



CHICAGO POST OFFICE EMPLOYEES
CREDIT UNION

2020 ANNUAL REPORT



CHARLES E. MAY
Chairman of the Board

BARBARA J. SINGLETON
Vice Chairman of the Board

DEBORAH FEARS
President/CEO

Chairman's Report



CHARLES E. MAY
BOARD CHAIRMAN

Welcome to the 93rd Annual Meeting of the Chicago Post Office Employees Credit Union. I would like to take this opportunity to thank my fellow board members for their service, commitment, and passion because they have contributed greatly to the success of the Credit Union.

I am proud to report that we remain in a strong financial position because of your ongoing participation. The working environment for the staff is also adding to the overall financial health of the organization.

We continue to make gains in controlling our operating cost. We are reducing the amount of printed material we provide to you by using our online platform. As many organizations have stopped providing hard copies to reduce their costs, the Chicago Post Office Employees Credit Union is moving in that direction. We have started posting all newsletters and reports in an electronic format. This year's Annual Report is being posted online for your convenience.

The Board of Directors would like to thank President & CEO, Deborah Fears, for her vision in offering new products and services that take advantage of available technology in a safe and efficient way. As always, the staff is the bedrock of the organization and they continue to provide great service to our members.

Our main goal continues to be attracting new members to the Credit Union by offering an array of financial services that cater to the next generation to help them reach their financial goals. The Board and Management Team hope that the Chicago Post Office Employees Credit Union will continue to be your financial institution of choice. Additionally, we will do our best to remain worthy of your trust. Thank you for your loyalty and continued membership.

Charles E. May
Chairman, Board of Directors

President's Report



DEBORAH FEARS
PRESIDENT/CEO

The 93rd Annual Meeting for the Chicago Post Office Employees Credit Union follows what was undeniably an unprecedented year. Thanks to our loyal members, the support of our volunteer Board of Directors, and the hard work of our staff, our credit union remained stable despite the unforeseen issues caused by the global pandemic. Our team worked tirelessly to enhance technology offerings and adjust lobby protocols to allow minimal disruptions to member services while keeping everyone safe. We quickly implemented numerous safety measures, introduced 'curb-side service,' used e-Signatures for remote loan processing, developed a 'COVID-19 Skip-a-Pay' program to assist members facing financial hardships, and created a 'How-To' guide with alternate options for conducting financial transactions during lobby closures.

In terms of year-end results, the credit union ended 2020 with assets of \$24.9 million, up 22% from 2019. Total Savings balances ended the year at \$18.9 million, up 31.2% from a year ago, with \$2.7 million in savings certificates and \$1.1 million in money market savings. Despite the challenging year, net income came in profitably – ending at \$86k. Our capital position continues to be one of the highest in the industry, ending the year at 22.7%.

The credit union launched a number of new services in 2020. A new form of loan protection, a free Bill Pay service, and a new Mobile App all offer members additional convenience and added value. We also continued the popular 'Holiday Loan' at the end of last year, giving our members a holiday cash boost with fixed interest. Last, but certainly not least – the exterior of the credit union's main branch received a new look.

In 2020, the credit union also participated in a number of contactless community service projects – including giving donations to the Postal Relief Fund, dropping off snacks for families at the Ronald McDonald House, and hosting a virtual school supply drive. We thank our generous members for helping children in need prepare for remote learning at the start of the school year. For the holidays, the credit union once again fulfilled Christmas wishes via the virtual Operation Santa with the U.S. Postal Service.

Through adversity comes strength, and as we move forward, the lessons learned in 2020 are exemplary of how credit unions and their members work together. These lessons further solidify our mission of 'People Helping People,' and our goal to position the credit union to remain financially and operationally sound for years to come.

Once again, we thank you for conducting your financial business with Chicago Post Office Employees Credit Union. We look forward to serving you in 2021 and beyond.

Deborah Fears
President/CEO

Supervisory Committee Report



LANEDA PITTS
SUPERVISORY COMMITTEE
CHAIR

The CPOECU Supervisory Committee is the watchdog for the organization. We continually provide the necessary oversight for the board of directors, management, staff, membership committee and auditors.

This past year was a challenge for us due to the Covid 19 pandemic. Very limited activity was completed due to the CDC guidelines to remain isolated to ensure the safety of all and to limit the spread of the virus.

The annual audit was scheduled and completed by Selden Fox. They performed the year end audit with no significant operational findings noted. As mentioned last year, Desmond & Ahern was to complete the quarterly audits for the CPOECU. Due to limited staffing during the pandemic, they were unable

to complete the quarterly audit at our request. Going forward, we will ensure in 2021 that quarterly audits are completed. This is a necessary function to ensure the CPOECU financial integrity remains intact throughout the year.

The Supervisory Committee is committed to continually providing the highest level of integrity and accountability to ensure that the internal controls related to the credit unions financial stability are effective in order to maintain and/or increase our camel rating.

We consider it an honor and a privilege to serve the members of the CPOECU.

LaNeda Pitts, Chairman

Beverly Williams, Secretary

Zenobia Clenna, Committee Member

Lending Report



ERIC GIBBS, SR.
VP, LENDING

In 2020, CPOECU had a productive year of lending and is well positioned going into 2021. We anticipate that our lending products in 2021 will be successful and beneficial to our deserving membership. Each loan granted to our members in 2020 gave us great satisfaction knowing that we could assist when our members needed us most. CPOECU even offered a COVID-19 'Skip-A-Pay' program for members experiencing hardships in the height of the global pandemic. We were very pleased to offer this assistance and relief in difficult times.

During the year, our team exhibited excellent customer service and granted 425 loans. Despite lobby closures, we were able to offer uninterrupted service to members using electronic loan signatures along with on-line loan and credit card applications. Within the 425 loan total, there were 75 auto loans, 333 unsecured loans and 17 secured loans issued. Our loan volume at the end of 2020 totaled \$8,831,728.

Our popular Quick Cash line of credit ended with 2,793 transactions for the year. CPOECU has a very robust credit card portfolio which continued to excel in 2020. Outstanding balances for the credit cards reached \$1,237,701 in 2020 with 415 credit card accounts on file. Members also took advantage of the balance transfer promotions with 38 transfers totaling \$86,669 for the year. We are pleased with our significant achievements but there is much more work ahead. We are prepared for the challenges of 2021 and look forward to helping our postal family meet and exceed their financial goals.

Respectfully Submitted,

Eric Gibbs, Sr.
VP, Lending

Membership Committee Report



TYRONE LEWIS SR.
CHAIRPERSON

MISSION STATEMENT: TO ORGANIZE, RECRUIT AND ENCOURAGE MEMBERSHIP IN THE CHICAGO POST OFFICE EMPLOYEES CREDIT UNION

This report reflects the yearly activities of the Chicago Post Office Employees Credit Union's Membership Committee. The Membership Committee is dedicated to expanding the membership of the Chicago Post Office Employees Credit Union.

Our Committee was unable to conduct recruitment drives due to COVID-19 restrictions during 2020. The Membership Committee will resume in-person recruitment once restrictions on social gatherings are modified or lifted. However, our members did continue to actively recruit in their capacity as an employee and/or Union Representative.

Fortunately, the membership did increase from 4168 to 4222 at the end of calendar year 2020. The average age of the total enrolled membership is 51. Of the new members that joined, the average age is 37.

The Membership Committee is committed to increasing our membership in 2021. We ask for your assistance in achieving this goal by reaching out to fellow co-workers, relatives and retirees of the U. S. Postal Service.

We value every member and thank you for giving us the opportunity to serve you and your families. The Chicago Post Office Employees Credit Union takes pride in and will continue to provide excellent service to our membership and their families, as we have for the past 93 years.

Respectfully submitted,

CPOECU Membership Committee
Tyrone Lewis Sr., Chairperson
Yvonne Pat Dotson, Member
Michelle Johnson, Member

2020 YEAR IN REVIEW



CHICAGO POST OFFICE EMPLOYEES CREDIT UNION
BALANCE SHEET COMPARISON

ASSETS :	2,020	2,019	\$ Variance	Variance %
Cash on Hand and in Banks	1,108,281	1,267,986	(159,704)	-13%
Loans to Members	8,831,728	9,196,021	(364,293)	-4%
LESS: Allowance for Loan Loss	(253,333)	(298,568)	45,236	-15%
Investments	14,420,956	9,546,620	4,874,336	51%
Building and Land - Net	372,890	134,129	238,761	178%
Furniture and Fixtures - Net	42,192	54,874	(12,682)	-23%
Computer and Technology - Net	101,890	98,321	3,569	4%
Income Receivable	29,876	42,083	(12,208)	-29%
Other Assets	238,233	243,127	(4,894)	-2%
Total Assets	24,892,713	20,284,592	4,608,121	23%
Liabilities and Members Equity :				
Members Savings	18,974,059	14,455,823	4,518,236	31%
Accounts Payable & Other Liab.	112,757	127,444	(14,688)	-12%
Accrued Expenses	127,467	128,409	(942)	-1%
Unclaimed Property	35,681	26,531	9,150	34%
Reserves	751,706	751,706	0	0%
Undivided Earnings	4,804,679	4,480,468	324,211	7%
Current Earnings - YTD	86,364	314,211	(227,847)	-73%
Total Liabilities and Equity	24,892,713	20,284,592	4,608,120	23%
Loans to Members :				
New Vehicle	1,666,707	1,488,315	178,392	12%
Used Vehicle	2,298,605	2,073,406	225,199	11%
Quick Cash	71,215	104,094	(32,879)	-32%
Unsecured Loans	3,043,569	3,762,084	(718,514)	-19%
Holiday/Vacation/ 3K/ Priority 5K	383,546	397,691	(14,145)	-4%
Student Loans	4,895	14,410	(9,515)	-66%
Savings and Certificate Secured	125,491	138,732	(13,241)	-10%
Visa Gold	1,237,701	1,217,290	20,411	2%
Total Loans	8,831,728	9,196,021	(364,293)	-4%
Members Savings :				
Regular Savings	11,632,163	8,481,997	3,150,167	37%
Consumer Savings Secured Loans	217,750	212,829	4,921	2%
Checking	2,797,436	1,814,662	982,774	54%
Money Market	1,146,054	1,120,075	25,979	2%
Christmas Club	64,741	28,766	35,975	125%
Vacation Club	299,560	192,973	106,588	55%
Youth & My Future	100,296	74,104	26,193	35%
VISA Savings Secured Loans	6,800	1,500	5,300	353%
Total Certificates	2,709,258	2,528,919	180,339	7%
Total Savings	18,974,059	14,455,823	4,518,236	31%

**CHICAGO POST OFFICE EMPLOYEES CREDIT UNION
STATEMENT OF INCOME AND EXPENSE**

	2020	2019	\$ Variance	% Variance
Interest on Loans	980,045	1,059,284	(79,238)	-7%
Interest on Investments	163,501	212,343	(48,842)	-23%
Non-Interest Income				
Fee Income on Loans	182,056	249,083	(67,027)	-27%
Fee Income on Savings	229,878	266,837	(36,959)	-14%
Fee Income on ATMs	134,860	193,598	(58,738)	-30%
Other Misc. Income	136,949	119,403	17,546	15%
Total Non-Interest Income	683,743	828,921	(145,178)	-18%
Total Income	1,827,289	2,100,548	(273,258)	-13%
Operating Expenses				
Compensation and Benefits	688,246	669,485	18,761	3%
Travel and Conference	24,296	45,303	(21,008)	-46%
Office Occupancy	144,742	161,145	(16,403)	-10%
Office Operations	510,214	499,395	10,819	2%
Education and Promotional	31,502	35,155	(3,653)	-10%
Loan Servicing	84,998	88,949	(3,951)	-4%
Professional and Outside Services	31,600	31,600	0	0%
Professional Dues and Fees	12,511	11,637	874	8%
Staff and Board	12,241	19,870	(7,629)	-38%
Insurance and Bond	31,530	39,712	(8,183)	-21%
Misc. Expenses	4,810	8,063	(3,253)	-40%
Total Operating Expenses	1,576,691	1,610,316	(33,625)	-2%
Income (Loss) from Operations	250,599	490,232	(239,633)	-49%
Provision for Loan Loss	83,873	106,650	(22,777)	-21%
Income (Loss) after PLL	166,726	383,582	(216,856)	-57%
Cost of Funds				
Dividends	80,361	69,371	10,991	16%
Interest on Borrowed Funds	0	0	0	0%
Total Cost of Funds	80,361	69,371	10,991	16%
Net Gain or (Loss)	86,364	314,211	(227,847)	-73%

CPOECU 92ND ANNUAL MEMBERSHIP MEETING (Virtual Format)
ANNUAL MEETING MINUTES
OCTOBER 2, 2020

Board of Directors Present

Charles May (Chairman)
Barbara J. Singleton (Vice Chairman)
Eddie T. Todd
Ervin Gardner (Treasurer)
LaNeda R. Pitts
Carol Cook (Secretary)
Kenneth Allen

Board of Directors Absent

None

Roll Call

Mr. Charles May called the 92nd Annual Membership Meeting to order at 6:05 pm and introduced the Board of Directors. Roll call was performed.

Approval of Minutes

Mr. May asked if there were any questions regarding the minutes of the March 15, 2019 Annual Membership Meeting. There were no questions asked. Mr. May asked for a motion to accept the minutes of the March 15, 2019 Annual Membership Meeting.

Mrs. Barbara Singleton made a motion to accept the minutes from the March 15, 2019 meeting, and Ms. Wheketha Cathey seconded the motion. The motion passed.

New Business

Meeting was turned over to our new President/CEO Mrs. Deborah Walker Fears at 6:08 pm, CPOECU staff was introduced and acknowledgement was made of the staff's efforts during the pandemic. A brief moment of silence was given in honor of our beloved staff member, Elaine Anderson, who recently passed away.

A video of the credit union's 2019 highlights was played at 6:11 pm.

Mr. Eddie Todd discussed current Board vacancies, noting that there were two (2): Mr. Ervin Gardner, and Mr. Kenneth Allen, who were both up for re-election.

Mr. Todd asked if there were any nominations from the floor; there were no nominations made.

Motions were granted for the re-election of Mr. Ervin Gardner (Treasurer), and Mr. Kenneth Allen.

A raffle was conducted by President/CEO Deborah Walker Fears. One (1) \$92 gift card to represent the credit union's 92nd year anniversary, and five (4) \$50 gift cards were awarded.

Following the raffle, Mr. May asked if there were any additional questions or concerns. No questions were asked. Mr. May asked for motion to adjourn the meeting.

Mrs. Barbara Singleton (Vice Chairman) made a motion to adjourn the meeting; it was seconded by Ms. Carol Cook (Secretary). The motion passed and meeting adjourned at 6:50 pm.

Minutes reviewed and

Approved by:

Charles E. May
Chairman of the Board

Carol Cook
Secretary of the Board

Board of Directors and Staff

BOARD OF DIRECTORS

Charles E. May, Chairman
Barbara J. Singleton, Vice Chairman
Carol L. Cook, Secretary
Ervin Gardner, Treasurer
LaNeda R. Pitts, Board Member
Eddie T. Todd, Board Member
Kenneth C. Allen, Board Member

COMMITTEE MEMBERS

Supervisory Committee
LaNeda R. Pitts, Chairman
Beverly Williams, Secretary
Zenobia Russell-Clenna, Committee Member

Membership Committee
Tyrone Lewis Sr., Chairman
Yvonne Dotson, Committee Member
Michelle Johnson, Committee Member

MANAGEMENT/STAFF

Management Team
Deborah Fears, President / CEO
Nicole Jennings, VP, Operations
Eric Gibbs, Sr., VP, Lending

Staff
LaBrenda Dillard, Teller
Ashley Evans, Member Services
Veronica Hairston, Loan Officer
Sedora M. Hawthorne, Teller
Shawntae Johnson, Loan Officer
Ebony Price, Finance Associate
Lauren Stepney, Member Services

STAY CONNECTED

BRANCH LISTINGS

Main Branch: 10025 S. Western Avenue
Chicago, IL 60643-1925
773.881.2500
Fax: 773.238.3592

Downtown Branch: 433 W. Harrison St., 2nd Floor
Chicago, IL 60699-3916
312.431.8945-47
Fax: 312.566.0334

LOBBY HOURS

Southside Branch (Main)

Mon. & Tues., 8:30 a.m. – 5:00 p.m.

Wednesday ~ CLOSED

Thurs. & Fri., 8:30 a.m. – 5:30 p.m.

Saturday & Sunday ~ CLOSED

Downtown Branch

Mon. & Tues., 8:30 a.m. – 5:00 p.m.

Wednesday ~ CLOSED

Thurs. & Fri., 8:30 a.m. – 5:30 p.m.

Saturday & Sunday ~ CLOSED

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