Committee Slate  
Comprising of Heidi Sztanko, Chris DePalma, Andy Bard

The Nominating Committee submits the following slate for election to the Board of Directors at the  
May 5, 2017 Annual Meeting

RuthAnne Salvatore  
Dawn Norton  
Barbara Chaisson \*deleted J Palladino\*  
John Ostaszewski

John Ostaszewski has sent an email that he will be resigning from the post of Treasurer, as of the annual meeting, but wishes to remain on the board. \*\*revised\*\*

Respectfully Submitted,

Nominating Committee  
Andy Bard