

“Omnichannel” sounds like a fancy buzzword consultants use to sell a service we maybe don’t understand if we even need. However, it is real and it is important. At your credit union, we are constantly evaluating the best ways to provide the services, support, and account access you need; when, where and how you need it.

We work hard to support our brick and mortar branch network for those members who prefer to do business in person with our well-trained and helpful team. There are other members who almost never enter a branch, as they prefer to interact with us digitally, which requires a whole different commitment and strategy. Applying for a loan with FFCCU is a good example of this Omnichannel commitment. You can come see us at a branch, apply by phone (even after hours), access our online application from your desktop computer, apply via your mobile phone or device, or even secure an auto loan with us right at your local auto dealership. Coming soon, you will even be able to apply on Facebook!

At your credit union, we understand that we need to be there when it’s convenient for you. We are continually adjusting our branch strategy for in-person support, our Member Contact Center for telephone support, and our electronic service delivery for digital support. We welcome your feedback and encourage you to take advantage of all the ways to access your credit union to make managing your finances easier.

As always, we appreciate your continued support.

*-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.”

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# 2015 ANNUAL REPORT

# 2015 FINANCIAL HIGHLIGHTS

Wow, 2016. It doesn't seem that long ago that we were in a panic, not knowing what Y2K would bring. Time marches on and our credit union does, too!

I am proud to say the current state of technology that our credit union has is helping us to continue to provide the best in financial services to you, our members.

Our administration center in Cuyahoga Heights provides us a cutting edge in coordinating and disseminating the best services through our current nine locations in Cuyahoga, Lake and Lorain Counties. Additionally, we are connected to a vast electronic shared branching system and online services for your convenience.

Currently, we at FFCCU are making available to our members a Dare 2 Compare review. You will be amazed at what we can suggest in your everyday financial matters that will add up to savings. All you need to do is stop into an FFCCU branch, call or visit [ffcommunity.com/dare2compare](http://ffcommunity.com/dare2compare) to set up an appointment. We are confident we can make many suggestions to help you improve your financial wellness.

It takes many dedicated Board Members, Executive Administrators, Teammates and most importantly, YOU OUR MEMBERS to make Firefighters Community Credit Union one of the most progressive and productive credit unions in this area and in the state.

Thank you, one and all, for your support.

*-William E. Deighton, Board Chairman*

## BALANCE SHEET

### ASSETS

Cash	\$2,783,437
Investments	\$36,830,760
Loans to Members	\$180,231,141
Property & Equipment	\$7,768,797
Other Assets	\$5,589,094
<b>TOTAL ASSETS</b>	<b>\$233,203,229</b>

### LIABILITIES & EQUITY

Members' Shares	\$208,585,802
Account Payables & Other Liabilities	\$1,061,838
Reserves	\$6,172,576
Undivided Earnings	\$17,383,013
<b>TOTAL LIABILITIES AND EQUITY</b>	<b>\$233,203,229</b>

## STATEMENT OF INCOME

### INTEREST INCOME

From Loans	\$8,748,262
From Investments	\$207,362
<b>TOTAL INTEREST INCOME</b>	<b>\$8,955,624</b>
Less Dividend/Interest Expense	\$770,241
<b>NET INTEREST INCOME</b>	<b>\$8,185,383</b>
Less Provisions for Loan Loss	\$699,893
<b>NET INTEREST INCOME AFTER PROVISION</b>	<b>\$7,485,490</b>
Less Operating Expense	\$10,852,204
Plus Other Operating Income	\$3,458,166
<b>NET INCOME</b>	<b>\$91,452</b>

Highlights have been taken from Firefighters Community Credit Union's audited financial statements as of December 31, 2015. Members are encouraged to review the complete set of financial statements and can receive a copy by writing:

FFCCU, 4664 East 71<sup>st</sup> Street,  
Cuyahoga Heights, OH 44125.

