

GROWING WITH YOU SINCE 1937



2018

**ANNUAL
REPORT**

Federally Insured by NCUA

Message from the Chairman

I am pleased to report that Eagle Community Credit Union experienced an increase of \$10.5M in deposits and \$13.7M growth in total assets in 2016. The robust growth coupled with net income of \$1.3M raised Eagle's net worth ratio to 8.38%. Your Credit Union remains financially viable and "Well Capitalized". Most encouraging is that 2016 marks our fourth consecutive year of loan growth!

Much was accomplished in 2016. Of particular note were the following:

- Three new additions to the Credit Union's executive team; Mary Roberts (CFO), Bob Thompson (Vice President of Lending), and Jeff Madland (Vice President of Human Resources).
- The conversion of all debit and credit cards to the new EMV (chip) standards.
- The installation of Core iQ, customer relationship management software, that will enhance communications with members, help determine which products and services best suit their needs, and gain insights into our own performance.
- Lending operations continue to be streamlined to allow for faster loan processing and approvals.
- Continual upgrades to computer systems improving performance and increasing efficiency.

In 2017 we will continue our efforts to enhance the value of your membership. To this end, we have the following exciting and important initiatives underway:

- Relocating our headquarters and Lake Forest Branch to new separate locations both remaining in Lake Forest. The sale of our current facility and relocation to new offices will increase our capital, and strengthen our financial position to allow for continued growth and the provision of additional member services.
- Replace and upgrade the current Online Banking and Mobile Banking Application allowing for increased functionality and services such as P2P transfers.

CEO



Scott Rains



Charles Morris

**Chairman of
the Board**

- Introducing new loan products for our members such as energy efficient and mobile/manufactured home loans.
- A new partnership with the Costco Auto Program offering our members discounts on new and pre-owned vehicles.

Community involvement is an important facet of our culture. We are very excited and proud of our efforts to support our local communities. Highlights from 2016 include:

- Stamp Out Hunger– In May Eagle once again sponsored and provided nearly 1 million bags to be distributed in the region for the NALC's Stamp Out Hunger Food Drive - the largest one-day food drive in the nation. Over 50 Eagle employees, family members and friends worked at several postal facilities throughout the day sorting donated food for our local food banks.
- CHOC Walk– In October Eagle Community Credit Union led a collaboration of 12 local credit unions to form a team of over 1,000 walkers and raised over \$190,000 for the Children's Hospital of Orange County. Eagle alone raised over \$10,000.
- Goodwill of Orange County– Eagle's Business Development team provided over 12 financial literacy workshops to the employees, partners, and customers of Goodwill of Orange County.

Thank you very much for your loyal membership with Eagle Community Credit Union. And, thank you to our committed and engaged employees who work hard every day to enhance the value of your membership, maintain our financial strength and support our local communities.

As Eagle enters its 80th year of operations, we look forward to widening the number of products and services that we offer and our continued success.



Charles Morris
Chairman of the Board

“A member is the most important visitor on our premises.
He is not dependent on us, we are dependent on him.”
-unknown

Board of Directors



Duane Anderson
Vice Chairman



Miles Friedman
Treasurer



Louie Flores
Secretary



Diane Leinweber



Neil Mills-Mazer



Jaquita Deter

Supervisory Committee Report

The Supervisory Committee is an independent entity comprised of volunteers who are elected by the Credit Union's members. The role of the Committee is to ensure that the credit union is managed in a manner that is fiscally sound and in the best interest of the membership.

The Committee engaged the CPA firm of RSM USA, LLP to perform an opinion audit as of September 30, 2016. The opinion expressed in their audit report indicates that the financial statements fairly represent the financial condition and operational results of the Credit Union. A summary of the audited financial statements is included in this Annual Report and a detailed copy is available upon request. The committee also reviews numerous operational, compliance and examination reports to ensure that the Credit Union's operations are consistent with applicable laws, rules and regulations.

Based on these reviews, it is our opinion that Eagle Community Credit Union is operating in a safe and sound manner and is compliant with applicable laws, rules and regulations.



Justin Romero
Chairman, Supervisory Committee



Justin Romero
Chairman



Brenda Anderson



Robert Jeffrey

Financial Statements

Statement of Income

	2016	2015
Interest Income		
Loans	5,515,796	5,585,700
Investments	1,526,182	1,567,338
Subtotal Interest Income	\$ 7,041,978	\$ 7,153,038
Interest Expense		
Dividends	(532,839)	(560,185)
Interest on Borrowings	-	-
Net Interest Income	6,509,139	6,592,853
Provision for Loan Loss	(271,000)	65,723
Non-Interest Income	3,463,282	3,000,191
Non- Interest Expense	(8,391,344)	(8,423,670)
Net Income (Loss)	\$ 1,310,077	\$ 1,235,097

Statement of Financial Condition

	Assets		
Loans Receivable (net)	117,406,463	114,701,037	
Cash and Investments	106,247,827	91,349,304	
Property and Equipment (net)	2,857,886	2,777,491	
Other Assets	7,218,829	11,189,980	
Total Assets	\$ 233,731,005	\$ 220,017,812	
Liabilities and Members' Equity			
Member Shares and Deposits	209,655,191	199,304,555	
Other Liabilities	4,536,624	2,766,683	
Regular Reserves	1,032,603	1,032,603	
Undivided Earnings	18,557,944	17,247,867	
Unrealized Gain/(Loss) on Investments	(51,357)	(333,896)	
Total Liabilities And Members' Equity	\$ 233,731,005	\$ 220,017,812	

Audited financials as of September 30, 2016

People Helping People



Eagle hosted our fourth Bite of Reality youth workshop for the County of Orange Social Services Agency Children and Family Services in August.



Eagle was once again the lead bag sponsor for the NALC's Stamp Out Hunger Food Drive and volunteered at postal sites.



Eagle participated in the 2016 CHOC Walk in October with 12 other local credit unions.



The Eagle team made dinner for the families at the Ronald McDonald House in December.



Edna R.

“I've been a member for over 20 years. Very helpful & friendly employees! Thanks for all your help over the years!”
-Edna R. via Facebook



Danny L.

“Hands down, Eagle is much better to do business with than any bank.”
-via Member survey



Nicolas C.

“These guys are fantastic... I've been with them now for quite a few years, and they really go the extra mile to super serve their customers. Again and again, they have really helped.”
-Debbie D. via Yelp

“This is a great credit union!! The staff is very friendly and always so nice. Rates are good too. I would recommend it to anyone in the area especially if you are trying to get away from the big banks!”
-J.M. via Yelp



James C.



Check out our 80th Anniversary video here:
www.eaglecu.org/80thAnniversary

Member Service Center

(800) EAGLE CU (324-5328)
(949) 588-9400

Corporate Office

23021 Lake Center Drive
Lake Forest, CA 92630-2836

Mailing Address

P.O. Box 5196
Lake Forest, CA 92609-8696

Branch Locations

Lake Forest	23021 Lake Center Drive
Garden Grove	12934 Harbor Boulevard
Placentia	781 Kimberly Avenue
Laguna Niguel*	24000 Avila Road
Santa Ana	3101 W. Sunflower Avenue
City of Industry	15421 Gale Avenue

**Cash only available via ATM at this location.*

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