

# Rising Above Adversity



**FAMILY FIRST**  
CREDIT UNION

# MESSAGE FROM THE PRESIDENT/CEO AND CHAIRMAN OF THE BOARD

## Rising Above Adversity

Everyone was excited to put 2020 in the rear-view mirror, but 2021 was still a challenging year as the emerging variants of the COVID-19 virus continued to effect the everyday lives of our employees and members. Family First followed all guidelines set by New York State to make sure member interactions were safe, doing business in a socially distanced manner while still providing a high level of service. Our employees did the same in their working environment, utilizing technology whenever possible. We all had to think about doing ordinary things in a different manner, but through it all, working together, we were able to rise above adversity and put our members first.

## The Pandemic Continues

Learning much from the lessons of 2020, we continued to find new ways to serve our members in 2021 while still adhering to all the proper health and safety protocols. We encouraged members to do their business through our drive-thrus when possible and had masks and hand sanitizer available for those members who needed to, or chose to, come into the lobby. All desks and teller windows had plastic shields and all employees wore masks.

Technology played a major part in communicating to the membership. Whether it was applying for a loan on-line, speaking to a member service representative through text messages, using push notifications to keep members informed on their smart phones, or holding a first-time homebuyers seminar virtually, we used all the tools at our disposal to make doing your banking with us as convenient as possible.

We thank all our members for being so patient and understanding as we adjusted to this “new normal”. Going forward, know that your health and safety (both physically and financially) is still of the utmost importance.

## Expanding Our Charter

After petitioning the NCUA, Family First was granted an expansion of our geographic charter. All those who live, work, or worship in Genesee, Livingston and Orleans County are now eligible to become members of Family First. At this time there are no plans to build a physical branch in these areas so our approach to introducing ourselves to these new markets involved highlighting our electronic and convenience services along with our ATM network. Family First is now a member of their respective Chambers of Commerce and have sponsored several community events. We also hired a new mortgage originator with pre-existing roots in these communities to help grow our footprint and increase our exposure. We look forward to the new opportunities these counties will present.

## Technology Geared Towards Meeting Challenges

Family First always strives to deliver proven banking technology so we can provide our members with the most convenient, secure ways to handle their finances. Some examples are mobile and text message banking, on-line account opening and loan applications with, many times, instant approval, and a mobile card management



TOM DAMBRA  
President/CEO



RYAN PAYMENT  
Chairman of  
the Board

system that enables you to control and monitor debit and credit card activity. With the pandemic changing the way we interact with members, we looked for additional technological solutions to provide the best service.

We also implemented a personal financial planning module for both mobile and web banking that provides a budget management tool with the ability to monitor all financial relationships in one portal. We added a Home Equity application to our portfolio of on-line applications and made behind-the-scenes improvements to our website to increase loading speeds and ease of use. Finally, we put into place an e-sign solution that enables members to sign required documents without coming to a branch.

Know that we will continue to stay aware of advancements in technology and incorporate them into our expanding set of tools after they have been properly vetted for safety and security.

## **Giving Back**

The communities and neighborhoods that we serve are the foundation of who we are. Without their trust in us, we wouldn't be able to do what we do and we are pleased to give back to them through both financial contributions and our time. While COVID continued to postpone or cancel many of the events and sponsorships we regularly participate in, we financially supported local causes through their pandemic-adjusted fundraising: The C.U.R.E. Childhood Cancer Association, the Willow Domestic Violence Center, the local chapter of the Volunteers of America, the Camp Good Days and Special Times Courage Bowl, OFC Creations and the Penfield High School Robotics Team.

We were also able to continue our tradition of our staff donating money from their paychecks for Thanksgiving dinners and Christmas celebrations for local families in need. Our team continues to give both their own time and financial support to show our neighbors the strength of community.

## **Yearly Financials**

Financial stability was at the core of our 2021 financial plans. Our asset size increased to \$280.7 million, rising by 7.7%. Our loan volume grew by 10.2% to \$225.1 million. Our member share deposits ended the year at \$203.5 million, growing 7.5% from last year. With a net worth ratio of 10.35% we were able to sustain the overall strength of the credit union. It's due to our loyal membership and dedicated staff that we were able to achieve these strong numbers.

Every person is greeted by challenges in their life. It's often how they overcome these challenges that helps them grow as people. Family First and our membership continued to rise above the adversity that we faced during 2021, both as a community and as individuals. By working together to help one another and adapting to our changing world, we were able to grow our credit union, leading us to offer our members strong, competitive products and a high level of member service. We look to 2022 as a time of continued growth. Thank you for putting your trust in us.

Sincerely,



Tom Dambra  
President/CEO



Ryan Payment  
Chairman, Board of Directors

# STATEMENT OF INCOME

FOR THE YEARS ENDING DECEMBER 31, 2021 & 2020

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|   | <u>2021</u>         | <u>2020</u>          |
|---|---------------------|----------------------|
| <b>INTEREST INCOME</b>                                      |                     |                      |
| LOANS TO MEMBERS  | \$9,558,031         | \$9,450,034          |
| INVESTMENTS   | \$552,600           | \$668,902            |
| <b>TOTAL INTEREST INCOME</b>                                | <b>\$10,110,631</b> | <b>\$10,118,936</b>  |
| <b>INTEREST AND DIVIDEND EXPENSE</b>                        |                     |                      |
| DIVIDENDS ON MEMBER AND NON-MEMBER DEPOSITS                 | (\$617,688)         | (\$1,228,345)        |
| INTEREST ON BORROWED FUNDS                                  | (\$318,627)         | (\$457,232)          |
| <b>TOTAL INTEREST AND DIVIDEND EXPENSE</b>                  | <b>(\$936,315)</b>  | <b>(\$1,685,577)</b> |
| <b>NET INTEREST INCOME BEFORE PROVISION FOR LOAN LOSSES</b> | <b>\$9,174,316</b>  | <b>\$8,433,359</b>   |
| <b>PROVISION FOR LOAN LOSSES</b>                            | <b>(\$46,184)</b>   | <b>(\$501,428)</b>   |
| <b>NET INTEREST INCOME AFTER PROVISION FOR LOAN LOSSES</b>  | <b>\$9,128,132</b>  | <b>\$7,931,931</b>   |
| <b>NON-INTEREST INCOME</b>                                  |                     |                      |
| MEMBERS UNITED REFUND                                       | \$853,168           | -0-                  |
| FEES, CHARGES AND OTHER OPERATING INCOME                    | \$2,612,094         | \$2,972,622          |
| <b>TOTAL NON-INTEREST INCOME</b>                            | <b>\$3,465,262</b>  | <b>\$2,972,622</b>   |
| <b>NON-INTEREST EXPENSES</b>                                |                     |                      |
| COMPENSATION AND BENEFITS                                   | \$5,052,463         | \$4,667,672          |
| OFFICE OCCUPANCY AND OPERATIONS                             | \$2,609,878         | \$2,625,044          |
| PROFESSIONAL AND OUTSIDE SERVICES                           | \$1,435,096         | \$1,364,901          |
| FEDERAL OPERATING FEE                                       | \$25,664            | \$30,414             |
| ASSOCIATION DUES  | \$54,883            | \$61,930             |
| <b>TOTAL NON-INTEREST EXPENSES</b>                          | <b>\$7,471,648</b>  | <b>\$8,749,961</b>   |
| <b>NET INCOME</b>   | <b>\$3,415,410</b>  | <b>\$2,154,592</b>   |

# STATEMENT OF FINANCIAL CONDITION

## AS OF DECEMBER 31, 2021 & 2020

|   | <u>2021</u>          | <u>2020</u>          |
|---|----------------------|----------------------|
| <b>ASSETS</b>   |                      |                      |
| CASH ON HAND  | \$1,744,319          | \$1,973,221          |
| OVERNIGHT DEPOSITS AT FINANCIAL INSTITUTIONS              | \$5,601,668          | \$6,401,732          |
| INVESTMENTS IN CERTIFICATES OF DEPOSIT                    | \$3,984,000          | \$11,452,000         |
| INVESTMENT SECURITIES AVAILABLE FOR SALE                  | \$27,821,497         | \$19,969,603         |
| LOANS TO MEMBER, NET                                      | \$224,961,879        | \$204,523,001        |
| ACCRUED INTEREST RECEIVABLE                               | \$880,777            | \$828,606            |
| CAPITAL SHARES OF CORPORATE CREDIT UNIONS                 | \$300,000            | \$300,000            |
| FHLB STOCK  | \$792,500            | \$891,000            |
| CASH VALUE OF INSURANCE ANNUITY INVESTMENT                | \$3,316,247          | \$3,231,236          |
| PREPAID EXPENSES AND OTHER ASSETS                         | \$4,225,467          | \$3,952,606          |
| PROPERTY AND EQUIPMENT, NET                               | \$4,878,631          | \$5,180,341          |
| NCUSIF DEPOSIT  | \$2,205,571          | \$1,937,029          |
| <b>TOTAL ASSETS</b>                                       | <b>\$280,712,556</b> | <b>\$260,640,375</b> |
| <b>LIABILITIES AND MEMBERS' EQUITY</b>                    |                      |                      |
| <b>-LIABILITIES</b>                                       |                      |                      |
| MEMBER AND NON-MEMBER DEPOSITS                            | \$236,546,292        | \$215,407,467        |
| BORROWINGS  | \$13,173,800         | \$17,173,800         |
| ACCRUED DIVIDENDS PAYABLE                                 | \$31,761             | \$63,049             |
| ACCOUNTS PAYABLE, ACCRUED EXPENSES, AND OTHER LIABILITIES | \$2,187,557          | \$2,088,927          |
| <b>TOTAL LIABILITIES</b>                                  | <b>\$251,939,410</b> | <b>\$234,733,243</b> |
| <b>-MEMBERS' EQUITY</b>                                   |                      |                      |
| REGULAR RESERVE   | \$2,451,043          | \$2,451,043          |
| UNDIVIDED EARNINGS  | \$26,615,448         | \$23,200,038         |
| ACCUMULATED OTHER COMPREHENSIVE INCOME                    | (\$293,345)          | \$256,051            |
| <b>TOTAL MEMBERS' EQUITY</b>                              | <b>\$28,773,146</b>  | <b>\$25,907,132</b>  |
| <b>TOTAL LIABILITIES &amp; MEMBERS' EQUITY</b>            | <b>\$280,712,556</b> | <b>\$260,640,375</b> |

# SUPERVISORY COMMITTEE MESSAGE



HUGH FRANKLIN  
Chairman of the Supervisory Committee

The basic function of the Supervisory Committee is to monitor the safety and soundness of the credit union. In short, to make sure your funds are secure. We do that by conducting a series of reviews and audits to validate various facets of the credit union that include: audits of loan files, surprise cash counts at the teller line, cash counts of the vault, and verification of closed accounts.

The committee also reviews internal controls such as operational and financial standards, financial statements, the external auditor's report, maintenance of internal controls, and verification of the investment holdings of the credit union. In addition, we are responsible for overseeing the financial reporting process to all governmental agencies and ensuring that management has established an effective structure of internal controls. We have engaged an "internal" auditor to assist us with this process.

We are also in charge of scheduling and monitoring an audit by a certified public accounting firm.

We have contracted with The Bonadio Group to conduct an audit of the credit union's financial records and system of internal controls as of December 31, 2021. The auditors report directly to the Board of Directors and Supervisory Committee on any findings. We are pleased to announce that again this year there were no adjustments recorded or material weaknesses identified.

The current Supervisory Committee members include: Hugh Franklin, Chairman; Ken Dell, Greg Evershed and Brian Short.

To contact the Committee, you may write to us at PO Box 25393, Rochester, NY 14625 or e-mail us by going to [www.familyfirstny.com](http://www.familyfirstny.com), clicking on "Contact Us" and submitting the form.

# THE 2022 LEN SZUMILOSKI SCHOLARSHIP

We're proud to award the **Fifteenth Annual Len Szumiloski Scholarships** in the name of our former Family First/Penfield Federal Credit Union President and CEO from 1972 to 1997. Len passed away in 2005, but his spirit lives on in the Credit Union's love for the community and the people it serves.

We hope that through these scholarships, we can help young people spend more time focusing on their education and magnifying the lives they will lead as they grow into adults. *"You're never too old to start learning and never too young to aim high and achieve great things"* ~ Asa Hutchinson. Our hope is that all members of our community strive to learn and grow not just financially, but as people.

Three student members were selected for the 2021-22 academic year, based on their essay submissions, scholastic records, extracurricular activities and community involvement. We are pleased to award \$1,000 scholarships to Hollygrace Chamberlain from East Rochester High School, Jack Hannagan from Brighton High School, and Kaden Murphy from Webster Schroeder High School.

## Congratulations & Good Luck in Your Future Endeavors!



**HOLLYGRACE CHAMBERLAIN**  
*East Rochester High School*



**JACK HANNAGAN**  
*Brighton High School*



**KADEN MURPHY**  
*Webster Schroeder High School*

# THANK YOU TO OUR EMPLOYEES CELEBRATING ANNIVERSARIES WITH FAMILY FIRST. WE APPRECIATE ALL YOU DO.



**MICHELLE PHILLIPS**  
*Accounting*  
15 Years



**GUY TADDEO**  
*Marketing*  
15 Years



**ALAN TOMIDY**  
*Business Services*  
5 Years

## EXPANDING INTO 3 NEW COUNTIES

With the NCUA approving the expansion of our geographic charter, anyone who lives, works, worships or attends school in Genesee, Livingston and Orleans Counties is eligible to become a member of Family First. We're excited to offer these communities our products and services and look forward to building relationships in these areas.



## NEW YOUTH ACCOUNTS

**B**uilding  
**B**locks

**FUND**amentals

MyMoney

Our youth accounts are designed to teach & encourage our younger members to save money so that they can be financially successful as they grow.

In 2021 we redesigned our youth accounts to make them more modern and fun, teaching financial education while earning prizes & incentives for making smart money choices.



# FAMILY FIRST IS PROUD TO SUPPORT OUR COMMUNITY

One way we like to thank the communities we serve is through Family First staff and management participating in activities that support those communities. As a local financial institution, our employees live in the same neighborhoods our members do, and we are happy to help and demonstrate our commitment to East Rochester, Greece, Henrietta, Penfield, Webster, and the Greater Rochester area.



Running in the Rush-Henrietta Kicking Hunger 5K



Helping out at the Heritage Christian Services Shoecraft location on the United Way Day of Caring



A young member displaying her business, Digitty Dog Toys



Attending the East Rochester Food & Wine Walk



Proudly showcasing student artwork in our Greece branch



Santa visiting with a furry member

## THANK YOU

We want to take this opportunity to thank you for your membership. You trust us with your finances and we take this responsibility very seriously. Know that we will always be here for you to simplify your banking so you can magnify your life.

# FAMILY FIRST OF NY FEDERAL CREDIT UNION

## Governance

THOMAS DAMBRA, *President/CEO*

### BOARD OF DIRECTORS

RYAN PAYMENT, *Chairman of the Board*

BARBARA MOEHLE, *Vice-Chair of the Board*

THOMAS COMBS, *Secretary/Treasurer*

JAMES COSTELLO

DONNA DEDEE

HUGH FRANKLIN

MARK SANSOUCI

## Locations

**East Rochester** | 375 Fairport Road

**Greece** | 1110 Long Pond Road | Country Village Plaza

**Henrietta** | 1225 Jefferson Road | Frontier Commons

**Penfield** | 2520 Browncroft Boulevard

**Webster** | 850 Ridge Road

## Hours

**Monday, Tuesday, Thursday (all branches):**

9:00 a.m. – 4:30 p.m.

**Wednesday:**

10:00 a.m. – 4:30 p.m. | Greece: 10:30 a.m. – 4:30 p.m.

**Friday:**

9:00 a.m. – 5:00 p.m.

**Saturday:**

9:00 a.m. – 1:00 p.m. | Penfield Only

## Contact Us

585.586.8225 | [www.familyfirstny.com](http://www.familyfirstny.com)



**FAMILY FIRST**  
CREDIT UNION