

You're somebody. People Helping People

YOU BELONG

Membership
leads to
Ownership

It starts with
membership

You
Belong

It starts with
membership

People Helping People



Connections
from Generation to Generation

People
Helping
People

Membership
Leads to Ownership

Part of the
fabric
of the community

ANNUAL REPORT
to members for the year
2020

LCU
Leominster Credit Union
You're somebody.

Message to Members

“Adapting to our members’ changing needs, we implemented several relief measures to address their concerns. We assisted with a record number of loan deferrals and workouts and implemented the new Payroll Protection Program.”



We started 2020 excited and motivated to execute and deliver on the strategic initiatives the credit union had identified, to further enhance our members financial wellbeing and address their needs. Not long into the year, we realized we would be confronted with a challenge none of us had ever experienced. The COVID-19 virus would ultimately impact every facet of how we operate and serve our members, as well as how our members wanted to conduct their business with us. I am proud to say our employees responded in a resilient manner and we were able to identify a staffing and physical model to continue to serve our membership at full capacity, while keeping our employees and members safe and well. Very quickly we realized these unprecedented circumstances were, for now, our new normal. Adapting to our members’ changing needs, we implemented several relief measures to address their concerns. We assisted with a record number of loan deferrals and workouts and implemented the new Payroll Protection Program, making over \$15 million in SBA forgivable loans, to our business members. We continued to be flexible during these turbulent times, with the number of cases fluctuating during the year, but knowing our priority, with every decision we made, was the health and wellbeing of our members and employees.

Financially we had a strong year in 2020, despite the challenges we were confronted with. Assets grew during the year from \$707.5 million to \$785.3 million. We had a record year in deposit growth, increasing from \$537 million in 2019 to \$646.3 million in 2020. Even with the challenging environment, we continued to follow our overall mission in providing affordable credit to our members and ended the year with strong loan volume in mortgages and Home Equity Lines of Credit (HELOC). As well, our net income was 16.75% above our original budgeted number.

We initiated a significant project, which will carry over into 2021, to select a new vendor to partner with, in transitioning to a new core operating system. The magnitude of this initiative is significant to LCU and will dramatically enhance the service we provide to our members, the efficiency with which we deliver this service and our ability to address members needs with innovative technology. This is a lengthy process, requiring the assistance of many resources across the credit union. We are excited about the benefits this project will provide to our members and in continuing to move LCU forward.

Community outreach and donations continues to be a significant focus for LCU, and we were able to assist and contribute to organizations and those in need, in creative and alternative ways. With distancing and COVID protocols in place, our employees assisted in the United Way Day of Caring, the Boys & Girls Club Virtual 5K, a Financial Literacy Seminar at Mount Wachusett Community College and attended several virtual fundraising events throughout the year. We donated over \$107,000 to charities, non-profits and community organizations, many helping those affected by and struggling with the impact of the Pandemic.

We would like to thank our Staff, Management, Advisory Committee and Board of Directors for their ongoing efforts and their unwavering commitment to our members. In 2020, we also welcomed the return of newly elected Director, John Reedy. John is a resident of Clinton and had previously served on our Board, from 1999 to 2011.

As we look forward to another year, we would like to offer our sincere thanks to our members for their loyalty and trust in Leominster Credit Union. 2021 will bring new beginnings and opportunities affecting all of us in a positive way. As always, we are committed to serving you and fulfilling our members financial needs through outstanding service and effective technology.

Sincerely,

Barbara A. Mahoney
President and CEO

Giulio G. Greco
Chairman of the Board

Leominster Credit Union

Statements of Condition*

December 31, 2020 & 2019

	December 31, 2020 (unaudited)	December 31, 2019 (unaudited)
Assets		
Total Cash and Investments	\$223,368,444	\$142,037,944
Loans:		
Installment	217,164,579	235,305,346
Real Estate	202,430,378	195,308,353
Home Equity Lines of Credit	71,355,193	75,449,927
Member Business & Other	38,516,888	27,968,401
Gross Loans	529,467,038	534,032,028
Allowance for Loan Losses	(2,720,887)	(2,249,955)
Net Loans	526,746,151	531,782,073
Premises & Equipment, net	11,463,179	11,132,350
Other Assets	23,731,136	22,524,601
Total Assets	<u>\$785,308,910</u>	<u>\$707,476,968</u>
Liabilities & Surplus		
Deposits:		
Share Savings	\$469,470,402	\$357,102,382
Share Certificates	176,859,848	179,863,876
Total Deposits	646,330,250	536,966,257
Borrowings	60,000,000	96,420,000
Other Liabilities	3,913,188	3,184,080
Total Liabilities	710,243,438	636,570,338
Total Surplus	75,065,472	70,906,631
Total Liabilities and Surplus	<u>\$785,308,910</u>	<u>\$707,476,968</u>

* The Statements of Financial Condition at December 31, 2020 and 2019 are unaudited. The Credit Union's financial statements were audited as of September 30, 2020 and 2019. Audited financial statements will be made available to members upon request.

Our Team

Board Members

Giulio G. Greco, *Chairman*
Michael J. Sauvageau, *Vice-Chairman*
Nancy L. Graves, *Treasurer*
Joyce A. LaFleur, *Assistant Treasurer*
Joseph V. Quintal, *Clerk*
Bruce J. Bollivar
Robert J. DelleChiaie
Henry C. Kulik, Jr.
Joyce G. Leger
John W. Reedy
Richard A. Sheppard

Advisory Committee Members

Lisa S. Adams
Robert W. Anderson
Keith A. Cordial
Marc S. Dohan
Christopher R. Kyne
Leonard F. Leader
Thomas M. McNamara
Dr. Robert M. Trudel

Honorary Directors

Andrew D. Cousins
Anthony A. Gasbarro
Henry P. Lisciotti, Jr.
Edward O. Mazzaferro
Joseph J. Tata

Officers

Barbara A. Mahoney, *President & CEO*
Joseph J. Normant, *SVP CFO*
Craig S. Madonia, *SVP Lending*
Katie N. Najjar, *SVP Retail*
Kelli J. Rooney, *SVP Community Engagement & Marketing*
Ellenmarie Coughlin, *VP Human Resources & Development*
Audie D. Franks, *VP Information Technology*
D. Oscar R. O'Connor, *VP Lending Operations*
Mychelle M. Phillips, *VP Operations & Information Technology*
Kimberly A. Cary, *AVP Branch Manager*
Matthew J. Dufault, *AVP Real Estate Lending*
Tammy M. Garcia, *AVP Branch Manager*
Denise Gonthier, *AVP Indirect Lending*
Lisa Gurevich, *AVP Branch Manager*
Cynthia G. Hamilton, *AVP Controller*
Randy J. Harris, *AVP Treasury*
Ana P. Hoyler, *AVP Commercial Lending*
Kathleen M. Hurley, *AVP HR Business Partner*
Joanne D. Lattanzi, *AVP Marketing*

Employees

Waldemar Agostini
Brian Arsenaull
Rachael Baril
Doreen Barker
Gillmarie Batista
Kevin Bedard
Alicia Boland
Benjamin Bottalico
Elizabeth Bushnell
Anthony Catalina
James Cetto
Jayne Chaffee
Tina Cicero
Kathleen Cormier
Kristen Cote
Taylor Cullinane
David Curewitz
Christine Dees-Warpula
Michele Desilets
Danielle Desmarais
Meghan Devik
Jessica DiTommaso
Elizabeth Duany
Roberta Duke
James Ellis
Jason England
Pamela Estrella
Madison Evans
Cynthia Fales
Diane Farnsworth
Cookie Fife
Jessica Fischer

Nicole Florio
Susan Force
Erica Freel
Dawn Garrigan
Nicole Gauvin
Neddie Gonzalez
Chantelle Greenwood
Brittany Haley
Alexandra Holland
Nicole Irons
Renee Irons
Jordyn Jackson
Lynne LaCoss
Amy Lacouture
Joshua Laprade
Lisa Lavallee
Jeffrey Lavin
David Levine
Karen Lier
Cayden MacKenzie
Mary Marchant
Deborah Marcoulrier
Megan McClain
Stephanie McGinnis
Diane McNamara
Leah Michalowski
Regina Miller
Angel Montanez
Nikki Mooar
Jenifer Morataya
Bonnie Morison
Cynthia Morlock

Nicole M. Legere, *AVP Compliance Officer*
Maria L. Litalien, *AVP Loan Servicing*
Timothy W. MacLeod, *AVP Facilities*
Suzanne M. St. Cyr, *AVP Consumer Lending*
Tyler-Anne Adorno, *Assistant Controller*
Julie K. Bergstrand, *Real Estate Underwriting Manager*
Maila L. Berry, *Account Services Manager*
Theresa D. Blanchard, *Member Relationship Manager*
Daisy Casiano, *Member Relationship Manager*
Kristen L. DiMeco, *Member Relationship Manager*
Danielle R. Duval, *Collections Manager*
Erin L. Higbee, *Facilities Manager*
Nichole E. Howarth, *Digital & Member Service Center Manager*
Susan J. Landry, *IT Manager*
Andrew P. Leblanc, *IT Risk Manager*
Kelly A. McDonald, *Payment Services Manager*
Holly E. Ogden, *Mortgage Loan Pipeline Manager*
Benjamin M. Shipp, *Branch Manager II*
Arden Twining, *Training Manager*

Karina Ortiz
Sierra Pena
Samantha Prescott
Jennifer Rawson
Melissa Richard
Allison Rivard
Maily Rivera
Justin Silva
Melissa Smith
Hamilton Soriano
Tracy Springer
Alyssa Stockwell
Fiona Szpiech
Linda Taratuta
Melissa Teken
Jason Temple
Rachel Terrell
Meghan Thomas
Kim Thompson
Maryann Tivnan
Jaime Tomer
Amanda Torres
Luis Torres
Jason Tovar
Jessica Tucci
Judith Uguccione
AnneMarie Walker
Elaine Wentzell
Nancy Willhite
Mao Yang

Leominster Credit Union in the Community



At Leominster Credit Union we are very proud of our employees and the continuous contributions that they make to the community in which we live and work.

Several employees volunteered for the United Way Day of Caring helping pick and sort apples for the Community Harvest Project in Harvard, MA. Our employees continue to amaze us with their willingness to give back and support those in need!



The President's Award

The President's Award is presented annually to two individuals who have excelled at job performance, provided superior member service and who personify LCU's mission and values. The 2020 recipients were Justin Silva, Retail Administrator and Tim MacLeod, AVP of Facilities.

Justin has an easygoing nature, clear insight and guiding vision that has garnered the respect of his peers. His experience, ability to adapt to change and strong skill set are invaluable to Retail and the entire credit union. His ability to manage multiple priorities and projects is outstanding and he works tirelessly to consistently meet deadlines with all assigned projects. Justin is well respected by management and his peers for his commitment and overall contribution.

Tim consistently goes above and beyond in meeting the expectations of his role. His ability to address situations in a timely, efficient and knowledgeable way is a testament to the commitment to his role and LCU. Tim regularly exhibits the behaviors that support our core values. He frequently works outside of his standard schedule to address situations that arise and is driven by excellence. Tim is certainly worthy of this recognition.



Justin Silva



Tim MacLeod

Rising Star Award

The Rising Star Award is presented annually to one individual who demonstrates superior potential for growth and further development within the credit union. They must demonstrate a high level of job performance, superior member service and adhere to LCU's mission and values. The 2020 recipient was Nichole Howarth, Digital & Member Service Center Manager.

Nichole has taken the initiative to jump right into learning and expanding her knowledge on the Digital side of her role and has done an exceptional job in that area. She is an outstanding team player who is always positive, respectful and professional, whether dealing with her own team, her peers, superiors or a member! Nichole's significant contributions to the Member Service & Digital Team over the past year have proved that she is a true Rising Star at LCU!



Nichole Howarth

We offer our congratulations and appreciation to Justin, Tim and Nichole.



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