

# HGE Credit Union

Annual Meeting for 2019

**WELCOME TO THE  
HGE CREDIT UNION  
VIRTUAL ANNUAL MEETING!**

**NEIGHBOR  
FRIEND  
FAMILY**



**THANK YOU  
MEMBERS!  
YOU ARE  
WHY WE ARE  
HERE.**



**HGE CREDIT  
UNION**



# **Hutchinson Government Employees**

## **Credit Union**

### **Director's Report 2019**

“The purpose of this Credit Union shall be to foster economic democracy through this Credit Union, to bring the ideal of economic freedom to our Credit Union members based upon the beneficial needs of members and not upon greed, and to bring those higher concepts of a more perfect economic life which will truly be of the people, by the people and for the people.” Bylaws, HGE Credit Union.

# HGE Credit Union Board of Directors

Chairman

Cathy Kelley

Vice Chairman

Mike Williams

Secretary/Treasurer

Greg Henke

Board Member

Kyle Finney

Board Member

Jenni Winters

**2019 was a challenging year,  
and we have done our best to overcome those challenges.**

- Over the last year we have continued to improve upon our online banking experience.
- We contracted with a new debit card provider to offer more security and less expense for the credit union.
- So far in 2020, even with the challenges we all faced, we have installed a new ATM for more advanced and reliable service to our members and our community and:
- We have a new credit card processor that gives us access to more information and functionality for our member's accounts.

**We hope these have been positive changes for our members.**

We continue to offer personal service.

Our phones will always be answered by a person, not a recording.

When necessary we can serve you remotely, but we are always here for you.

We look forward to serving you and your families.

**THANK YOU!**

Cathy Kelley, Chairman

# Hutchinson Government Employees

Credit Union

## President's Report

2019

### Credit Union Staff

<b>President</b>	<b>Roki Medlam</b>	<b>Loan Officer</b>	<b>Tammy Fee</b>
<b>Vice President</b>	<b>Christie Tipton</b>	<b>Loan Officer/IRAs, CDs</b>	<b>Del Rey Carlson</b>
<b>Accountant</b>	<b>Jessi Berger</b>	<b>MSR</b>	<b>Mykia Ramsey</b>
<b>Mortgage Loan Officer</b>	<b>Janet Penner</b>	<b>MSR</b>	<b>Pat Roseberry</b>
<b>Mortgage Loan Officer</b>	<b>Kristine McKeown</b>	<b>MSR</b>	<b>Joleen Willems</b>
		<b>MSR</b>	<b>Christina Wroe</b>

We are very proud of all our credit union staff. Without them, we couldn't serve our members as they deserve and expect. All staff members have grown in knowledge and skills throughout the year. With all our changes and upgrades, it has been very challenging to become trained in the new programs and software. They have accepted this challenge and run with it!

Del Rey and Tammy are taking the CUNA Financial Counseling course to become Certified Financial Counselors.

Congratulations to Jessi! She has finished the Financial Counseling course and is now Certified! Also, in 2019 Jessi completed her Associate degree in Accounting.

Pat and Janet are retiring at the end of the year. Kristine will be our new Mortgage Loan Officer taking Janet's place. She has been training and is excited to serve our member's mortgage needs. Joleen comes to us with 28 years of credit union experience. We hope you will come to feel as comfortable with her as you have with Pat.

Finally, Christina (Chris) will be filling out our teller line. She is learning all the programs necessary to assist our members and is devoted to member service.

While the meeting is really about 2019, we are nearly at the end of 2020. We had big plans as 2020 is our 75<sup>th</sup> year! As you know, we weren't able to carry out those plans. We hope to be able to really celebrate in 2021!

2020 has been up and down for all of us. Whether our lobby is open or not, the credit union is open. Open for business, open for loans, open for accounts and open to listen. Technology has made it possible for us to serve your needs remotely, but we will still make appointments if that is what you need. Just give us a call. A friendly voice will always be on the other end.

## 2019 Statistics

- **Membership Growth** -24
- **Loan Growth** -\$1.20M
- **Asset Growth** 7.41%

## Goals for 2021

- Implement Remote Deposit Capture (mobile deposit of checks).
- Increase awareness of our credit union in surrounding counties (this was a plan for 2020, but COVID has prevented us from in person promotion).
- Membership growth.
- Loan growth.
- Free Financial Counseling with in-house Certified counselors.

# Products and Services

*Just in case you didn't know!*

- Free online banking/mobile banking
- Free Bill Pay with Person-to-Person payments
- Messaging and forms in online banking
- E-Statements
- Visa Credit Cards, including share-secured cards to build your credit
- Mastercard Debit and ATM cards
- Community Debit card to benefit a charity agreed upon by the membership
- No surcharge at 40,000 COOP ATMs nationwide
- Payroll deduction for City and County employees (deposits or loan payments)
- Money Orders, Cashier's Checks
- First and Second Mortgages

- Auto, RV, Boat, Motorcycle and 4-wheeler loans
- Savings accounts
- Checking accounts
- IRA accounts and Certificates
- Certificates of Deposit

**Hutchinson Government Employees**  
Credit Union  
**Treasurer's Report**  
2019

- Dividends paid in 2019 were \$186,579 compared to \$133,992 in 2018.
- We ended the year with \$162,514 in negative income which is less than 1/2 of the previous year. Steps that have been taken to correct this are continuing to make a difference.
- 2070 loans outstanding totaling \$17,245,562
- Loan income was decreased by \$126,500.
- Investment income increased by \$32,800
- Membership at year end was 2583

**Hutchinson Government  
Employees  
Credit Union  
Supervisory Committee Report 2019**

Committee members:

Mark Cessna

Shawn Kelley

Duncan Durr

The loan staff granted 786 consumer loans totaling \$6,843,755

Our mortgage department underwent a staffing change in February, Tracy Ryan left us for another opportunity and Janet Penner was promoted to Mortgage Loan Officer in her place. We granted 17 mortgage loans totaling \$1,323,350 for the year.

The Supervisory Committee conducted surprise drawer counts and one vault count.

Reviewed Wires, Corporate Credit Card charges, Insider loans and new loans.

Oversaw J. Tenbrink and Associates completion of annual agreed upon procedures accounting audit, Bank Secrecy Act, ACH and SAFE Act Audit.

# Election of Officers

Stephen Schaffer stepped down from his seat on the board in October. Jenni Winters was appointed by the board to serve in his place and was sworn in at the November 21, 2019 regular meeting. That seat is up for election this year and Jenni would like to keep serving. A letter was included in the June 2020 statements asking for nominations and none were received. Jenni will retain the seat until 2023.

Thank you for visiting our Virtual Annual Meeting! Be sure to read the Annual Meeting Minutes from last year and vote on a charity to benefit from our Community Debit cards! This year's choices are:

CASA (Court Appointed Special Advocates for Children)

Reno County Toy Run

Food Bank of Reno County

From May 2019 to May 2020 you raised \$730 for Cause for Paws! The more you use your Community Card, the more money we raise!

**THANK YOU!**