

**UPPER CUMBERLAND  
FEDERAL CREDIT UNION**

*Mortgages • Auto Loans • Checking & Savings*

**ANNUAL  
REPORT**

**2023**



## **A letter from retiring Chief Executive Officer, Denise Cooper** **A 5-year plus a 40-year employment record!**



I worked for the credit union from 1978 - 1983 as the only employee in the former Carter Ink building. In 1983 I chose to change jobs to work for a bank that was located close to my home in Fentress County. Eleven months later I received a phone call from a board member asking if I would consider coming back to work at the credit union. I was glad to receive that phone call since I had missed the credit union members for the whole eleven months that I was working at the bank. On April 24, 1984 I started working for the credit union for the second time and I have loved working at UCFCU every day, month, and year for the past 40 years. I NEVER considered another job after getting the chance to come back to the credit union family. Since my 40th anniversary of working at UCFCU will be April 24, 2024 I have decided to retire on April 30, 2024. So, with working a total of 45 years I am ready to slow down and pursue other interests and hobbies even though I will miss the staff and the members who have become my dearest friends over the years.

I am so thankful that we have such a great staff that come to work every day to give their best to the members. The staff take pride in doing their job in a friendly, compassionate, and professional manner. Each of these employees demonstrate leadership every day when serving the credit union members. One of our UCFCU leaders makes the following comment quite frequently, "We help people." That is our goal to help people with their everyday financial and general life challenges. I wish only the best for the members, staff, and community.

I am happy to announce that the Upper Cumberland Federal Credit Union board of directors has promoted Amy Beasley to fulfill the future responsibilities of the President/CEO position effective May 1, 2024. Amy Beasley has worked for the Upper Cumberland Federal Credit Union for 27 years and has served as the Chief Financial Officer for several years. Amy Beasley will lead a professional management team that will move the credit union forward into additional financial services which will continue to provide more convenience for the membership.

The management team consists of the following:

Amy Beasley, Chief Financial Officer - employed 27 years  
(will transition to President/CEO on May 1, 2024)

Mary Reagan, Executive Vice President - employed 21 years

Miranda Sherrill, Lending Services Vice President - employed 11 years

David Robbins, Branch Operations Vice President - employed 7 years

Jessie Belicek, eServices/Information Systems Vice President - employed 6 years

Jade Turner, Financial Services Manager - employed 8 years

Kali Bilbrey, Mortgage Services Manager - employed 6 years

Casie Scarberry, Accounting Manager - employed 9 years

Rachel Dalton, Risk Management Specialist/Security Officer - employed 18 years



left to right(back row): Denise Cooper, Amy Beasley, Mary Reagan  
left to right (front row): Miranda Sherrill, David Robbins, Jessie Belicek



Left to Right: Jade Turner, Kali Bilbrey, Casie Scarberry, Rachel Dalton

## **Chairman's Report** **Tony Brock - Chairman**

UCFCU has been serving the financial needs of its members since 1935 and our goal is to be our members' primary financial institution. Credit unions are different from other financial institutions by operating as a non-profit financial cooperative. Unlike a bank, the member owners govern the credit union. Our guiding principle of "People Helping People" translates to a level of personal service our members will not experience anywhere else.

We are member-focused and service oriented. We want to offer members only the products and services that will address their individual financial needs. We want to help our members recognize the possibilities of how to best manage their hard-earned money to provide a more stable financial future for members and their family. Your credit union will work hard to provide various choices in how you can conduct your financial business at UCFCU.

During Year 2023 members have continued to enjoy the mobile app and the home banking features for convenient financial transactions. The feedback from members that are utilizing the new app is incredibly positive. The credit union will continue to invest in products that help to improve our members' banking experience.

The nominating committee has nominated Herschel Murner, Margaret Noland, and Jay Wood for expiring board member terms. The credit union annual meeting and election will be held at 5:00 P.M., on Thursday, March 14, 2024 at the Cumberland County Community Complex (fairgrounds) located at 1398 Livingston Rd., Crossville, TN.

## Comparing Year-End 2022 to Year-End 2023

### Sue Tollett, Treasurer

Member deposits decreased during Year 2023 by \$1.96 million (1.85%) and total assets decreased by \$2.47 million (2.08%). The average savings balance per member is \$12,335 and the average loan balance per member is \$8,115 as of December 31, 2023. Outstanding loan balances increased by \$914,524 (1.36%) with the largest growth in new auto loans. The loan to share ratio is 65.79% which means that for every dollar a member has in savings almost \$0.66 is in the form of a loan to other credit union members. That is the whole purpose of the worldwide credit union philosophy of "People Helping People" or "Members Helping Members."

Your credit union continues to experience minimal loan losses and delinquencies. Due to conservative underwriting standards and efficient loss control practices, loan charge-offs are less than peer averages. Loan delinquency (0.17%) was almost non-existent at year end due to members faithfully making their loan payments in a timely manner. The charge-off of delinquent loans is only 0.18% which is exceptionally low compared to peer credit unions. Net Worth to Assets is currently 9.54%.

Your credit union can only succeed when members unite their finances for the betterment of their credit union community. Please encourage your family, friends, and neighbors to consider UCFCU for all their financial services.

Statement of Financial Condition	Actual	Actual	Dollar	%
Balance Sheet	Month End	Month End	Variance	Variance
	Dec 2022	Dec 2023		
Total Loans	\$67,427,083	\$68,341,608	\$914,524	1.36%
Allowance for Loan Loss	(\$580,905)	(\$632,430)	(\$51,526)	8.87%
Net Loans	\$66,846,179	\$67,709,177	\$862,998	1.29%
Total Other Receivables	\$0	\$1,285,665	\$1,285,665	0.00%
Total Cash	\$2,864,176	\$2,756,389	(\$107,787)	-3.76%
Total Investments	\$43,922,123	\$38,022,747	(\$5,899,376)	-13.43%
NCUSIF	\$1,052,153	\$1,056,356	\$4,202	0.40%
Total Prepaid & Deferred Expenses	\$259,548	\$221,458	(\$38,090)	-14.68%
Total Fixed Assets	\$3,367,199	\$4,712,813	\$1,345,615	39.96%
Total Accrued Income	\$225,947	\$328,170	\$102,222	45.24%
Total Other Asset	\$21,028	(\$4,838)	(\$25,866)	-123.01%
<b>Total Assets</b>	<b>\$118,558,353</b>	<b>\$116,087,936</b>	<b>(\$2,470,417)</b>	<b>-2.08%</b>
Total Accounts Payable/Other Liabilities	\$2,705,570	\$1,124,232	(\$1,581,339)	-58.45%
Total Shares	\$105,846,225	\$103,883,938	(\$1,962,288)	-1.85%
Total Liabilities	\$108,551,796	\$105,008,169	(\$3,543,626)	-3.26%
Regular Reserve	\$3,000,000	\$3,000,000	\$0	0.00%
Undivided Earnings	\$7,006,557	\$8,079,767	\$1,073,210	15.32%
Total Equity	\$10,006,557	\$11,079,767	\$1,073,210	10.73%
<b>Total Liabilities &amp; Equity</b>	<b>\$118,558,353</b>	<b>\$116,087,936</b>	<b>(\$2,470,417)</b>	<b>-2.08%</b>

Statement of Income	12/31/2022	12/31/2023	Dollar	%
			Variance	Variance
Net Loan Income	\$3,317,586	\$3,920,355	\$602,769	18.17%
Total Investment Income	\$463,435	\$1,163,482	\$700,047	151.06%
Total Interest Income	\$3,781,022	\$5,083,838	\$1,302,816	34.46%
Dividends Paid To Members	\$318,422	\$1,320,676	\$1,002,254	314.76%
Net Interest Income	\$3,462,599	\$3,763,161	\$300,562	8.68%
Provision for Loan Loss Expense	(\$63,002)	(\$160,363)	(\$97,361)	154.54%
Net Interest Income after Provision	\$3,399,597	\$3,602,798	\$203,201	5.98%
Total Operating Expense	\$3,965,583	\$4,377,954	\$412,371	10.40%
Fees & Charges	\$1,401,522	\$1,459,078	\$57,556	4.11%
Other Income	\$191,520	\$302,173	\$110,653	57.78%
Total Operating Income	\$1,593,042	\$1,761,251	\$168,209	10.56%
(Gain)/Loss on Sale of Assets	(\$7,981)	(\$87,115)	(\$79,135)	991.59%
<b>Net Income</b>	<b>\$1,035,037</b>	<b>\$1,073,210</b>	<b>\$38,173</b>	<b>3.69%</b>

# **Minutes of the UCFCU 88th Annual Meeting**

## ***Nancy Hyder - Secretary***

The 88th annual meeting of the members of Upper Cumberland Federal Credit Union was held at the Cumberland County Community Complex in Crossville, Tennessee on Tuesday, March 28, 2023, at 5:00 PM.

The meeting was called to order by Chairperson, Tony Brock who read to the assembled members the call for meeting which outlined the business to be presented. A quorum was certified present by Secretary, Nancy Hyder. Since a quorum was present, Director Tony Brock declared the meeting officially open for business.

Chairperson Tony Brock welcomed credit union members and stated that copies of the annual report were available at all branch locations, available on website, and were also located on the tables for members to review.

Supervisory Chairperson, Donald Threet addressed the credit union membership concerning the June 30, 2022 supervisory audit. Tony Brock then asked for a motion that the minutes and the annual report be approved as reported. The motion was made, seconded, and passed.

Chief Executive Officer, Denise Cooper, announced the winners of the Employee of the Quarter for each quarter in Year 2022. Jessie Belicek was the winner of the Employee of the Year Award and the Distinguished Service Award for outstanding leadership during the core system conversion.

Tony Brock explained to the membership that the nominating committee (Leslie Goss, Jerry Swafford, and Sue Taylor) had nominated four people for the board of directors and the following people were elected by acclamation:

Tony Brock, Sue Tollett, Nancy Hyder, Mike Allen

Tony Brock then declared it was time for the door prize drawings. A total of \$1,950 in various door prize drawings (\$25 and \$50 amounts plus ten \$100 Food City gift cards) as well as other door prize drawings. Then, Tony Brock officially asked for a motion to dismiss from the meeting. A motion to dismiss the meeting, seconded, and passed. There being no further business, the annual meeting adjourned.

## **Supervisory Committee Report**

### ***Donald Threet - Supervisory Chairman***

In accordance with current regulations, your Upper Cumberland Federal Credit Union management, policies, procedures, and financial operations are subject to a periodic federal examination by the National Credit Union Administration (NCUA). A CPA firm performs the annual supervisory audit. There are also quarterly inspections by the CPA firm.

The annual supervisory audit was as of June 30, 2023 by the firm of CU Audit and Compliance Group, Certified Public Accountants. The last regulatory examination was as of March 31, 2023 by NCUA to review credit union operations, policies, and management. I am pleased to report that the supervisory audit and the NCUA federal examination showed the credit union to be in sound and stable financial condition. These examinations and audits revealed the credit union to be operating very well, both financially and administratively.

## CONTACT US

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#### CROSSVILLE - 127 SOUTH BRANCH

9 SOUTH BEND DRIVE  
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