

savings



family



retirement



home



we're here for you on your

PATH

TINKER FEDERAL CREDIT UNION

exists to help our members achieve their

GOALS

and realize their

DREAMS

CONTENTS

01	President's Report
03	Year in Review
09	Board of Directors' Report
11	Treasurer's Report
13	Consolidated Statements
15	Supervisory Committee's Report
17	Senior Managers
18	Corporate Officers
19	Branches

Michael D. Kloiber

PRESIDENT'S REPORT

What path are you on? I hope it is one to financial success through your membership in Tinker Federal Credit Union. We celebrated our 73rd Anniversary in 2019, which means we have been here for many years to assist our members as they journey towards financial independence. So, how have we accomplished this assistance?

Primarily, we have assisted by being our members' safe, sound and secure financial institution. We have provided them the products and services they needed to reach their financial goals and dreams. Many of our members started down this path when they were very young. Often I hear how a parent or grandparent started their account as a child. As they grew older, they began to realize how much the credit union could do to assist them to build towards their future. Others came to us later in life through a referral from a family member, friend or through their employer. Either way, our paths crossed for a very important reason.

As you have grown, so has Tinker Federal Credit Union. When you needed an automobile loan, a credit card, or a mortgage loan, we were there to assist you along the way. If it was a loan for a vacation, college tuition or even debt consolidation, the credit union was there to help. Whatever the need, your path took you to us to help you find the best solution.

If your path was towards building wealth, it led straight to your credit union. We provide every type of savings options you could need. Whether you are just starting to save, or someone needing a safe place for the savings you have already accumulated, we have an account just for you. You could find a Starting Line certificate, regular or special certificates, money market, regular savings and checking accounts. All of these products pay competitive dividends/interest rates to help compound your savings into a healthy nest egg.

All along your path, we have been there with more than just loans and savings options. We have continuously improved our delivery channels to provide you with the most convenient access to your money. Our branches have evolved and increased in numbers to ensure your direct access is easy to use and reach. In addition, our electronic options included ATMs and online Home Branch access 24/7. You can access your savings and loans remotely almost anywhere, at anytime.

You can also come to us for individual assistance, or through one of our many educational alternatives. We provide a path for our youngest generation through financial literacy classes taught in the various school systems where we do business. There are also classes available for the rest of our membership through some of your employers, and even online or by phone.

Often you will see us along your path in the community. You will see Tinker Federal Credit Union's booths set up at many of the local events. We support those events that support you and help make your journey easy and convenient. Our success is your success. Our path is your path. So, where ever you have been, and where ever you are headed; your credit union has been, and will always be there with you. Our paths are not meant to just cross. They are meant to head forward together into your financial future.



Michael D. Kloiber, President / CEO



Michael D. Kloiber | President / CEO

Our paths are not meant to just cross. They are meant to head forward together into your financial future.

PATH

More Members

This year, TFCU has added over 14,500 new members.

More Account Options

TFCU has a wide range of account options to help give you flexibility.





A



B



D



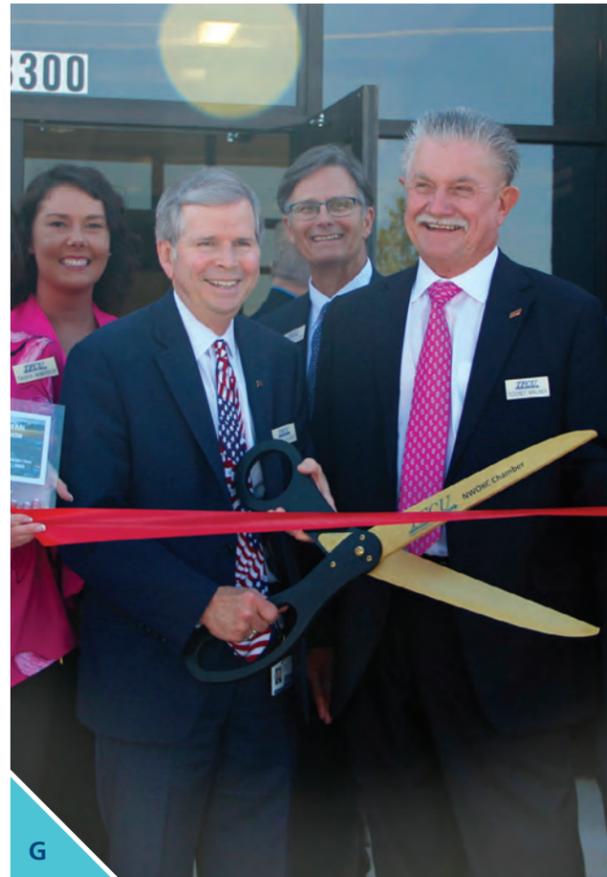
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C

YEAR IN REVIEW

- A Dr. Martin Luther King, Jr. Holiday Parade**
Chilly weather didn't stop the TFCU team from marching in the 2019 Martin Luther King Jr. parade, while they honored and celebrated the legacy of the leader.
- B Best Credit Union Award**
Thanks to our amazing members, TFCU was awarded Best Credit Union in multiple publications, including the *Oklahoma Gazette*, *The Oklahoman*, *Oklahoma Magazine*, *Enid News & Eagle*, *Shawnee News Star* and the *Moore Monthly*.
- C Miracle Car Show**
TFCU hosted its 19th annual Miracle Car Show to benefit Children's Miracle Network Hospitals on May 4, 2019. The event raised \$8,698 for the nonprofit. This year's Miracle Child was Dekharia Parrish, pictured here with his mother admiring an electric green Dodge Challenger.
- D Give Back**
In 2019, TFCU gave back \$118,880.90 to 1,376 members through our Give Back program. Winners were randomly drawn for simply using TFCU accounts and services. Members David and Adriana Brown were ecstatic to hear that they had won a check matching their mortgage payment.
- E JA in a Day**
TFCU regularly teams up with Junior Achievement of Oklahoma to teach young students about money and financial literacy. Chris Weigl taught a group of kindergarteners about goods and services at Clegern Elementary School.



YEAR IN REVIEW

- F Edmond LibertyFest**
As one of CNN's and USA Today's top places to be in America on the 4th of July, it's no wonder that Edmond's LibertyFest drew a crowd of over 125,000 attendees in 2019. TFCU employees and volunteers celebrated by walking in the annual LibertyFest Parade.
- G OKC, North Rockwell Grand Opening**
Members in the northwest Oklahoma City area joined TFCU on June, 29, 2019, to celebrate the grand opening of the OKC, North Rockwell branch. Over 1,000 visitors came to the event and enjoyed TFCU giveaways, prize drawings and fun activities.
- H Back to School Events**
TFCU helped greet students during the first days of their fall semester by handing out cool giveaways and a \$500 scholarship at each of our back-to-school events.
- I Heritage Club Tours**
Heritage Club members embarked on a nine-day adventure in July 2019 that included a tour of Seattle and a cruise on Holland America's MS Oosterdam. TFCU member Margaritt Kapaun, pictured here, caught a massive halibut during her Alaskan fishing trip. In 2019, members also visited Savannah, Ga., and Waco, Texas.
- J Great Auto Loan Payoff**
Over the summer, eligible members were automatically entered in a sweepstakes to pay off their TFCU auto loan up to \$50,000. The lucky winner was Casey Mars from Oklahoma City. He and his family joined TFCU for a celebration in September to officially accept his payoff of \$29,000.



YEAR IN REVIEW

- K Teacher of the Year**
 TFCU honored three outstanding financial educators from Oklahoma with Teacher of the Year awards. The winners were chosen based on a video explaining how they teach financial topics to their students and why they feel it is important to incorporate them into their curriculum. Pictured here are Heather Kay, TFCU's assistant vice president and manager of financial empowerment (left), and winner Shea McCrary from Muldrow High School (right).
- L Member Appreciation Day**
 Save-A-Tron 5000 loved getting to see his friends at Member Appreciation Day on September 8. Over 5,000 members joined TFCU at Frontier City to enjoy a day of fun.
- M Choctaw Ground Breaking**
 TFCU broke ground for our future branch in Choctaw on September 25, 2019. The state-of-the-art branch will feature an interactive robot, ITMs, electric vehicle charging stations, a community room and a coffee shop.
- N Haunt the Zoo**
 Save-A-Tron 5000 loves dressing up for Halloween! This year, Save-A-Tron dressed as his favorite Game of Thrones character and greeted thousands of trick-or-treaters at the Oklahoma City Zoo and Botanical Gardens during their 36th annual Haunt the Zoo.
- O Magic Minute**
 TFCU member Nicole Wilkins was one of six winners for Magic Minute 2019, where she won an all-expenses-paid trip to Chicago, plus a warehouse shopping spree. She, along with her husband, flew to Chicago in early December to participate in a 60-second shopping spree, where they could grab as many items as possible during the allotted time.

BOARD OF DIRECTORS' REPORT

In 2019, TFCU was relentless about providing the accounts and services we as members need. From the day we are born to the end of our life, our financial journeys follow distinct paths. And, it's events along those paths that make each journey as individual as the person experiencing it. As your trusted financial partner, TFCU strives to accommodate the financial needs of our members in whatever stage of life they may find themselves.

I encourage you to look closely at the financial statement provided in this annual report. You will find hard evidence of the financial strength of your credit union. Growth in total assets, membership, member shares, certificates, net worth ratio and mortgages are just a few of the notable factors contributing to this success. Our responsible growth led us to be a stronger credit union in 2019.

We take our responsibility to our community very seriously at TFCU. We believe we have obligations beyond simply providing accounts and loans. Just like the paths of our members change, so do the communities where they live. Notable among the organizations, schools and events we support are Children's Miracle Network, Purple Heart Homes and Team Tinker Home Away From Home on Tinker AFB. We never forget our roots of supporting the military organizations, and the people that make our country safe. It's part of our core values.

We are continuously canvassing and observing the membership to strategically meet the financial needs and preferences of our members. In 2019, notable operational adjustments included a newly opened branch on North Rockwell Avenue. Plus, construction is underway for a new branch in Choctaw, scheduled to open late 2020, along with plans for a new branch on the east side of Norman in 2021. To further accommodate our membership, we are constantly revamping our Member Service Center to facilitate the increased use of online services.

Your volunteer Board of Directors believes in the core principle of this organization, "Members Helping Members." That's the reason we freely give our time to represent our fellow credit union members. We are here to serve you, and it is your loyalty that allows us to join you on your path of life as your financial institution of choice. Thank you for your support. Even bigger things are planned for 2020.

Respectfully,

Rodney C. Walker, Chairman, Board of Directors

JOURNEY



Rodney Walker,
Chair



Sheila Jones,
Vice Chair



Al Rich,
Secretary



Bill Watkins,
Treasurer



Gary Wall,
Assistant Secretary I



Tiffany Broiles,
Assistant Secretary II



Eldon Overstreet,
Assistant Treasurer



Strategic Approach

TFCU surveys the financial landscape to serve members.

TFCU strives to accommodate the financial needs of our members in whatever stage of life they may find themselves.

Bill A. Watkins

TREASURER'S REPORT

It was a year of surprising results. Most experts were expecting rates to increase in 2019, but rates decreased and stayed low. The market flourished and reached new heights despite concerns that we would fall into a long overdue recession. A roaring market would suggest many of our members would want to participate but TFCU had record share growth.

No matter what path the market takes, TFCU performs well. With record share growth, we have plenty of funds ready to lend, so money will not be a stumbling block on your personal path. While on your travels, we hope you find a new car, boat, RV or dream vacation. Maybe your path is headed toward being financially secure or getting out of debt. Or, maybe you want to build up that nest egg for the time when the economy is not so good. Whether you are borrowing or saving, we have the right product and rate for you.

TFCU stayed firmly on course and ended the year with a Return on Assets (ROA) of 1.26% and a Net Worth of 12.03%. These strong financial results mean TFCU will be the credit union of choice as your children and grandchildren find their own path.

Some members wonder why a not-for-profit credit union would need net income. Net income is the only way we can increase our equity, which is like a rainy day fund. We encourage our members to save money for those unexpected emergencies. And, we follow that wise advice, setting aside some funds (net income) into our rainy day account (equity) every year. This practice keeps us strong for our members no matter what path the economy may take.

It is our honor to help you achieve your goals and realize your dreams.

Respectfully,

Bill A. Watkins, Treasurer, Board of Directors



Bill A. Watkins | Treasurer,
Board of Directors

GROWTH

Shares

Millions



Loans

Millions



Assets

Millions



Members



Tinker Federal Credit Union and Subsidiary

CONSOLIDATED STATEMENTS OF FINANCIAL CONDITION

December 31, 2019 and 2018 — (In Thousands)

Assets	2019	2018
Cash and cash equivalents	\$ 326,960	\$ 151,632
Investments		
Equities	2,551	2,193
Available-for-sale	840,718	707,261
Time deposits with other institutions	360	352
Other, at cost	4,077	4,012
Loans to members, net of allowance for loan losses of \$19,903 and \$23,107 at December 31, 2019 and 2018, respectively	2,914,867	2,877,662
Interest receivable	12,933	12,154
Property and equipment, net	78,133	74,514
National Credit Union Share Insurance Fund (NCUSIF) deposit	33,001	31,512
Other assets	15,079	13,064
Total assets	<u>\$ 4,228,679</u>	<u>\$ 3,874,356</u>
Liabilities and Members' Equity		
Liabilities		
Members' shares	\$ 3,694,780	\$ 3,403,300
Accrued expenses and other liabilities	27,370	27,038
Total liabilities	<u>3,722,150</u>	<u>3,430,338</u>
Commitments and contingent liabilities		
Members' Equity		
Retained earning	503,105	452,126
Accumulated other comprehensive income/(loss)	3,424	(8,108)
Total members' equity	<u>506,529</u>	<u>444,018</u>
Total liabilities and members' equity	<u>\$ 4,228,679</u>	<u>\$ 3,874,356</u>

Tinker Federal Credit Union and Subsidiary

CONSOLIDATED STATEMENTS OF INCOME

December 31, 2019 and 2018 — (In Thousands)

	2019	2018
Interest Income		
Interest on loans to members	\$ 136,589	\$ 119,896
Interest on investments and cash equivalents	22,458	17,922
Total interest income	159,047	137,818
Interest Expense		
Dividends on members' shares	42,121	26,379
Net interest income	116,926	111,439
Provision for Loan Losses		
Net interest income after provision for loan losses	16,873	19,845
Noninterest Income (Expense)		
Net loss on sales of foreclosed assets	(58)	(107)
Net gain on disposal of property and equipment	-	208
Net loss on sales of available-for-sale investments	-	(80)
Net gain on sales of mortgage loans	1,129	895
Loan servicing fees	539	534
Interchange income	24,885	23,148
Service charges and other fees	29,594	28,585
National Credit Union Share Insurance Fund dividend	458	2,108
Other noninterest income	7,922	5,761
Total noninterest income (expense)	64,469	61,052
Income Before General and Administrative Expenses	164,522	152,646
General and Administrative Expenses		
Salaries and benefits	56,028	54,205
Operations	51,979	48,661
Occupancy	5,536	5,429
Total general and administrative expenses	113,543	108,295
Net Income	<u>\$ 50,979</u>	<u>\$ 44,351</u>

For a complete copy of Tinker Federal Credit Union's audited consolidated financial statements with accompanying notes, contact our Member Service Center at (405) 732-0324, ext. 2255 for Oklahoma City, (918) 592-0324, ext. 2255 for Tulsa, (580) 310-0324, ext. 2255 for Ada, (405) 707-7440, ext. 2255 for Stillwater, (580) 233-3330, ext. 2255 for Enid, or 1-800-456-4828 (toll free).

Scott Alan White

SUPERVISORY COMMITTEE'S REPORT

Our Supervisory Committee is responsible for ensuring all Tinker Federal Credit Union (TFCU) activities and operations are conducted in accordance with generally accepted accounting practices. Additionally, we review and monitor adherence with established policies and procedures. Appointed by TFCU's Board of Directors, we work closely throughout the year with management, Internal Audit, Compliance and the external auditors. We report the results of our activities to the Board and management for their review and, if necessary, corrective action.

The Supervisory Committee is also the members' representative for ensuring the highest standards of member service. If you believe you are not being properly served by your credit union, please contact us at the address located at the top of your member account statement.

The Committee takes pride in assuring the continued integrity of TFCU for you, our members. TFCU remains strong due to the quality of our members, management, staff and volunteers. We look forward to another year of strength and stability.

Respectfully,



Scott Alan White, Chair, Supervisory Committee



Scott White,
Chair



James Pearl



Tim Lowell



Scott Freeman,
Associate Member

We look forward to another year
of strength and stability.

Highest Standards

TFCU values a high level
of compliance and
regular audits.



STABILITY



SENIOR MANAGERS



Accounting
Billie Houston,
Executive Vice President/
Chief Financial Officer



Compliance
Christie A. Porter,
Senior Vice President/
Compliance



Corporate
Michael D. Kloiber,
President/
Chief Executive Officer



Human Resources
Susan Rogers,
Senior Vice President/
Human Resources



Information Services
Gopi Menon,
Executive Vice President/
Chief Information Officer



Legal
Linda K. Ellis,
General Counsel



Lending
Connie Wall,
Senior Vice President/
Lending



Marketing
Matthew Stratton,
Senior Vice President/
Marketing



Operations
Lisa Martinez-Leeper,
Senior Vice President/
Operations



Operations Administration
David Willis,
Executive Vice President/
Chief Operations Officer



Risk Management
Patrick J. Yager,
Executive Vice President/
Chief Risk Officer



TFCU Financial Advisors
Brenda Peddycoart,
Senior Vice President/
Supervisory Principal TFS

CORPORATE OFFICERS

-  **Accounting**
Kathy Kelso
VP, Finance/Controller
-  **Accounting**
Larry Selby
VP, Investment Officer
-  **Accounting**
Stefan Von Dollen
AVP/Manager, Finance
-  **Ada**
DeLisa Floyd
AVP/Branch Manager
-  **Adjustments**
Rick Jurko
VP/Manager, Adjustments
-  **Card Center**
Alan Schaefer
VP/Manager, Card Center
-  **Corporate Lending**
Krista Basinger
VP/Director, Lending
-  **Corporate Operations**
Shawn Cottle
VP/Regional Director, North
-  **Corporate Operations**
Karl Wasserleben
VP/Regional Director, South
-  **Edmond East**
Cynthia Ormsby
AVP/Branch Manager
-  **Edmond West & John Marshall**
Steven Gonner
AVP/Branch Manager
-  **Enid & Vance AFB**
Maurita Richards
AVP/Branch Manager
-  **Indirect Lending**
Loretta Ross
VP/Manager, Indirect Lending
-  **Human Resources**
Colisha Lewis
AVP/Manager Human Resources
-  **Information Services**
Brad DeVorss
AVP/Manager, Information Security
-  **Information Services**
Roger Ison
AVP/Manager, Applications Tech Support
-  **Information Services**
Teresa Lee
AVP/Manager, Infrastructure
-  **Information Services**
Eric Quach
AVP/Manager, Network
-  **Information Services**
Terri Vaught-Avants
AVP/Manager, Business Systems
-  **Legal**
Elizabeth Crampton
Assistant General Counsel
-  **Marketing**
Nicole Emmons
AVP/Manager, Marketing Communications
-  **Marketing**
Heather Kay
VP/Manager, Financial Empowerment
-  **Marketing**
Kristy Viravong Portis
AVP/Manager, Community Engagement
-  **Marketing**
Nancy Ward
VP/Director, Marketing
-  **Member Service Center**
Tiffany Gonner
AVP/Manager, Call Center
-  **Member Service Center**
Russell High
VP/Director, Call Center
-  **Midwest City**
Erica Grissom
AVP/Branch Manager
-  **Midwest City East**
Dana Stacy
AVP/Branch Manager
-  **Moore & Crooked Oak**
Jan Davis
AVP/Branch Manager
-  **Norman East & West**
Lorie Stueven
AVP/Branch Manager
-  **OKC, Capitol Hill**
Edgar Medina
AVP/Branch Manager
-  **OKC, North Rockwell**
Tasha Windisch
AVP/Branch Manager
-  **OKC, Northeast & Metro Tech**
Joseph Arthur
AVP/Branch Manager
-  **OKC, Northwest & Bethany**
Cindy Akin
AVP/Branch Manager
-  **OKC, South Sooner Road**
Cindy Peña Aleman
AVP/Branch Manager
-  **OKC, Southwest & Southwest Drive-Thru**
Teri Chadick
AVP/Branch Manager
-  **OKC, Tri-City**
Victoria Lane
AVP/Branch Manager
-  **Professional Development**
Renee Jones
VP/Manager, Professional Development
-  **Records Management & Support**
Brian Coleman
VP/Manager, Records Management & Support
-  **Research & Delivery**
Matthew Downing
VP, Research & Delivery
-  **Research & Delivery**
Brian Koehn
AVP/Manager, Digital Products
-  **Retail Member Services**
Kristi Reininger
AVP/Manager, Retail Member Services
-  **Risk Management**
Jack Kelley
AVP/Manager, Fraud
-  **Risk Management**
Taylor King
VP, Information Assurance
-  **Shawnee & Seminole**
Margaret Toole-Scallorn
AVP/Branch Manager
-  **Special Services**
Justin Hightower
VP/Manager, Special Services
-  **Special Services**
Jason Kapka
AVP/Manager, Construction
-  **Specialized Accounts**
Kemi Gravitt
AVP/Manager, Specialized Accounts
-  **Stillwater**
Terra Loree
AVP/Branch Manager
-  **TFCU Financial Advisors**
Mindy Seagraves
AVP, Wealth Management Services
-  **Tinker Air Force Base**
Jaime Schmidt
VP/Branch Manager
-  **Tulsa**
Ashley Avanesian
AVP/Branch Manager
-  **Yukon**
Chelle Plumley
AVP/Branch Manager

 TFCU Department  TFCU Branch Location

BRANCHES

Ada
1620 Lonnie Abbott Blvd.

Bethany
6750 N.W. 39th

Choctaw
Coming Soon

Crooked Oak Campus
Open to Crooked Oak students, faculty and staff

Edmond West
1401 N. Kelly

Edmond East
3141 S. Bryant

Enid
801 S. Oakwood

John Marshall Mid-High School
Open to John Marshall students, faculty and staff

Midwest City
6501 Tinker Diagonal

Midwest City East
1401 S. Post Road

Moore
400 S.W. 6th

Norman East
1131 12th Ave., N.E.

Norman West
301 36th Ave., N.W.

Oklahoma City, Capitol Hill
2315 S. Western Ave.

Oklahoma City, Metro Tech
1800 Springlake Drive,
Suite 200

Oklahoma City, North Rockwell
13300 N Rockwell Ave.

Oklahoma City, Northeast
1177 N.E. 23rd

Oklahoma City, Northwest
4626 N.W. 39th

Oklahoma City, South Sooner Road
14900 S. Sooner Rd.

Oklahoma City, Southwest
9601 S. Pennsylvania

Oklahoma City, Southwest Drive-Thru
1200 S.W. 89th

Oklahoma City, Tri-City
4101 S.W. 134th

Seminole
2221 N. Milt Phillips Ave.

Shawnee
3923 N. Harrison

Stillwater
5101 W. 6th

Tinker AFB, Area A
Bldg. 420

Tinker AFB, Area C-1 North
Bldg. 3001 Post Y-92

Tinker AFB, Area C-2 South
Bldg. 3001 Post Y-32

Tinker AFB, TAC
Bldg. 9001 Post A-45

Tulsa
8920 E. 61st Street

Vance Air Force Base
234 Fields Street

Yukon
11209 W. Reno

TFCU Express Electronic Service Centers

Enid Express
215 W. Owen K. Garriott

Oklahoma City, Southwest Express
1200 S.W. 89th



P.O. Box 45750
Tinker Air Force Base, OK 73145-0750
www.TinkerFCU.org

(405) 732-0324 Oklahoma City
(918) 592-0324 Tulsa
(405) 707-7440 Stillwater
(580) 310-0324 Ada
(580) 233-3330 Enid
1-800-456-4828 Toll-Free

Equal Opportunity Employer
Minority / Female / Disability / Veterans





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F E D E R A L L Y I N S U R E D B Y N C U A