

# 2010 ANNUAL REPORT

#### **Table of Contents**

- 1 Chairman's Report
- 2 Minutes of 56th Meeting
- 4 President's Message
- 6 Lending Report
- 7 Treasurer's Report
- 8 Balance Sheet
- 9 Income & Expense
- 10 Membership Data
- 11 Distribution of Income
- 12 Supervisory Committee Report
- 13 Nominating Committee Report
- 14 Board of Directors
- 15 Senior Management Team
- 15 Supervisory Committee
- 16 Community Involvement
- 19 Products & Services
- 20 Office Locations
- 21 Contact Information
- 22 Membership Information

### Chairman's Report

When the year 2010 began, there were still a lot of economic weakness and uncertainty within our State. Unemployment was still double digits, home values were still falling, loan delinquency was at record levels and mortgage foreclosures had overwhelmed our court system.

At the close of 2010 the Dow showed only a slight improvement from 2009, stocks showed a gain, other investment options held their ground and there was talk of another correction in the market. Little change had occurred with the unemployment situation, mortgage foreclosures were still high and our members were still feeling the pinch.

McCoy Federal Credit Union continued with our Modification Programs in 2010 to help our members save their homes, cars and credit standings. Many of our members came forward to take advantage of these special programs with much success. We are a co-op to help our members survive during these trying economic times.

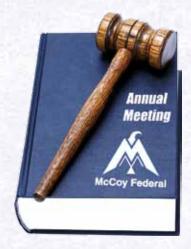
McCoy Federal was also required by our regulator (NCUA) to pay a premium assessment to help cover the losses of the credit union corporate system and other credit unions in poor financial condition. Unlike the banks getting government financial assistance, the credit unions took care of its own. We paid out over a million dollars in 2010 to help get credit unions back on a sound financial foundation. With all this financial activity McCoy Federal was still able to finish in the black.

McCoy Federal Credit Union is always ready to help our membership with all their financial needs and problems. We have special programs to help you in many ways and we offer you a full range of products and services. We bring you value in belonging to our McCoy Federal Credit Union family.



Frederick H. Bierbaum, Sr. Chairman

# **56th Annual Meeting Minutes**



The 56th Annual Meeting of McCoy Federal Credit Union was called to order by Chairman of the Board Frederick H. Bierbaum at 6:34 p.m., February 17, 2010 in the Community Room of McCoy Federal Credit Union's Administration Building.

Chairman Bierbaum welcomed all present and thanked them for taking the time to attend the 56th Annual Meeting of McCoy Federal Credit Union. The Chairman called upon Director Charles Wiles to lead the Pledge of Allegiance.

The Chair asked the Secretary if there was a quorum present. Mr. Gilbert Croft, Secretary replied in the affirmative. There being a quorum, the Chairman declared the 56th Annual Meeting of McCoy Federal Credit Union in session.

Chairman Bierbaum introduced the Directors, the President/CEO, Director Emeritus, Supervisory Committee and the Volunteers and had them stand to be recognized. The Chair then called upon President/CEO Alvin Cowans to recognize individually those of the Senior Management Team who were present.

President Cowans introduced each of the Senior Management Team and provided a description of each person's role and job duties with McCoy Federal. He encouraged the members to talk with the Senior Management Team with concerns or ideas. President Cowans also introduced the staff assisting with the meeting. Ms. Toni Lott, Operations Supervisor was introduced recognizing her 48 years of service with the Credit Union.

Chairman Bierbaum provided the remarks for the evening discussing the impact the financial down turn had on our membership, our community and our nation which was much more difficult than we had projected.

Record numbers of mortgage foreclosures, personal bankruptcies, business failures, job losses and unemployment rocked our economy through most of 2009 with a 7.6% U.S. unemployment rate. Hard hit with unemployment was in what is known as the Sand States (California, Arizona and Florida).

This financial crisis accelerated calls for financial regulatory reform and the request to revamp the entire financial regulatory framework. The financial reform included: Regulation Z Amendments; Credit Card Act; Amendments to Open-End Lending; RESPA Update; Regulation E Amendments; and Regulation GG.

While credit unions played no part in the cause of the current crisis, we were not immune from it. As an industry we experienced historic and unprecedented levels of loan losses and impairments to capital, even though our capital position in the aggregate remains strong

Even the credit union Corporate Credit Union System and it's largest corporate (U S Central) experienced record investment losses which forced the National Credit Union Administration (NCUA) to step in and re-capitalize it. The losses and re-capitalization of the Corporate System was then passed down to all member credit unions forcing us to write down our capital shares in the corporate and also be assessed a share premium by NCUA.

Policymakers to include the nation's consumers have expressed how important credit unions are to the nation's economic health. Credit unions are more heavily regulated than other financial institutions, and there are many consumer protections built into the Federal Credit Union Act.

The Commerce Department report is the strongest evidence to date that the worst recession since the 1930s ended by the fourth quarter of 2009.

Credit unions stand ready to do our part to help improve the current economic environment in spite of the many challenges and restrictions facing us today.

We have been saddled with staggering loan losses and delinquency as more and more members explain to us about their economic situations. The loss of jobs and work hours dramatically affected their family income. As a result we have seen a decline in our loan asset quality.

McCoy during this economic turmoil assisted our members by providing loan options such as; modifications, extensions, consolidations, extended terms, interest rate and payment reductions.

We have helped over 250 member loans be modified for over \$10 million. Member Loan Modifications/Extensions: First & Second Mortgages - 60 for \$8 million; Consumer Loans and Credit Cards – 190 for \$2.4 million.

We will continue to do what is necessary in assisting our members to rebound from this treacherous economic environment.

Now with over 68,000 members and 14 branch offices serving Orange, Osceola, Seminole and Lake Counties we find that our memberships' financial needs have increased requiring the Credit Union to deploy a lot more resources.

Your Board of Directors continues to work hard at finding solutions that will help steady the ship in this stormy time.

Chairman Bierbaum continued with the business portion of the Annual Meeting. The Minutes of the 55th Annual Meeting were presented in the Annual Report. Having determined there were no corrections, a motion was made, seconded and approved to accept the Minutes as presented.

The Chairman called for questions of the Official Reports; the Chair's Report, the President's Report, the Lending Report, the Treasurer's Report, and the Supervisory Report. There were no questions to any of the Official Reports.

Chairman Bierbaum then called on the Chairman of the Nominating Committee for his report. Mr. James Register reported there were no nominations by petition.

There being no other nominations, Mr. Thomas D. Farnsworth, Mr. Dennis M. Johnson and Mr. Charles L. Wiles, were each nominated for a term of three years. A motion was made, seconded and carried that these persons be elected by acclamation.

The nominations concluded the Official Reports. There was neither Unfinished Business nor any New Business. There being no further Official Business, Chairman Bierbaum closed the Business Meeting and declared the 56th Annual Meeting adjourned at 6:49 p.m., February 17, 2010.



Gibert B. Croft Secretary



Frederick H. Bierbaum, Sr. Chairman

### President's Message

Is there a light at the end of this long recessionary tunnel? Is there a glimmer of hope from the economic tornado that moved throughout our state? Will we get relief from record high unemployment rates, depressed property values, weak stock market and investment returns?

When we look back at the year 2010, the answer to those questions was a resounding, No! Yet while we look in the crystal ball for 2011, we wish that we will be able at the end of the year answer those questions with a resounding, yes!

We recognize the fact that credit unions face ever-increasing regulations in the area of consumer protection and safety and soundness. As we face unprecedented economic challenges, the burden of additional regulations puts extreme pressures on our balance sheets. The regulations could impede the delivery of valuable services to our members and the community we serve.

In 2009 our government established an entity that was empowered to have purview over consumer financial protection. In 2010 Congress enacted the Dodd-Frank Wall Street Reform and Consumer Protection Act, which created the Consumer Financial Protection Bureau (CFPB).

Also in 2010, Congress included a Debit Interchange Provision designed to set caps on financial institutions debit interchange fees which could bring about further reductions in revenue streams for all financial institutions. This provision which is still being debated was assigned to the Federal Reserve Board with final rulings due out early 2011.

As we brace ourselves for the upcoming legislative, compliance and regulatory burdens facing us in 2011, we are also faced with premium assessments by our regulator and share deposit insurer, the National Credit Union Administration (NCUA). The stabilization of the corporate credit union system and the National Credit Union Share Insurance Fund (NCUSIF) premium assessments will also have a severe affect on credit union's bottom line.

2010 served as a transitional year for our industry. Not since the passage of the Gramm-Leach-Bliley Act in 1999 have we seen such major change to the financial industry.

Member owned credit unions are among the most conservatively run financial institutions in the United States. While by and large credit unions did not engage in the types of activities that led to the nation's economic malaise, our financial conditions have nonetheless been affected by it.

Managing closely our operating expenses, increasing our loan collection efforts and improving our asset quality helped to improve our net earnings for 2010. We instituted a few new service fees and increased a few user fees in order to generate income and off-set expenses that were lost through regulatory mandates and legislative requirements.

So, what does the crystal ball look like for 2011? The growth challenges still exist and even more so in lending. The deposit "flight to safety" since the beginning of the recession which has provided credit unions with record liquidity, in combination with weak loan growth continues to be of concern to the credit union industry. As our members continue to reduce their debt levels

and competition re-emerges in mortgage and auto lending, credit unions are looking for opportunities to originate quality loans. Generating quality loans remains a challenge despite historically low interest rates for loan products.

The overall financial condition of your Credit Union remains strong. With stronger asset quality and adequate reserves for potential future loan losses, as well as rising earnings, we are positioned to take advantage of market opportunities to grow and stabilize our loan portfolio. The Credit Union continues to be well capitalized and able to provide to our members high-quality, low-cost products and services. We are here to serve our members.



Alvin J. Cowans, CCUE President/CEO

### **Lending Report**

2010 was another difficult year for the credit union industry and especially the Lending area. At the end of the year, our total loan portfolio stood at \$209M which represents an 18% reduction from 2009. As of September 2010, the credit union industry had a 1.46% decline in total loans compared to the same period in 2009.

The unemployment rate in Florida was at a high of 12% compared to 9.1% for the nation. The unemployment rate in Central Florida mirrors that of the State of Florida. This translated to a reduction in loan demand. Where in previous years we were averaging 1200 applications per month, during 2010 we averaged 800 applications per month. Our approval rate fell from 40% to 30% due largely to the fact that with unemployment at record levels and members struggling with their mortgages (primarily because of foreclosure or reduction in income), their credit rating suffered. Mortgage lending was almost non-existent because our members were struggling and could not secure the down payment required. Even members who were employed saw their salaries drastically reduced or they accepted lesser paying jobs to meet their expenses. Like most of the nation, our members had to make serious choices as it related to balancing their budgets. Sometimes those choices included walking away from a debt obligation to redirect available funds to life sustaining goods such as food and medication.

Consumers shifted their thought process from debt acquisition to debt reduction. Some strategies employed to accomplish this included keeping vehicles longer or buying used vehicles instead of new ones. This further contributed to a decline in loan demand, specifically new automobile loan demand. As a result, our total loan portfolio decreased by an average of \$4M per month primarily in the automobile loan segment.

Automobile loans have always been the core of our loan portfolio and we saw a heighten level of competition for those loans as the banks re-entered the market. We were challenged to create attractive loan offers to compete with the banks' very aggressive rate offerings. Dealer finance companies started to offer more rebates on new automobiles and combined that with rates as low as 0%. Our members are essentially consumers and astute consumers seek the best deal.

We ran a few loan promotions in the final quarter of the year with marginal success. We gained much information through this process that we'll use in 2011. There are a few other new mortgage and business loan products which will be released in 2011 to generate additional loan volume.



Basil A. Buchanan Vice President Lending

The economists state that the country is out of the recession because we have positive GDP but the State of Florida is still feeling the effects of the recession. Loans will continue to be scarce but there are still opportunities to assist members with small business loans, mortgages and automobile loans at competitive rates.

#### Loan Activities in 2010

Total # of Loans Approved and Closed – 2,969 Total dollar amount of Loans Approved and Closed - \$54,976,073 Total Loans Outstanding (Net) as of December, 2010 - \$208,858,061

### Treasurer's Report

An old Chinese proverb, which is more a curse than a blessing, says "May you live in interesting times". Certainly this has been true for McCoy Federal Credit Union and most credit unions and financial institutions during the past four years.

The near collapse of financial systems and what many considered the worst recession since the 1930s made it difficult to show good financial statements. This was due in large part to the collapse of the housing market, high unemployment, loan charge-offs, and the re-financing of the Corporate Credit Unions. And, for the first time in McCoy's history, we experienced significant delinquency in mortgage loans which our dedicated staff worked to modify in an attempt to keep many members in their homes.

Now for the good news! McCoy Federal Credit Union had an up and down year but finished in the black with a profit for the year of one million, eight hundred thousand dollars (\$1,821,000). In addition, we paid out to our members nearly three million, five hundred thousand dollars (\$3,497,000) in dividends and interest. This was what credit unions are supposed to do and we did it well in 2010 despite a difficult economic environment.

A primary reason we managed to achieve these results is due to our excellent Loan Services Department which was aggressive in collecting on delinquent loans and selling delinquent assets (primarily repossessed vehicles) in a timely manner. We budgeted \$10,500,000 for loan charge-offs and had actual charge-offs of \$7,729,919; a reduction of \$2,771,000 from 2009. Fortunately, we survived the numerous annual examinations, reviews, audits, etc. we experienced in 2010 with few negative findings. We know that we face additional challenges in 2011 in rebuilding our loan portfolio, investing funds, and meeting the requirements imposed on us by the National Credit Union Administration (NCUA).

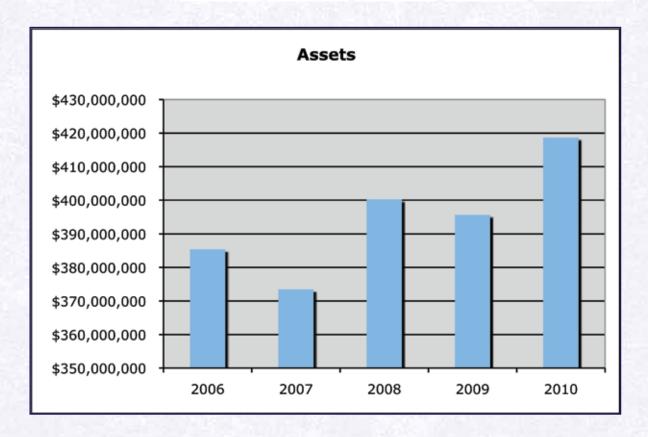
	Assets	Member Deposits	Net Worth	Earnings
2010	\$418,664,320	\$383,920,457	\$31,967,918	\$1,821,455
2009	\$395,627,179	\$360,044,544	\$32,053,110	- \$3,240,740



Thomas D. Farnsworth *Treasurer* 

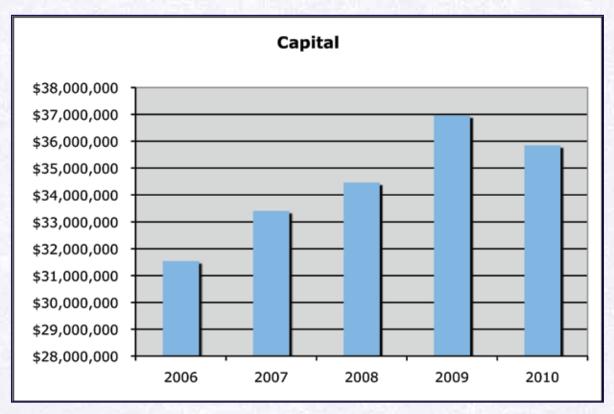
### **Balance Sheet**

	2006	2007	2008	2009	2010
Assets					
Loans (net)	\$232,278,371	\$243,367,004	\$279,753,417	\$258,455,767	\$208,858,061
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Cash & Accounts					
Receivable	\$20,110,720	\$19,471,248	\$16,090,865	\$16,362,303	\$29,332,049
Investments	\$105,233,850	\$81,659,886	\$70,751,022	\$87,993,688	\$148,589,147
Facilities & Fixed Assets	\$17,703,949	\$18,246,980	\$21,826,300	\$21,006,177	\$19,095,052
All Other Assets	\$10,071,111	\$10,734,140	\$11,845,557	\$11,809,243	\$12,790,011
Total Assets	\$385,398,001	\$373,479,258	\$400,267,160	\$395,627,179	\$418,664,320
Liabilities & Equity					
Accounts Payable	\$42,026,788	\$24,094,661	\$24,582,448	\$3,529,525	\$2,775,945
Share Accounts	\$214,117,193	\$180,262,865	\$218,181,180	\$231,273,635	\$236,771,885
Certificates	\$92,079,286	\$135,195,204	\$120,020,105	\$128,770,909	\$147,148,571
Regular Reserve	\$2,995,235	\$2,995,235	\$4,181,359	\$4,181,359	\$4,181,359
Contingency Reserve	\$34,129,500	\$30,881,293	\$33,252,067	\$27,821,751	\$27,736,559
Undivided Earnings	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000
Total Liabilities	\$385,398,001	\$373,479,258	\$400,267,160	\$395,627,179	\$418,664,320



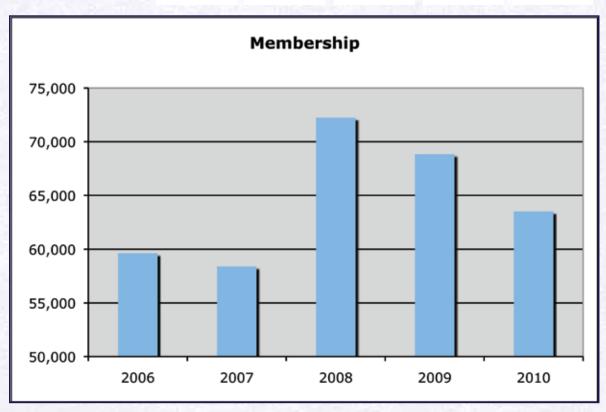
# **Income & Expenses**

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	2006	2007	2008	2009	2010
Income					
From Loans	\$14,237,070	\$17,015,067	\$18,119,373	\$19,695,344	\$17,418,565
From Investments	\$4,450,426	\$3,912,832	\$3,223,462	\$2,682,616	\$2,789,847
From Other Sources	\$12,855,218	\$12,483,096	\$13,118,562	\$14,587,868	\$15,641,748
Gross Income	\$31,542,714	\$33,410,995	\$34,461,397	\$36,965,828	\$35,850,160
Expenses					
Compensation	\$7,980,923	\$8,673,554	\$8,941,717	\$10,522,653	\$9,802,936
Office Occupancy	\$1,331,002	\$1,467,061	\$1,850,634	\$2,302,579	\$2,192,786
Office Operations	\$2,935,340	\$3,147,144	\$3,542,145	\$4,207,871	\$3,786,310
Advertising	\$762,985	\$972,427	\$856,834	\$516,083	\$442,698
Collection Expense	\$1,332,242	\$1,496,569	\$1,851,224	\$2,429,090	\$2,207,779
Professional Services	\$2,913,467	\$1,574,520	\$1,846,983	\$2,485,175	\$2,503,124
All Other Expenses	\$2,170,312	\$2,584,706	\$1,809,426	\$421,157	\$1,865,937
Provision for Loan Loss	\$3,272,798	\$9,907,495	\$9,298,461	\$12,615,587	\$7,729,919
Total Operation Expense	\$22,699,069	\$29,823,476	\$29,997,423	\$35,500,196	\$30,531,489
Net Income from Operations	\$8,843,644	\$3,587,519	\$4,463,974	\$1,465,632	\$5,318,672
Dividends Paid to Members	\$5,519,710	\$7,824,747	\$6,496,703	\$4,706,372	\$3,497,216
Contribution to Capital	\$3,323,934	(\$4,237,228)	(\$2,032,730)	(\$3,240,740)	\$1,821,455



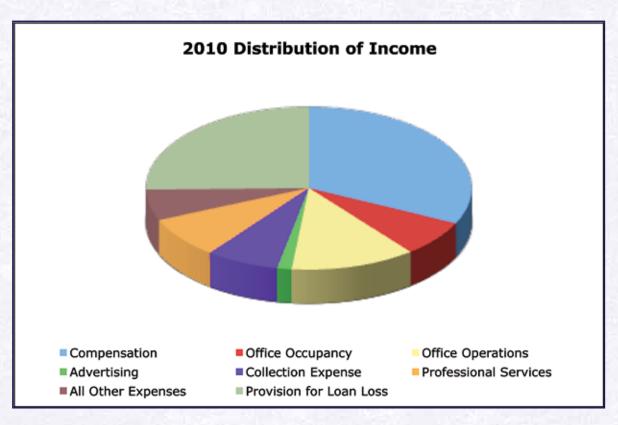
# **Membership Data**

	2006	2005	2000	2000	2010
	2006	2007	2008	2009	2010
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Total Membership	59,621	58,390	72,237	68,841	63,527
Potential Membership	350,000	350,000	964,865	964,865	2,082,421
Penetration of Potential	17.03%	16.68%	7.49%	7.13%	3.05%
Number of Loans	16,922	17,571	21,148	19,601	16,359
Number of Credit Cards	9,577	9,943	7,214	7,520	7,243
Financial Data					
(Per Member)					
Income	\$529	\$572	\$477	\$537	\$564
Expenses	\$381	\$511	\$415	\$516	\$481
Net Income	\$148	\$61	\$62	\$21	\$84
Dividends	\$93	\$134	\$90	\$68	\$55
Average Share Balance	\$5,136	\$5,403	\$4,682	\$5,230	\$6,043
Number of Loans	26,499	27,514	28,362	27,121	23,602
Average Loan Balance	\$8,766	\$8,845	\$9,864	\$9,530	\$8,849
Financial Ratios					
Return on Loans	6.93%	6.95%	7.05%	7.03%	7.21%
Return on Investments	3.69%	4.23%	4.36%	2.15%	2.21%
Return on Assets	8.61%	8.82%	9.25%	9.04%	8.60%



### **Distribution of Income**

	2006	2007	2008	2009	2010
Compensation	25.30%	25.96%	25.95%	28.47%	27.34%
Office Occupancy	4.22%	4.39%	5.37%	6.23%	6.12%
Office Operations	9.31%	9.42%	10.28%	11.38%	10.56%
Advertising	2.42%	2.91%	2.49%	1.40%	1.23%
Collection Expense	4.22%	4.48%	5.37%	6.57%	6.16%
Professional Expense	9.24%	4.71%	5.36%	6.72%	6.98%
All Other Expenses	6.88%	7.74%	5.25%	1.14%	5.20%
Dividends	17.50%	23.42%	18.85%	12.73%	9.76%
Increase to Capital	10.54%	-12.68%	-5.90%	-8.77%	5.08%
Provision for Loan Loss	10.38%	29.65%	26.98%	34.13%	21.56%



## **Supervisory Committee Report**

McCoy Federal Credit Union pledges to provide through safe and sound business practices, financial services to all our members and our community to enable them to achieve their financial goals.

Your Supervisory Committee's responsibilities are:

- Schedule audits as regulators require, prepare and submit necessary written forms, and conduct or order supplementary audits deemed necessary.
- Inspect the Credit Union's securities, cash, and accounts.
- Scrutinize the acts of Credit Union Offices, Committees, and employees to determine compliance with Board, State, and other regulatory rules and laws.
- Conduct or order a verification of members' loan and share accounts to comply with Credit Union policy and regulatory requirements.
- Review Board Minutes.
- Prepare and make available an Annual Report presented to members at the Annual Meeting.

An annual Federal examination of McCoy Federal Credit Union was performed by the National Credit Union Administration (NCUA) in March 2010. NCUA concluded "your Credit Union remains financially sound."

Nearman Maynard Vallez, Certified Public Accountants (CPAs), performed an annual external audit of our financials for the year ending September 30, 2010, as authorized by the Supervisory Committee. They also found that the Credit Union was financially sound.

McCoy Federal continues to seek additional ways to improve efforts toward better security and safeguarding members' assets. Thus in doing so there will be additional audit functions performed by our external audit firm and our Internal Audit Department during 2011.

Respectfully submitted,



Fred S. Browne, Jr.
Director
Chairman Supervisory Committee

# **Nominating Committee Report**

As required by our Bylaws and as published in the October 2010 newsletter, said Committee submitted three names for vacancies on the Board of Directors. After thorough search and interviews, the Nominating Committee is proud to submit the following:

#### For the Board of Directors



Mr. Fred S. Browne, Jr. *Term 3 years* 



Mr. Gilbert B. Croft Term 3 years



Mr. James B. Register Term 3 years



Mr. Richard W. Tressler Term 3 years

Additionally, in the newsletter, the Chairman of the Nominating Committee informed all members of the procedures for nomination by petition. He also notified the membership of the deadline for filing of such petitions. There were no nominations submitted by petition. Therefore, the election will be conducted by voice ballot at the Annual Meeting.



Richard J. Albert Director Chairman Nominating Committee

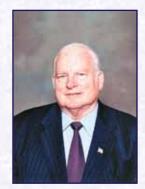
## 2010 Board of Directors



Mr. Fred H. Bierbaum, Sr. *Chairman* 



Mr. Dennis M. Johnson *Vice Chairman* 



Mr. Thomas D. Farnsworth *Treasurer* 



Mrs. Janet E. Brewer Secretary



Mr. Richard J. Albert

Director



Mr. Fred S. Browne, Jr. *Director* 



Mr. Gilbert B. Croft *Director* 



Mr. Michael F. Hester

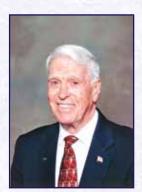
Director



Mr. James B. Register *Director* 



Mr. Richard W. Tressler *Director* 



Mr. Charles L. Wiles *Director* 

## Senior Management



Alvin J. Cowans, CCUE President/CEO



Tod W. Mazzocco
Executive Vice President



Robert A. Goplen, C CUE/NCCO Vice President Finance



Pamela Mello, NCCO Vice President Compliance



Basil A. Buchanan Vice President Lending



Donald Knopick
Vice President Information Technology



Laura Retherford Vice President Operations



Danny Snider Vice President Loan Services

#### **Supervisory Committee**

Mr. Fred S. Browne, Jr. Chairman
Mr. Tim Driskell Member
Mrs. Maureen Gimenez Member
Mrs. Janet Warren Member

## **2010 Community Involvement**

#### 2010 Community Involvement Highlights

EG & Community Partner Events attended: 61 Medical Partner Events attended: 161 Total Onsite Enrollments: 256

Sponsorships: 55 Fundraisers: 3

Free Shredding Events: 5

#### 2010 Active Community Partners

Medical Groups: 11 Employee Groups: 88 Community Partners: 14













































2010 Annual Russell Home Fundraiser



# **2010 Community Involvement**



2010 Annual Lancaster Elementary School Supply Drive



2010 Annual Christmas Fundraiser benefitting the children in need of Lancaster Elementary























March of Dimes













## **2010 Community Involvement**















HISTORIC PRESERVATION www.CityofOrlando.net











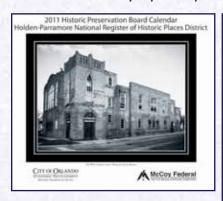






"I would like to thank McCoy Federal Credit Union for sponsoring the 2011 Historic PreservationBoard Calendar and for being a great corporate partner and neighbor."

— Buddy Dyer, Mayor, City of Orlando





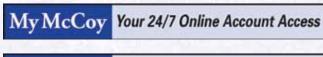
2011 Historic Preservation Board Calendar photography winners pose for a photograph with Mayor Buddy Dyer, Richard Forbes, Preservation Board Officer and Alvin Cowans, McCoy Federal President/CEO at City Hall.

#### **Products & Services**

- Regular Share (Savings) Accounts with dividends
- Share Draft (Checking) Accounts with Overdraft Protection & Overdraft Privilege
- McCoy Federal Visa Debit Card with VISA PayWave and Rewards
- Money Management Share Accounts (MMSA) with dividends
- 6-Month, 1-, 2-, 2½-, 3- and 5-Year **Share Certificates**
- Individual Retirement Accounts (IRA) -Traditional, Roth, and Coverdell **Educational Savings Account (CESA)**
- IRA Certificate Accounts—6-Month, 1-, 2-, 2 ½ -, 3- and 5-Years
- **IRA Online Center**
- **Health Savings Accounts**
- Youth Savings Accounts (Ages 5 17)
- Golden Eagle Club (Ages 55 and over)
- Fresh Start Accounts
- Direct Deposit
- Savings Bonds
- ATMs-CU24, CU Here, CIRRUS, Pulse
- Safe Deposit Boxes (at specific Offices)
- Western Union Wire Service
- Wire Transfer of Funds
- Night Depository
- **Money Orders**
- Official Checks
- Free \$2,500 Accidental Death Insurance
- TONI the Teller 24-Hour Access to Your Accounts
- First Mortgages 10, 15, 20 & 30 year terms
- Second Mortgages
- Home Equity Loans

- Home Improvement Loans
- Land & Lot Loans
- Rental, Condo & Mobile Home Loans
- Line-of-Credit Loans
- Vehicle Loans (New & Used)
  - Auto, Truck & Motorcycle
  - RV & Travel Trailers
  - Boats & Jet Skis
- **Debt Consolidation Loans**
- Share Certificate and Share Account Secured Loans
- Visa Platinum Credit Cards with Rewards
- Visa Platinum Credit Cards with Low Rate
- Credit Life and Credit Disability Insurance
- Auto Gap Insurance
- **Automobile Warranties**
- **Automatic Loan Payments**
- 24 Hour Loan by Phone
- OnLine Loan Applications
- **Indirect Lending**
- My McCoy Your OnLine PC Teller with:
  - OnLine Bill Payer
  - Electronic Statements (E-statements)
  - E-Checks (OnLine)
  - Credit Card Information & Statements
  - Design Your Own Card (credit cards)
- **Business Accounts** 
  - Business Credit Cards with Rewards
  - Commercial Loans
  - Business Lines of Credit
  - Business Loans
  - SBA Loans
  - Business Debit Cards with Rewards
- **Accel Credit Counseling**

#### www.mccoyfcu.org





MyMcCoy BILL PAYER







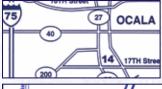








#### Office Locations





- 1. McCoy Road Office 1900 McCoy Rd Orlando, FL 32809
- 2. Curry Ford Office 5757 Curry Ford Rd Orlando, FL 32822
- 3. Central Florida Pkwy Office 2075 Central Florida Pkwy Orlando, FL 32837
- 4. Michigan Office 35 W. Michigan St Orlando, FL 32806
- 5. L.B. McLeod Office 5620 L.B. McLeod Rd Orlando, FL 32811
- 6. Chickasaw Office 502 S. Chickasaw Tr Orlando, FL 32825
- 7. Apopka Office 931 N. Park Ave Apopka, FL 32712

- 8. Osceola Parkway Office 1221 W. Osceola Pkwy Kissimmee, FL 34741
- 9. Clermont Office 4300 S. US Hwy 27, Suite A Clermont, FL 34711
- 10. Lake Nona Office 9161 Narcoossee Rd, Ste 104 Orlando, FL 32832
- 11. Underwood Office 77 Underwood St. Suite 100 Orlando, FL 32806
- 12. VA Office 5201 Raymond St • Room 1202 Orlando, FL 32803
- 13. Ocoee Office 1575 E. Silver Star Rd Ocoee, FL 34761
- 14. Ocala Office 303 SE 17th St, Ste 302 Ocala, FL 34471

#### **Contact Information**

**Lobby Hours** 

Monday - Thursday Friday

9:00 AM - 5:00 PM 9:00 AM - 6:00 PM

Drive Thru

Monday - Thursday Friday 8:00 AM - 5:30 PM

8:00 AM - 6:00 PM

**Call Center Hours** Monday - Friday

9:00 AM - 5:00 PM

VA Outpatient Clinic

Monday - Friday 8:00 AM - 4:00 PM

Clermont & Lake Nona

Monday - Friday 9:00 AM - 5:00 PM Mailing Address

McCoy Federal Credit Union P.O. Box 593806 Orlando, FL 32859-3806

Web Site

www.mccoyfcu.org

Email

mccoy@mccoyfcu.org

Phone (All Offices) 407-855-5452 Toll Free 1-888-584-7701

Call Center 407-855-5452

Toni-the-Teller 24-hr Phone Account Access 407-857-8245 Toll Free 1-888-584-8268

#### **Membership Information**

#### **Credit Union Difference**

A credit union is a member-owned, member-controlled, not-for-profit cooperative financial institution. Credit Unions are organized to provide its members with a safe place to save and borrow at reasonable rates, and obtain related financial services.

A credit union is a group of people who have a common bond, such as their workplace or the community in which they live, who join together to pool their money into a financial cooperative they own.

The purpose of a credit union is for people with that common bond to help each other achieve their financial goals in life through offering low cost loans, high interest savings with low cost product fees.

#### History

It was with this spirit in mind that seven people pooled their knowledge and assets to begin a military member credit union on December 14, 1954. This was known as Pine Castle Air Force Base Federal Credit Union.

In 1958, Pine Castle Air Force Base was renamed McCoy Air Force Base in honor of Colonel Michael N.W. McCoy, and the credit union followed suit. From that time, it has been known as McCoy Federal Credit Union.

In 1974, McCoy Air Force Base was closed. Subsequently, in 1981, McCoy Federal became a community chartered credit union serving those who lived and worked in south-side Orlando.

For the next 25 years, McCoy Federal Credit Union experienced healthy growth and expanded our field of membership to include all of Orange County. Today, we currently serve anyone who lives, works, worships or attends school in Orange, Osceola, Seminole or Lake County. We are committed to opening new branch locations throughout Central Florida to better serve our members.

As we continue to grow, we look forward to bringing the benefits of membership to everyone in our community.

#### **Mission Statement**

McCoy Federal Credit Union pledges to provide, through safe and sound business practices, financial services to all our members and our community to enable them to achieve their financial goals.

#### Membership

Membership to McCoy Federal Credit Union is open to persons, who live, work, worship, volunteer or attend school in, and businesses and other legal entities located in Orange, Osceola, Seminole or Lake Counties; members of the immediate family or household; and organizations of such persons.







