

If you ask any of our teammates about "CML" they will be able to talk at length about our Creating Member Loyalty program. While we don't share it externally, internally we spend plenty of time in training and working on skills to make sure we are doing everything possible to make your experiences with the credit union as positive as possible. It is a huge commitment across the entire organization to make sure we are putting you, the member owner, first - all the time, every time. The teammates who do not work face to face with members understand their role is equally important in providing support to those who you interact with in the branches or in our Member Contact Center.

The 3 pillars of the program are: Exceeding Expectations, Anticipating Needs, and Avoiding Problems. If you have been a member for any period of time, you may have noticed the conversations with our teammates evolving over the past few years. If we ask more questions and make more suggestions, it is all centered around you getting the most from your credit union and ensuring you have an excellent experience each time you interact with the credit union.

We fully understand you have options and we work hard to make sure you continue to think of your credit union first when you have a need for a financial service. If you have suggestions or would just like to provide feedback, our ears are always open. We appreciate the opportunity to serve you.

-Ben Laurendeau, CEO

OUR MISSION

"To encourage thrift among our members, create a source of credit at a fair and reasonable rate of interest, provide an opportunity for our members to improve their economic and social conditions and exercise the powers designated for credit unions under applicable law."

Share your love for FFCCU at:

KUDOSFFCCU.COM



Connect with us



216.621.4644 • ffcommunity.com



2018

ANNUAL REPORT



Street view of the new building from the front.

Time marches on. Sometimes change is difficult and sometimes we look forward to a change. This year finds many changes at Firefighters Community Credit Union. We are building a new building in Parma to serve our members better and more conveniently. We strive to keep at the forefront of the credit union movement, that being, MEMBERS HELPING MEMBERS.

To our executives and teammate employees, thank you for your dedication and very hard work. It does not go unnoticed. And to you, our members, your loyalty to this credit union is outstanding.

The Board and Teammates are looking forward with great anticipation to continue to provide you, our members, with the best financial services in the Credit Union Movement. Check out our website, www.ffcommunity.com for all the ways we can serve your financial needs.

Thank you for your continued support. Wishing you good health and financial stability in the coming year.

William E. Deighton, Board Chairman

FINANCIAL HIGHLIGHTS OF THE YEAR 2018:

BALANCE SHEET

ASSETS

Cash	\$2,497,752
Investments	\$60,702,506
Loans to Members	\$172,511,055
Property & Equipment	\$7,318,140
Other Assets	\$6,136,896
TOTAL ASSETS	\$249,166,349

LIABILITIES & EQUITY

Members' Shares	\$222,989,914
Account Payables & Other Liabilities	\$1,483,472
Reserves	\$6,713,634
Undivided Earnings	\$17,979,329
TOTAL LIABILITIES AND EQUITY	\$249,166,349

STATEMENT OF INCOME

INCOME & EXPENSES

Interest Income from Loans	\$8,059,605
Interest Income from Investments	\$1,245,781
TOTAL INTEREST INCOME	\$9,305,386
Less Dividend/Interest Expense	\$994,598
NET INTEREST INCOME	\$8,310,788
Less Provisions for Loan Loss	\$691,268
NET INTEREST INCOME AFTER PROVISION	\$7,619,520
Less Operating Expense	\$10,837,199
Plus Other Operating Income	\$4,271,828
NET INCOME	\$1,054,149

These highlights have been taken from Firefighters Community Credit Union's audited financial statements as of December 31, 2018. Members are encouraged to review the complete set of financial statements and can receive a copy by writing:

FFCCU, 4664 East 71st Street,
Cuyahoga Heights, OH 44125.

Accounts are insured up to \$250,000.00 by American Share Insurance. This institution is not federally insured by member choice. MEMBERS' ACCOUNTS ARE NOT INSURED OR GUARANTEED BY ANY GOVERNMENT OR GOVERNMENT-SPONSORED AGENCY.

