

2023 Annual Report



FAMILY FIRST
CREDIT UNION

We are our members.

MESSAGE FROM THE PRESIDENT/CEO AND CHAIRWOMAN OF THE BOARD

We Are Our Members

As we reflect on the past year, which brought it's fair share of financial challenges, it brings me great pleasure to present this annual report to you, our valued members. The theme for this year's report is "We Are Our Members," a sentiment that encapsulates the essence of our Credit Union. In the ever-evolving landscape of financial services, our commitment to technology, community, and developing member relationships has been unwavering.

Embracing Technology for Your Convenience

In a world where technology continues to reshape the way we live and work, our credit union remains at the forefront of innovation to better serve you. We understand the importance of providing you with convenient and secure ways to manage your finances, which is why we have invested significantly in upgrading our digital infrastructure.

From a user-friendly mobile app that puts your accounts at your fingertips to advanced online banking features, we are committed to ensuring that you have access to cutting-edge technology. Our goal is to make your banking experience seamless, allowing you to focus on the things that matter most to you in your life. Our dedication to technological advancement extends beyond mere convenience.

We are continuously enhancing our cybersecurity measures to safeguard your personal and financial information. Your trust is paramount to us, and we are steadfast in our commitment to providing a secure banking environment in an era where cyber threats are a constant concern.

Community is at the Heart of Our Mission

At the heart of our credit union is a deep-rooted commitment to the communities we serve. We believe in the transformative power of community, and we actively contribute to the well-being of the neighborhoods we call home. Whether it's through financial education programs, charitable initiatives, or partnerships with local organizations, we strive to make a positive impact.

Throughout the past year, we have been actively involved in community outreach programs that aim to address various needs. From supporting local school sports teams to participating in food drives for those facing economic challenges, our members can take pride in being part of a credit union that values social responsibility.

As we look ahead, our commitment to community engagement remains strong. We understand that our success is intertwined with the prosperity of the communities we serve, and we will continue to explore meaningful ways to contribute to their growth and well-being.

Strengthening Member Relationships

In a financial landscape increasingly dominated by impersonal interactions, we take pride in fostering meaningful relationships with our members. At the core of our mission is the belief that we are not just a



THOMAS DAMBRA
President/CEO



BARBARA MOEHLE
Chairwoman of
the Board

financial institution – we are a community of members, each with unique needs and aspirations. Our dedicated team of professionals is here to listen, understand, and assist you in achieving your financial goals. We have several certified financial counselors on our staff to ensure that you receive tailored guidance based on your individual circumstances.

Our Financial Service Representatives are available to provide you with the knowledge you need to make informed decisions while you navigate the fluctuating financial landscape with which we are currently faced. In the ever-changing real estate market, our experienced mortgage team can help you understand your options and find the mortgage that works for you. Whether you are saving for a milestone, planning for retirement, or navigating through financial uncertainties, we are here to support you every step of the way.

Moreover, our commitment to transparency means that you can trust us to communicate openly and honestly. We view each member as a valued partner, and we are dedicated to providing the information and resources you need to make the financial decisions that are right for you.

Investing in Employee Growth

Our employees are the backbone of our credit union, and their professional growth is paramount to our collective success. This year, we have prioritized employee development initiatives, providing training programs, an employee appreciation initiative, and continuous learning resources. By investing in our team, we ensure that they are equipped with the knowledge and skills necessary to provide exceptional service to our members. A well-trained and motivated staff is key to delivering the high standards of service you deserve.

Fostering Diversity and Inclusion

We recognize the strength that diversity brings to our credit union. Inclusivity is not just a goal; it is a core value that guides our decisions and actions. We are committed to fostering a workplace that celebrates differences and creates an environment where everyone feels valued and respected. Our efforts to promote diversity extend beyond our organization, influencing the products and services we offer to better cater to the diverse needs of our membership.

Looking Forward

In conclusion, "We Are Our Members" is not just a slogan; it is a guiding principle that defines our Credit Union. As we navigate the dynamic landscape of the financial industry, we remain rooted in our commitment to providing you with cutting-edge technology, actively engaging with and giving back to our communities, and fostering strong and enduring relationships with each and every member.

Your trust and loyalty inspire us to continually evolve and improve. We are excited about the future and the opportunities it holds for Family First and its members. Together, we thrive, and we look forward to the journey ahead. Thank you for being a vital part of our credit union family.

Sincerely,



Thomas Dambra
President/CEO



Barbara Moehle
Chairwoman, Board of Directors

STATEMENT OF INCOME

FOR THE YEARS ENDING DECEMBER 31, 2023 & 2022

	<u>2023</u>	<u>2022</u>
INTEREST INCOME		
LOANS TO MEMBERS	\$14,022,810	\$10,936,730
INVESTMENTS	\$1,154,040	\$684,401
TOTAL INTEREST INCOME	\$15,176,850	\$11,621,131
INTEREST AND DIVIDEND EXPENSE		
DIVIDENDS ON MEMBER AND NON-MEMBER DEPOSITS	(\$2,875,687)	(\$1,022,899)
INTEREST ON BORROWED FUNDS	(\$1,521,325)	(\$280,726)
TOTAL INTEREST AND DIVIDEND EXPENSE	(\$4,397,012)	(\$1,303,625)
NET INTEREST INCOME BEFORE PROVISION FOR LOAN LOSSES	\$10,779,838	\$10,317,506
PROVISION FOR LOAN LOSSES	(\$476,698)	(\$299,981)
NET INTEREST INCOME AFTER PROVISION FOR LOAN LOSSES	\$10,303,140	\$10,017,525
NON-INTEREST INCOME		
FEES, CHARGES AND OTHER OPERATING INCOME	\$2,562,982	\$2,652,256
NON-INTEREST EXPENSES		
COMPENSATION AND BENEFITS	\$5,890,771	\$5,390,647
OFFICE OCCUPANCY AND OPERATIONS	\$3,091,173	\$2,716,956
PROFESSIONAL AND OUTSIDE SERVICES	\$1,594,406	\$1,507,625
FEDERAL OPERATING FEE	\$26,023	\$25,254
ASSOCIATION DUES	\$47,959	\$46,299
TOTAL NON-INTEREST EXPENSES	\$10,650,332	\$9,686,781
NET INCOME	\$2,215,790	\$2,983,000

STATEMENT OF FINANCIAL CONDITION

AS OF DECEMBER 31, 2023 & 2022

	<u>2023</u>	<u>2022</u>
ASSETS		
CASH ON HAND	\$1,996,908	\$2,419,594
OVERNIGHT DEPOSITS AT FINANCIAL INSTITUTIONS	\$4,555,643	\$413,634
INVESTMENTS IN CERTIFICATES OF DEPOSIT	\$7,231,941	\$5,216,891
INVESTMENT SECURITIES AVAILABLE FOR SALE	\$26,858,545	\$27,378,903
LOANS TO MEMBER, NET	\$260,514,010	\$254,802,635
ACCRUED INTEREST RECEIVABLE	\$1,239,513	\$1,072,596
CAPITAL SHARES OF CORPORATE CREDIT UNIONS	\$300,000	\$300,000
FHLB STOCK	\$1,480,900	\$507,500
CASH VALUE OF INSURANCE ANNUITY INVESTMENT	\$3,499,808	\$3,406,583
PROPERTY AND EQUIPMENT, NET	\$4,925,536	\$5,070,020
NCUSIF DEPOSIT	\$2,413,748	\$2,509,599
PREPAID EXPENSES AND OTHER ASSETS	\$3,941,104	\$4,296,347
TOTAL ASSETS	\$318,957,656	\$307,394,302
LIABILITIES AND MEMBERS' EQUITY		
-LIABILITIES		
MEMBER AND NON-MEMBER DEPOSITS	\$241,312,688	\$266,500,166
BORROWINGS	\$42,050,000	\$10,100,000
ACCRUED DIVIDENDS PAYABLE	\$1,396,870	\$129,458
ACCOUNTS PAYABLE, ACCRUED EXPENSES, AND OTHER LIABILITIES	\$3,347,739	\$2,591,712
TOTAL LIABILITIES	\$288,107,297	\$279,321,366
-MEMBERS' EQUITY		
REGULAR RESERVE	\$2,451,043	\$2,451,043
UNDIVIDED EARNINGS	\$31,814,238	\$29,598,448
ACCUMULATED OTHER COMPREHENSIVE INCOME	(\$3,414,922)	(\$3,976,525)
TOTAL MEMBERS' EQUITY	\$30,850,359	\$28,072,966
TOTAL LIABILITIES & MEMBERS' EQUITY	\$318,957,656	\$307,394,302

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, 2023. 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; Mary Cicero, Greg Evershed and Katherine VanBramer.

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, clicking on "Contact Us" and submitting the form.

THE 2024 LEN SZUMILOSKI SCHOLARSHIP

We're proud to award the Seventeenth 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 2023-24 academic year, based on their essay submissions, scholastic records, extracurricular activities and community involvement. We are pleased to award \$1,000 scholarships to Rachel Anadio and Adriana Visconte from Penfield High School, and Grace Short from Fairport High School.

Congratulations & Good Luck In Your Future Endeavors!



RACHEL ANADIO
Penfield High School



GRACE SHORT
Fairport High School



ADRIANA VISCONTE
Penfield High School

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.



CEO Tom Dambra
visiting with founder
Dick Dennison.



Sponsoring (and playing in) a local golf
tournament.



Running in the Penfield
Education Foundation
5K.



Participating in the
Penfest Celebration.



Dropping off donations at the
Golisano Children's Hospital.



Wearing our "Choose
Love" shirts to support
Buffalo.

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.

THANK YOU TO OUR EMPLOYEES CELEBRATING THEIR ANNIVERSARY WITH FAMILY FIRST WE APPRECIATE ALL YOU DO.



EILEEN FERRIS
*Chief Operations
Officer*
15 Years



KIM TYDINGS
Human Resources
10 Years



JILL DARVEAUX
Member Services
5 Years



SARAH KEARNEY
Marketing
5 Years



**MORGAN
KULIKOWSKI**
Marketing
5 Years



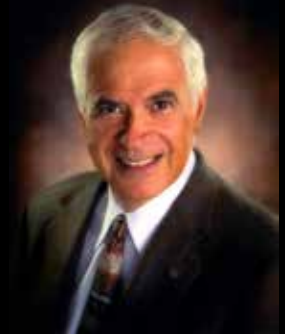
JESSICA SOILEAU
Commercial Lending
5 years



DAN RICCIUTO
*Information
Technology*
5 Years

In Memoriam

It is with a heavy heart that we mourn the passing of long time Family First Board Member Don Milton. Don was a member of our Board from 1996 to 2018 and was instrumental in guiding our credit union as we grew to the strong financial institution we are today. Don was a fixture in the greater Rochester community, serving as President of the Board of Directors of Camp Haccamo, President of the Penfield Rotary, President of the New York State Association of Realtors, Assistant Majority Leader of the Monroe County Legislature and a Councilman of the Town of Penfield. Thank you to Don for all the time and hard work he contributed to our Board. He will be missed.



FAMILY FIRST OF NY FEDERAL CREDIT UNION

Governance

THOMAS DAMBRA, *President/CEO*

BOARD OF DIRECTORS

BARBARA MOEHLE, *Board Chair*

THOMAS COMBS, *Vice-Chair of the Board*

HUGH FRANKLIN, *Secretary/Treasurer*

JAMES COSTELLO

DONNA DEDEE

RYAN PAYMENT

MARK SANSOUCI

Contact Us

585.586.8225 | www.familyfirstny.com

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:

9:00 a.m. – 4:30 p.m. | Henrietta 10:30 a.m. – 3:30 p.m.

Wednesday:

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

Henrietta 10:30 a.m. – 3:30 p.m.

Friday:

9:00 a.m. – 5:00 p.m. | Henrietta 10:30 a.m. – 3:30 p.m.

Saturday:

9:00 a.m. – 1:00 p.m. | Penfield Only



FAMILY FIRST
CREDIT UNION