



# Annual Report 2020



# Table Of Contents

1. Value Statements	14. Income Statement	22. Community Partnerships
2. Chairman's Report	15. Membership Data	23. Community Involvement
3. 66th Annual Meeting Minutes	16. Distribution of Income	28. Social Media Highlights
6. President's Message	17. Supervisory Committee	29. Products & Services
8. Lending Report	18. Nominating Committee Report	30. Office Locations
11. Treasurer's Report	20. Board of Directors	31. Contact Information
13. Balance Sheet	21. Senior Management	32. History



# Value Statements

## Our Vision

Provide financial services beyond your expectations.

## Our Mission

Provide a wide range of affordable financial products  
with exceptional member service.



# Chairman's Report

As the society and financial environment pendulum swung from one extreme to another during the 2020 season, the Board of Directors of McCoy was having to adjust from one month to the other. Procedural adjustments where needed, policy changes where required, and meeting adjustments had to take place. The service model had to be tweaked in order to abide by our Governor and County Mayors' directions. It was no longer doing business as normal.

We had to go to virtual Board Meetings, virtual committee meetings, our Federal regulators and CPA firms had to do their exams and audits virtual. While all this may have been different the results of the changes did not deter us from excelling in our Mission and Vision of the Credit Union.

We saw most of our target performance objectives be met. We saw extraordinary growth in our Assets growing over 30%, our net worth maintained the regulatory Well-Capitalized status, our loan delinquency and charge-off ratios met our goals. We finished the year with a positive Return on Average Assets Ratio (ROAA) and within our planned 2020 budget. The Board of Directors were pleased with these outcomes and with all that Management had to handle during the year.

We recognize that 2021 will require continued adjustments in delivering quality service to our members and the communities we have been privileged to serve. We understand that moving forward we will have to strategically prepare for a new world of digitization financial delivery services and a continued focus on safety and soundness.

We will have to be focusing on cost savings where we can in properly balancing member experience and member service.

As Chairman, I extend a hardy thank you to each of the Board Members and Volunteers for their diligence in carrying out their duties and responsibilities during these very difficult and challenging times. To our over 70,000 members we pledge to continue providing an environment that centers around a Culture of Help, with Integrity and Competence.

We thank you for allowing McCoy to serve your financial needs for over 66 years.



**Mrs. Janet E. Brewer**  
Chairman

# 66th Annual Meeting Minutes



The 66th Annual Meeting of McCoy Federal Credit Union was called to order by Chairman of the Board Michael F. Hester at 6:32 p.m., February 19, 2020 in the Community Room of McCoy Federal Credit Union's Administration Building.

Chairman Hester welcomed everyone and thanked them for taking the time to attend the 66th Annual Meeting of McCoy Federal Credit Union. The Chairman called upon Director Richard Tressler to lead the Pledge of Allegiance.

The Chair asked the Secretary if there was a quorum present. Mrs. Janet Brewer, Secretary replied in the affirmative. There being a quorum, the Chairman declared the 66th Annual Meeting of McCoy Federal Credit Union in session.

Chairman Hester asked the Directors and President/CEO to join him at the front to be recognized: Richard Albert, Vice Chair; Richard Tressler, Treasurer, Janet Brewer, Board Secretary; Samuel Davis, Director; Maureen Gimenez, Director and Chair Supervisory Committee; Dennis Johnson, Director, and President/CEO Alvin Cowans. The Chair introduced Special Guests who are our Director Emeritus, Fred Browne, Jr. and Gilbert Croft. The Volunteers introduced were all Supervisory Committee Members: Robert Conner; Stephen Graham; Michael Montague. The Chair then called upon President/CEO Alvin Cowans.

President Cowans first thanked everyone for coming to the Annual Meeting. President Cowans introduced each of his Senior Management Team as well as his Executive Assistant, and the Operations Administrative Assistance in attendance.

Chairman Hester provided the Chairman's Report from the 2019 Annual Report. There were no questions of the Chairman.

Chairman Hester re-introduced President Cowans to provide his remarks for the evening.

President Cowans once again bid a Good Evening and a thank you to all for joining and participating in our 66th Annual Meeting. President Cowans offered a few observations from 2019 as well as the future.

You have heard the statements: The "train has left the station"; "The gun has been fired and the runners are off"; "The engines are roaring; the flag has dropped and the cars are racing"; "The ball has been kicked"; "The first pitch has been thrown". Whatever 'start the game' statement you prefer; Orlando is on the move.

In 1979 an R&B group named McFadden & Whitehead, had a hit song called "Ain't No Stopping us Now", "We're on the Move", it went on in the lyrics to say, "don't you let nothing, nothing stand in your way".

Look around us, we can see it as a new downtown skyline, it didn't exist 30, 20, or even 10 years ago. We can feel it with the I-4 expansion, traffic jams; six lanes both directions; off ramps four levels high. Population growth reaching over 4 million people within the next 5-6 years. Can the infrastructure handle it? Are we prepared?

Orlando has been named #1 in the United States in job growth for a third straight year (2018, 2017 & 2016). Downtown Orlando continues to attract new businesses, residents, and visitors. According to Urban Land Institute, Orlando is one of the top five markets to watch, last year it was in the top 10. Orlando is also considered the best market for real estate investment (Forbes 2019).

In Orlando the unemployment rate is 2.9% compared to the U.S. avg. of 3.9%. A bustling downtown draws business of all types and is especially strong in its ability to attract corporate headquarters.

The City's potential has only begun to be realized. Numerous major multi-use commercial projects are on the drawing board. An unprecedented level of office development is planned for downtown Orlando and planned retail and residential development in the surrounding areas.

What is it? What's going on? Is it the fact that Florida's weather plays a major part in this transition, Is it-No State Taxes? Is it land availability, open space? Is it the diverse cultures that exist? Is it the social opportunities available (the beaches, entertainment options, professional sport teams, performing arts culture)? Is it the education levels?

# 66th Annual Meeting Minutes

Orlando has the second largest University student body in the country in UCF. Florida has a Flagship Top 10 rated Public University in the University of Florida. Orange County Public Schools has 212,605 students making it the ninth largest Public School System in the country and the fourth largest in Florida.

Whatever “it” may be, “There is no stopping it now”, and nothing, no nothing will stand in its way”.

Orange County is home to one of the top ten research parks in the country (CFRP), the largest in Florida and the 4th largest in the U.S; Orange County is home of one of only two National Entrepreneur Centers, a world-class international airport that is expanding, and spending over \$1.8 billion on a third terminal with an additional 100 gates. The Lake Nona area is home to an all new Medical City which includes the UCF College of Medicine, new VA Hospital and many new medical offices.

Our sister County to the South, Osceola County is the tenth fastest growing county in the nation, and Kissimmee’s metro area which includes the cities of Kissimmee and St. Cloud as well as a variety of unincorporated areas, some of which include Celebration, Poinciana and Harmony, ranks #56 in the U.S. as “Best Performing Cities.” Osceola County also is home to the Florida Advanced Manufacturing Research Center and the world’s first industry-led smart sensor consortium, (BRIDG). Osceola County is poised to be at the center of advancing technologies that will shape the future of self-driven automobiles, surgical devices, home appliances and a host of other devices.

Our sister County to the North, Seminole County, its Industry growth has taken several forms. Most notable is the establishment of corporate headquarters, such as American Automobile Association (AAA), Mitsubishi Hitachi Power Systems, Scholastic Book Fairs and the on-going expansion at the Orlando Sanford International Airport (SFB). Coupled with the state’s largest foreign trade zone designation, the Sanford International Airport (SFB) has become the third most active international airport in Florida, last year they were 5th, and they are the 12th most active in the United States.

So, what do we do? This kind of growth will blow you over if you try and stop it. It will run you over if you get in its way!

I say we must get on board! We take advantage of all the opportunities that will come our way! We enjoy the Journey! We bathe in Patience and lotion in Tolerance! We calm our nerves and exercise good health. We change what should be changed and what can be changed, and we adjust where we need to.

McCoy is hard at work making the changes that need to be made, and changes that should be made. Changes like: the digital channel conversion in 2018; the Data System CORE conversion in 2019; closure of our store front branch office on Aloma with the hopes of being able to re-locate to a full-service branch office somewhere else in the Seminole County area; our newest branch office location, Hamlin Grove in the Southwest Orange County area with the hopes of opening by end of the year 2020.

We continue to look for ways to enhance the “McCoy Cares” Brand by elevating the McCoy membership advantage and Engaging, Assisting, Promoting, and Servicing the Financial and Social needs of our communities.

We will continue to Recruit, Train, and Retain exceptional talent. Make sure we are able to give the membership, Exceptional Member Service and be true to our Vision in providing it “Beyond your Expectation”. We will make every effort to provide, Simple, Easy and Fast digital account access; and Provide the membership with a portfolio of valued products.

So, with all that said, the belt buckle has been tightened, the shoestrings are tied, and we are ready for the journey.

McCoy Federal Credit Union has been serving the financial needs of this community for over 65 years and while the characteristics of our Field of Membership and this community have changed and continue to change, we are pledged to continue serving our field of membership and communities for years to come. We are positioning ourselves to compete and be successful in bringing valued financial services to the members and the communities we are privileged to serve.

Chairman Hester thanked President Cowans for his remarks and then continued with the business portion of the Annual Meeting. The Minutes of the 65th 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.

# 66th Annual Meeting Minutes

The Chairman called for questions of the Official Reports found on pages 9, 12, and 18 of the Annual Report. There were no questions for the Lending Report. There were no questions of the Treasurer's Report. The Chairman asked if there were any questions for the Supervisory Report, there were none.

Chairman Hester then called on the Chairman of the Nominating Committee for his report. Mr. Richard Albert reported there were no nominations by petition.

There being no nominations by petition, Mrs. Maureen E. Gimenez was nominated for a term of three years. A motion was made, seconded and carried that Mrs. Gimenez 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 Hester closed the Business Meeting and declared the 66th Annual Meeting adjourned at 7:04 p.m., February 19, 2020.



**Janet E. Brewer**  
Secretary



**Michael F. Hester**  
Chairman



# President's Message

WOW! 2020 is over, done, finished! Behind us! Can I get an AMEN!

Looking back at what we went through as a country, as a people, as citizens of The United States of America, and as a community, what comes to mind is, resiliency, diversity, strength, tolerance, flexibility, belief, truth, Democracy.

Many had their personal lives, careers, businesses, workplaces, children's learning, finances, views of democracy, all challenged and tested in 2020.

When you take a snapshot of the things that happened in 2020 that effected our lives, we recognize that the effects of it all could linger for a lifetime. The events that took place in 2020 were events that spread from an economic crisis, COVID-19 health and pandemic crisis, racial tension, threat to the constitution of the United States, political and Presidential election unrest and stress, a record number of hurricanes and tropical storm activities in the South Eastern United States, floods and fire activities in the Western United States, another recessionary environment, high unemployment, record job losses, businesses closing, and a whole new way of doing business.

"Lions, Tigers and Bears, Oh My."

2020 ended a decade in a fashion that will go down in history unlike any other:

- COVID-19 shut down large sectors of our economy and has resulted in millions of people being infected with the virus and over 300,000 U.S. deaths. More deaths than any war we have fought or any other pandemic that has hit the United States since the 1918 influenza pandemic.
- Two murders which vaulted racial justice to the forefront and cast "Black Lives Matter" as a social movement impacting professional sports, the arts, entertainment industry and corporate America.
- A third Presidential impeachment trial in U.S. history.
- A long dark shadow cast over the reliability of the nation's voting system.
- Congress approved a \$2 trillion stimulus package during the first quarter of 2020 followed by two additional stimulus packages, each including business Paycheck Protection Program (PPP) loan assistance, enhanced unemployment benefits, and COVID-19 related health programs.
- The stock market dropped 23% in the first quarter of 2020, only to rebound by year-end up around 20%.

In February, we started hearing rumbling about a coronavirus (COVID-19) that was beginning to spread and by mid-March the entire State of Florida along with many other States were in lockdown and our entire world began to change.

McCoy worked to provide cleaning items for our staff to use at their workstations. We provided workstation shields for staff, face coverings for staff and members, and distancing signage. We made available to the staff and members hand sanitizer liquids for their use. We contracted to have the Credit Union facilities deep cleaned for the virus numerous times during the year. We encouraged everyone to take all the necessary precautions with physical contact, washing hands, wiping down touch areas. And while deaths began to mount, we found more and more restrictions on businesses and the population take place.

McCoy opened for business and served the membership throughout the pandemic. When financial institutions were allowed to open up their lobbies for business, many of the banks and credit unions kept their lobbies closed and used drive-thru and appointments only services. McCoy opened our lobbies for the members to take care of all their financial transactions soon after being given permission by the Governor and Mayor.

What a crazy topsy turvy year. Oh how things changed the face of the industry and forced everyone to shift gears. We had to come up with new methods of operating and had to adapt and respond to a world that was rapidly changing right before our eyes.

# President's Message

We are proud to say that McCoy entered the crisis with a strong balance sheet, well-capitalized, with low loan delinquency and loan charge-off percentages.

At the end of the year, our National Credit Union Administration (NCUA) examination graded us with their top examination grade and our external CPA financial audit found the Credit Union to be safe and sound.

We adjusted, reshaped, re-casted and maneuvered our way through the 2020 land mines to be able and ready to uphold our Mission of providing to our members and communities a wide range of affordable financial products with exceptional member service.

2021 will continue to be a challenging year for us all as we try and return to some sense of norm. We will continue to adapt and respond as our world and environment tries to find its way back to a path of prosperity and security.

One of the Founding Fathers, John Dickinson in his pre-Revolutionary War song, penned the lyrics, "Then join hand in hand, brave Americans all, by uniting we stand, by dividing we fall." A similar phrase also appears in the biblical New Testament, translated into English as, "And if a house be divided against itself, that house cannot stand." And the 1911 Encyclopedia Britannica quotes Robert Grosseteste saying, "It is written that united we stand and divided we fall."

We trust that in our efforts to Unite, we will stand together and lift up our United States of America.



**Alvin J. Cowans, CCUE**  
**President/CEO**

# Lending Report

When we look back at the year 2020, a preponderance of thoughts flood our minds. The most dominant item in that flood will cause 2020 to be known as the year of COVID-19. The virus changed the world and its economy in such a profound way, that normal seems to be a figment of our imagination. The question now is, what will normal be on the back end of this pandemic?

For 2020, we had set a conservative loan growth target of 5%. This conservative target was based on factors which included new initiatives to be implemented and tested; the run off rate for segments of the portfolio; and the fact that those initiatives would take time before we begin to see true results. The first order of business was to implement our bright and shiny new tool, Refi Analyzer, with the branches. This would be complemented by Auto Decisioning at the branch level. We rolled out Auto Decisioning with Indirect Loans and now it would be tested on the big stage. The "Beta Branch" was chosen, and we were off to the races. Things were progressing extremely well, then came COVID-19.

As COVID-19 set in, the Federal Reserve lowered the Fed Funds rate to 0.1% and the expectation was that it would remain at that level through 2025. The 10-year Treasury Rate fell below 1% and is projected to remain in that region until 2022. The expectation of low inflation and massive quantitative easing were the driving force for this environment. The low interest rate environment laid the foundation for an explosion in the mortgage market. COVID-19 was the market disruptor as earlier predictions for 2020 were that the rates would barely move.

In February and March there was a refinance boom as homeowners scurried to take advantage of lower rates. The Credit Union benefited from that boom as we experienced a 13.49% growth in the First Mortgage segment of our portfolio. Conversely, our 2nd Mortgage segment experienced a 7.78% decline due to payoffs from refinances.

As the nation went into shelter in place mode to curb the spread of the virus, businesses started to suffer. The unemployment rate soared as the recession set in. Congress passed the CARES ACT to extend a lifeline to households, businesses, and the economy. Loan demand waned as only mortgages showed any sense of life. The Credit Union's participation in the Paycheck Protection Program of the CARES ACT yielded 288 loans for \$10.1 Million. Aided by few Commercial Real Estate construction loans, our SBA and Business Real Estate segments grew by 15.88% and 48.61% respectively. During this period, we launched our Deferment and Skip-A-Pay Programs to aid our members who were feeling the effects of the recession.

We remained steady through August as both our Indirect and Mortgage Managers retired from the Credit Union. In May we implemented our Solar Loan Program which was responsible for a 55.6% growth in our Other Secured segment. In addition, we ran a Signature Loan Promotion from July through August, then again for Black Friday/Cyber Week and finally from the Christmas season through January 2021. Our Signature Loan segment grew 11.65% because of that strategy. The Summer of COVID-19 culminated with \$8.6 Million in Solar Farm Participation Loans from one of our partners.



**Basil A. Buchanan**  
Vice President Lending

## **2020 Lending Performance**

**Total number of Loans (including Credit Cards Approved and Closed): 13,286**

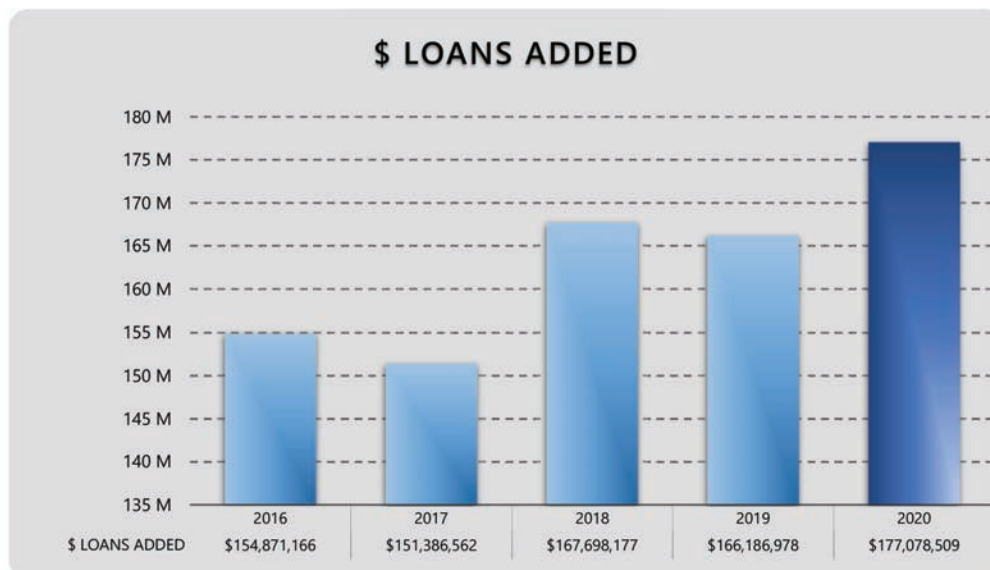
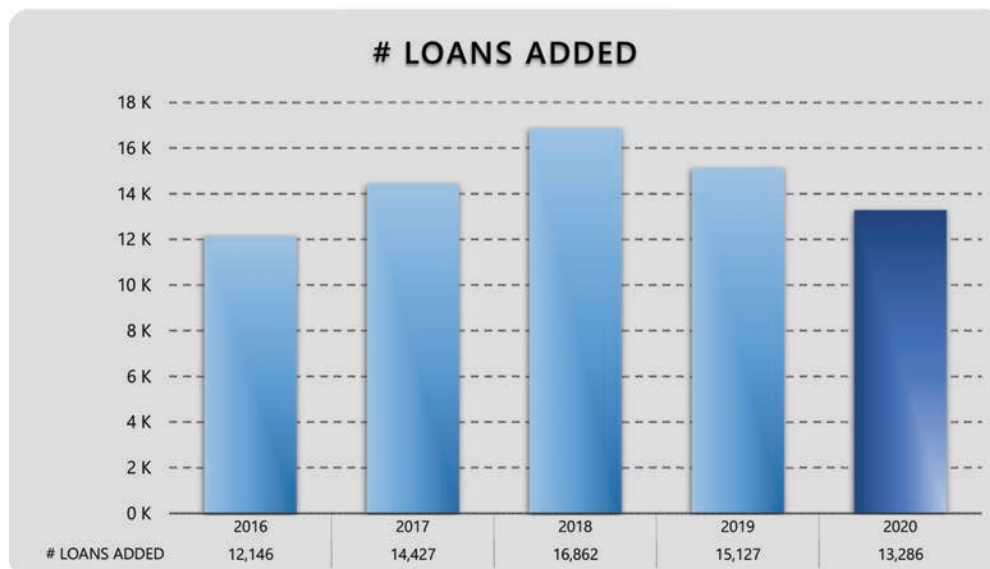
**Total dollar amount of Loans Generated: \$177,078,509**

**Total Loans Outstanding (Net) as of December 2020: \$367,763,022**

# Lending Report

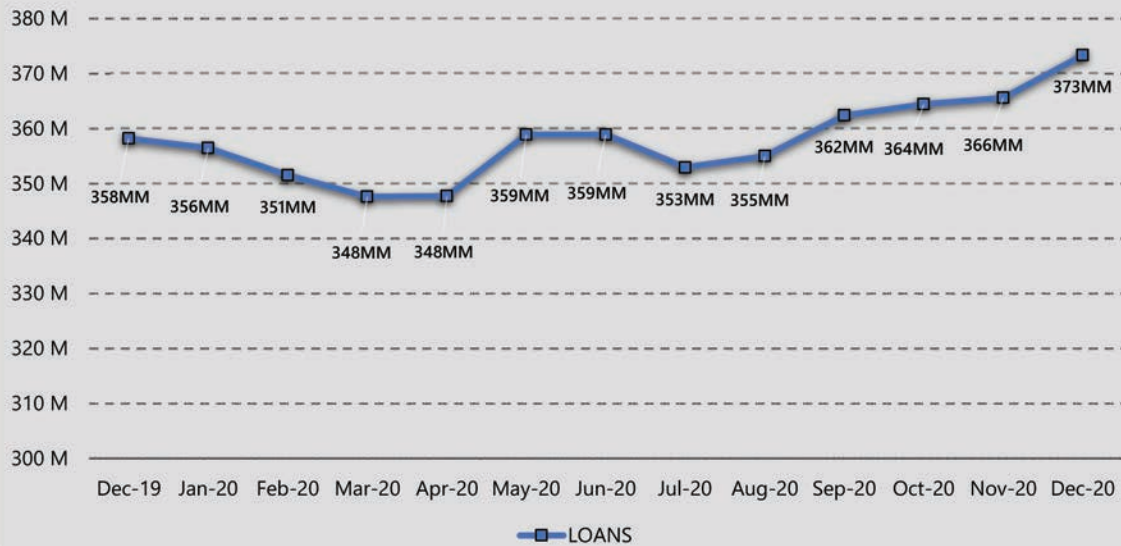
Our Auto Loan segment was the story of two tales. At the onset of COVID-19, demand tanked as the dealerships shuttered. Dealer visits were suspended, so there was very little interaction with the dealers. Our refinance offers were seemingly void of an audience. We did virtual car sales, but they were mediocre at best. As the Florida economy opened slowly, we re-engaged the Dealers, especially the inactive ones, and continued our refinance offers. Slowly but surely the inactive dealers came to life and our cross-selling efforts began to pay dividends. The Indirect Auto segment ended the year with a blockbuster December and the Direct Auto segment closed the gap on the decline. However, our Direct Auto segment could not overcome the early declines. Direct New and Used Auto both experienced declines of 18.1% and 3.7% respectively. The Indirect segment experienced impressive gains in New and Used Indirect Auto of 14.5% and 24.4% respectively.

We ended the year on a high note with 5 consecutive months of growth culminating with an annual increase of 4.22%. This was just short of our 5% target. Year-end delinquency for the portfolio stood at an outstanding .24%. This was a welcomed ratio for us as with the recession things could have easily gone off the rails. We expect to continue with the unimplemented strategies in 2021 and enhance some of our partnerships to generate loan growth.

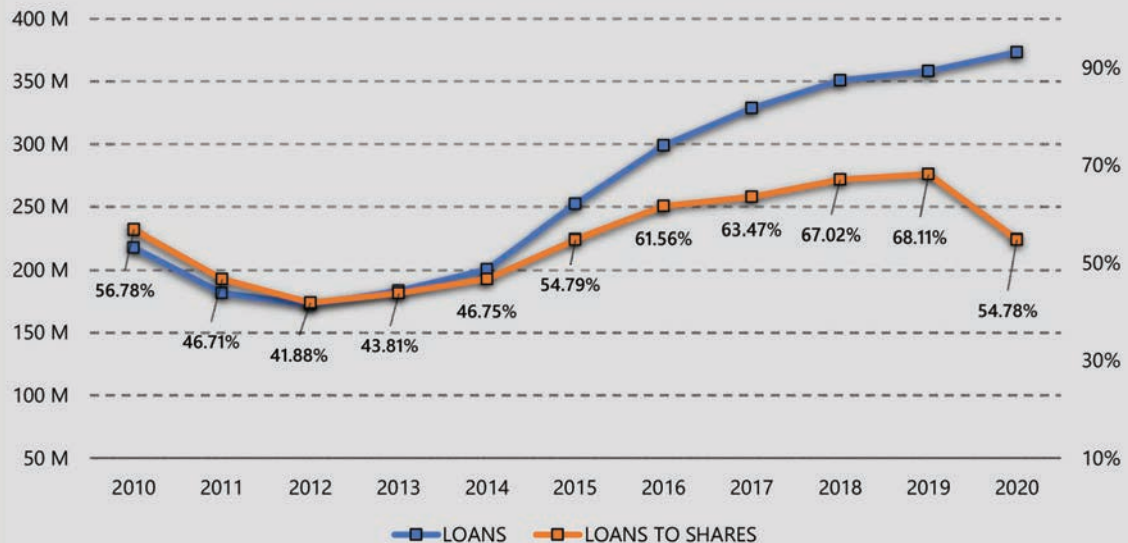


# Lending Report

## 12 MONTH LOAN GROWTH



## Total Loans / Loans to Share



# Treasurer's Report

The summary financial reports shown below for the past three years indicates McCoy's financial status for 2020 and the two preceding years, 2018 and 2019. During 2020, our total assets ranged from January's \$593,644,042 to a high of December's \$760,866,517. This was a net increase in our assets of \$167,222,475 over the prior year.

In 2020, we continued to experience significant growth in our net loans. Our net loans increased from \$353,569,869 to \$367,763,022 during the year reflecting an increase of \$14,193,153. The biggest increases came in 1st mortgages and business loans.

During 2020 the Federal Reserve held short-term interest rates low with very little impact on longer term rates. The rate stability reflects a Fed policy change to following the market instead of trying to control inflation. Given the negative impact of Covid-19 on employment and GDP, there is little expected change for the foreseeable future. Overall, activity for 2020 can be best characterized as stable.

Due to continued strong operational management, our Provision for Loan Losses continued to hold with little change from \$2,947,705 in 2019 to \$2,973,070 in 2020. During 2020, we were able to reduce the loan delinquency ratio from .50% to .24%. Great credit should go to our Loan Services and Lending staff for their hard work and outstanding efforts as well as good underwriting!

Finally, we finished 2020 with a net income of \$2,462,304 which was \$1,055,390 less than our 2020 budget and \$4,593,424 behind 2019. During 2020, interest income and share fees were lower than planned. This was partially offset by strong expense management.

I would personally like to congratulate all the McCoy FCU staff members on controlling expenses while growing our member base to position us for future years!

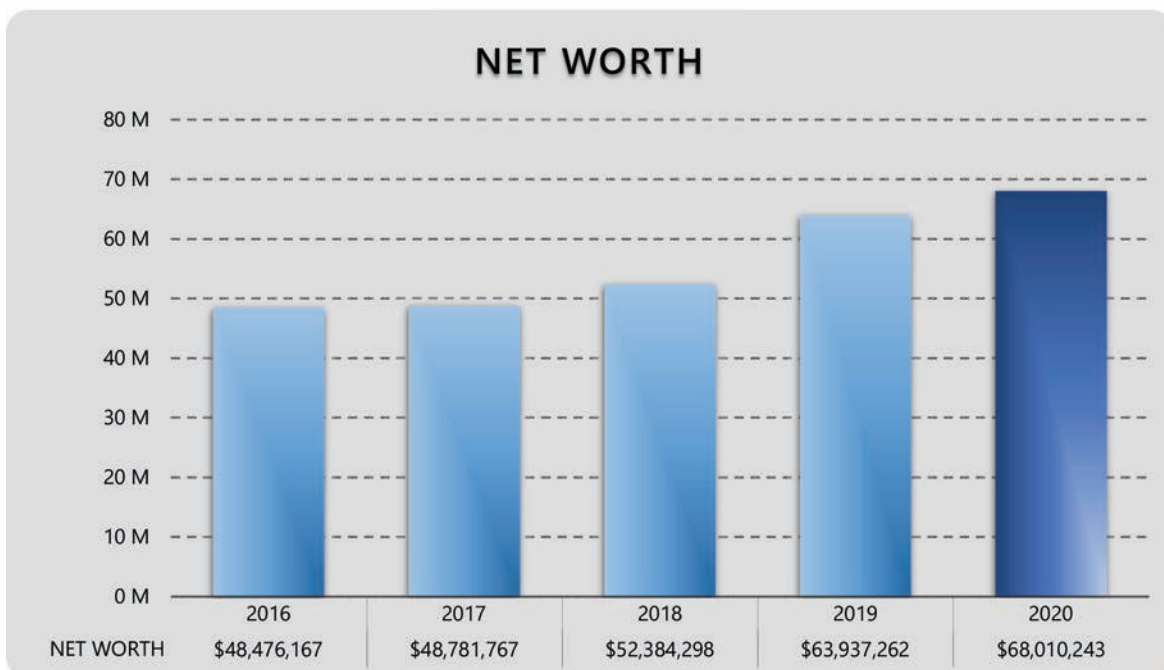
	<b>Assets</b>	<b>Member Deposits</b>	<b>Net Worth</b>	<b>Earnings</b>
<b>2020</b>	\$760,866,517	\$685,767,233	\$68,010,243	\$2,462,304
<b>2019</b>	\$593,644,042	\$522,594,211	\$63,937,262	\$7,055,728
<b>2018</b>	\$577,686,977	\$517,596,095	\$52,384,298	\$5,167,839



**Richard W. Tressler**  
Director/Treasurer

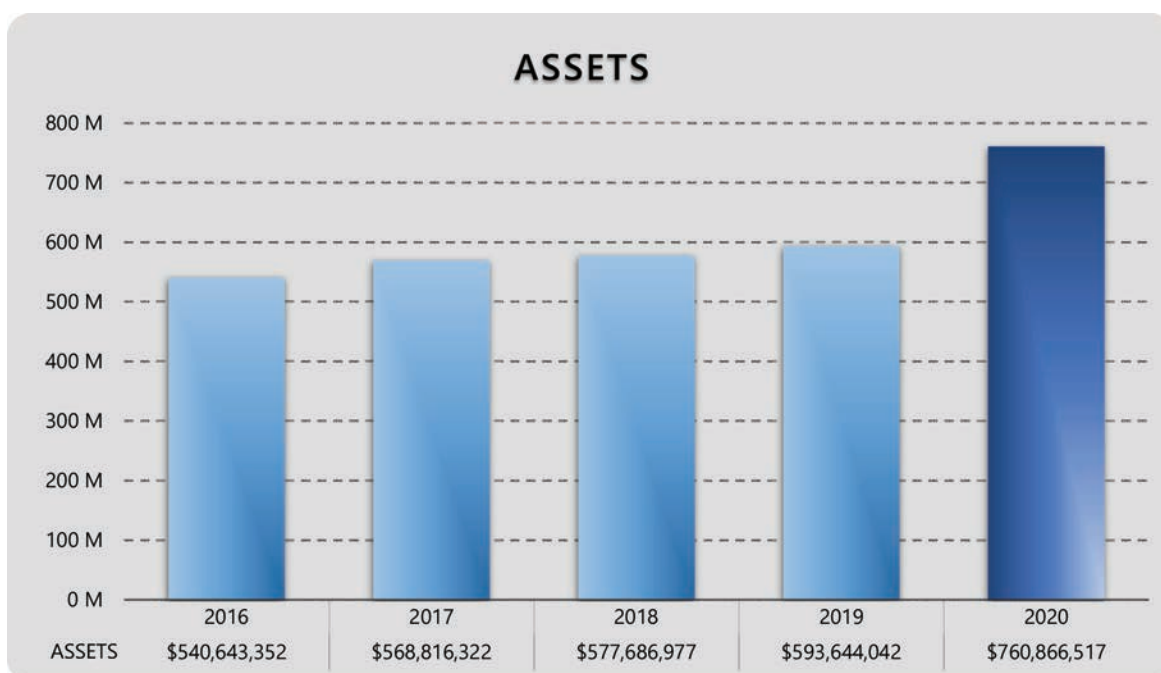


# Treasurer's Report



# Balance Sheet

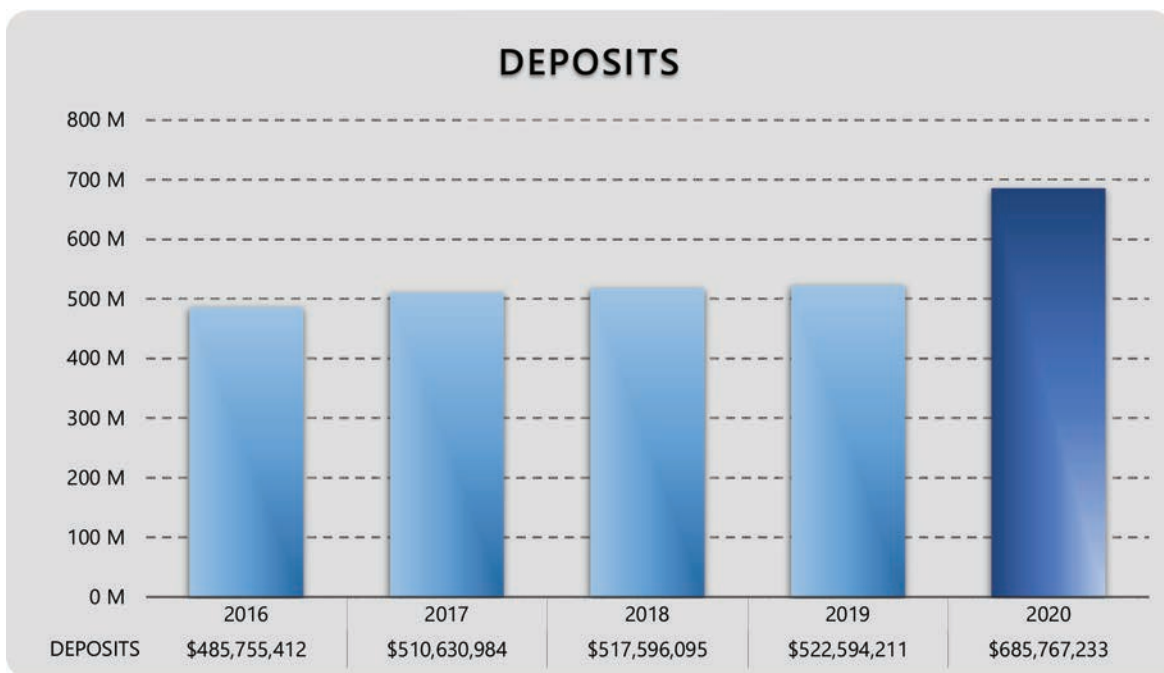
	2016	2017	2018	2019	2020
<b>Loans (net)</b>	\$295,133,310	\$323,498,087	\$345,783,628	\$353,569,869	<b>\$367,763,022</b>
<b>Cash &amp; Accts Rec</b>	\$20,061,155	\$22,961,814	\$18,389,970	\$22,758,205	<b>\$43,335,573</b>
<b>Investments</b>	\$188,463,477	\$183,610,094	\$174,016,365	\$176,039,742	<b>\$306,711,625</b>
<b>Facilities &amp; Fixed Assets</b>	\$20,822,431	\$20,353,083	\$20,417,813	\$21,453,677	<b>\$22,052,717</b>
<b>All Other Assets</b>	\$16,162,979	\$18,393,244	\$19,079,202	\$19,822,549	<b>\$21,003,579</b>
<b>Total Assets</b>	<b>\$540,643,352</b>	<b>\$568,816,322</b>	<b>\$577,686,977</b>	<b>\$593,644,042</b>	<b>\$760,866,517</b>
<b>Accounts Payable</b>	\$6,411,773	\$9,403,572	\$7,706,583	\$7,112,570	<b>\$7,089,040</b>
<b>Share Accounts</b>	\$383,096,047	\$422,130,984	\$444,128,768	\$457,781,058	<b>\$606,503,792</b>
<b>Certificates</b>	\$102,659,365	\$88,500,000	\$73,467,327	\$64,813,153	<b>\$79,263,441</b>
<b>Regular Reserve</b>	\$4,181,359	\$4,181,359	\$4,181,359	\$4,181,359	<b>\$4,181,359</b>
<b>Undivided Earnings</b>	\$44,294,808	\$44,600,407	\$48,202,939	\$59,755,902	<b>\$63,828,884</b>
<b>Total Liabilities</b>	<b>\$540,643,352</b>	<b>\$568,816,322</b>	<b>\$577,686,977</b>	<b>\$593,644,042</b>	<b>\$760,866,517</b>





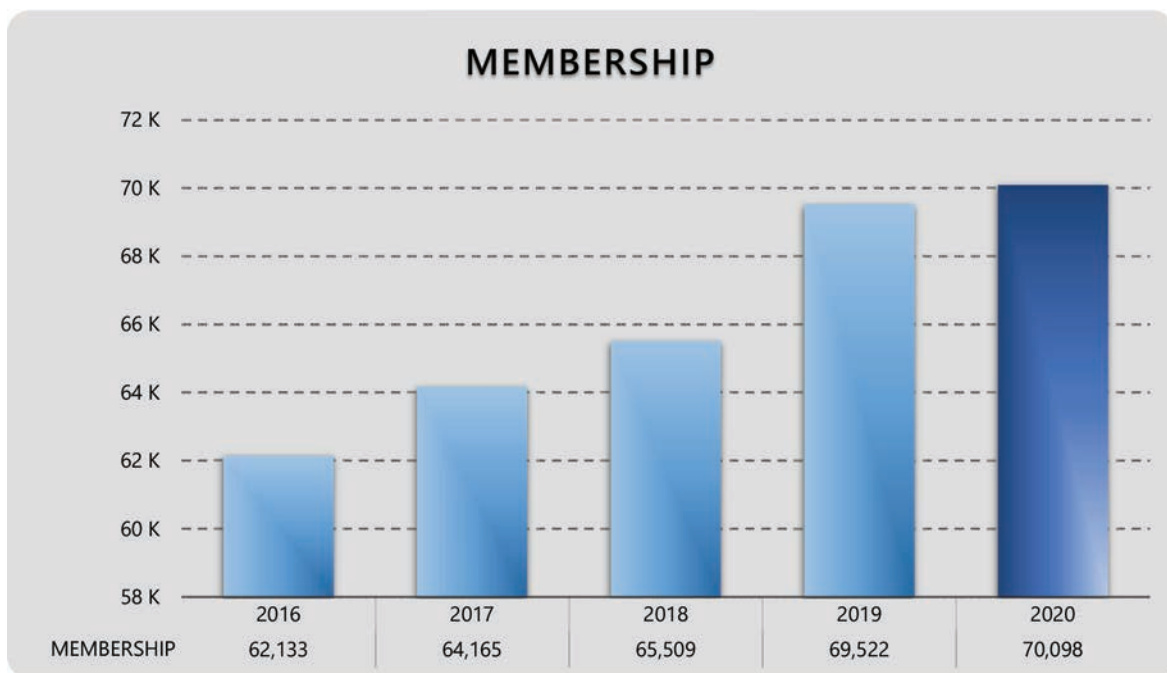
# Income Statement

	2016	2017	2018	2019	2020
<b>From Loans</b>	\$13,987,815	\$14,664,923	\$15,918,012	\$15,908,919	<b>\$15,029,278</b>
<b>From Investments</b>	\$2,989,692	\$3,328,586	\$3,995,591	\$4,537,820	<b>\$3,092,301</b>
<b>From Other Sources</b>	\$13,246,873	\$13,256,398	\$14,164,716	\$13,616,183	<b>\$11,564,285</b>
<b>Gross Income</b>	<b>\$30,224,380</b>	<b>\$31,249,907</b>	<b>\$34,078,319</b>	<b>\$34,062,922</b>	<b>\$29,685,864</b>
<b>Compensation</b>	\$11,193,699	\$11,859,286	\$11,328,482	\$12,299,194	<b>\$11,913,252</b>
<b>Office Occupancy</b>	\$2,047,033	\$2,144,297	\$2,192,152	\$2,139,524	<b>\$2,057,067</b>
<b>Office Operations</b>	\$3,324,481	\$3,715,614	\$3,075,690	\$3,085,946	<b>\$3,570,480</b>
<b>Advertising</b>	\$730,699	\$796,053	\$653,326	\$820,480	<b>\$685,204</b>
<b>Collection Expense</b>	\$2,573,100	\$2,788,697	\$3,718,452	\$3,142,074	<b>\$2,270,514</b>
<b>Professional Services</b>	\$2,158,081	\$1,939,883	\$2,262,325	\$2,850,711	<b>\$2,566,457</b>
<b>All Other Expenses</b>	\$1,061,853	\$998,587	\$1,099,064	(\$1,264,104)	<b>\$222,840</b>
<b>Provision for Loan Loss</b>	\$3,540,000	\$5,442,532	\$3,684,521	\$2,947,705	<b>\$2,973,070</b>
<b>Total Operation Expense</b>	<b>\$26,628,948</b>	<b>\$29,684,948</b>	<b>\$28,014,012</b>	<b>\$26,021,529</b>	<b>\$26,258,883</b>
<b>Net Income from Operations</b>	<b>\$3,595,432</b>	<b>\$1,564,959</b>	<b>\$6,064,307</b>	<b>\$8,041,392</b>	<b>\$3,426,980</b>
<b>Dividends Paid to Members</b>	\$1,101,399	\$1,088,441	\$896,468	\$985,664	<b>\$964,677</b>
<b>Contribution to Capital</b>	\$2,494,034	\$476,519	\$5,167,839	\$7,055,728	<b>\$2,462,304</b>



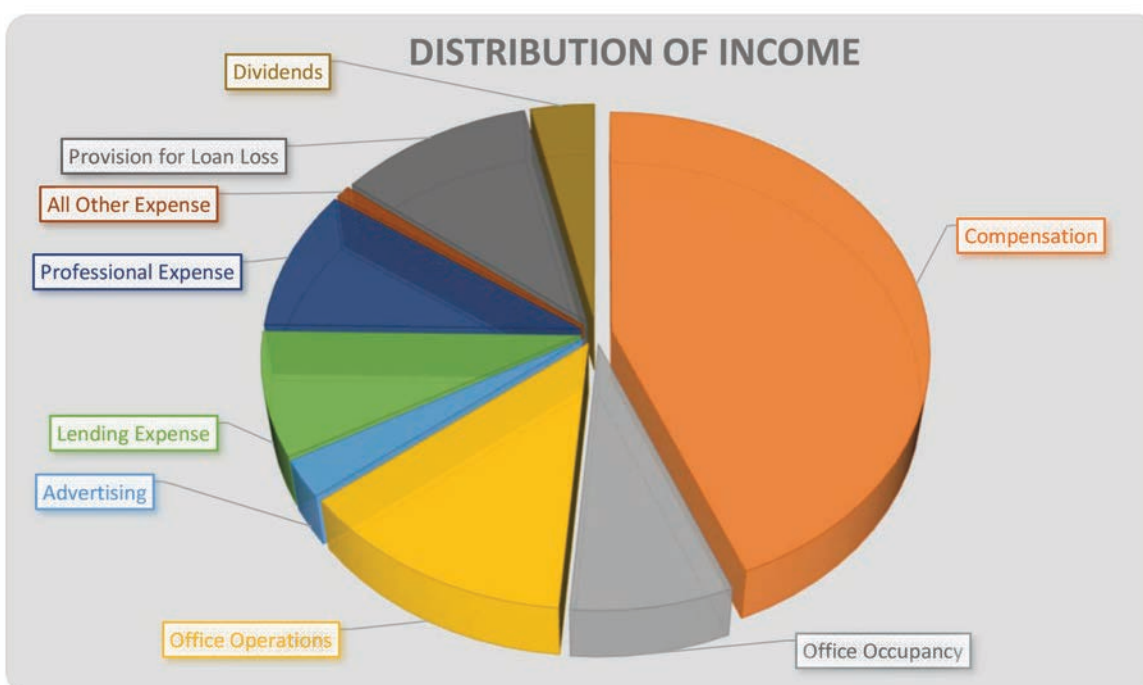
# Membership Data

	2016	2017	2018	2019	2020
<b>Members</b>	62,133	64,165	65,509	69,522	<b>70,098</b>
<b>Potential Members</b>	2,321,418	2,321,418	2,321,418	2,321,418	<b>2,321,418</b>
<b>Penetration of Members</b>	2.68%	2.76%	2.82%	2.99%	<b>3.02%</b>
<b>Number of Loans</b>	14,319	14,704	14,779	15,034	<b>15,157</b>
<b>Number of Credit Cards</b>	8,258	8,187	7,915	7,801	<b>8,816</b>
<b>Per Member Data:</b>					
<b>Income</b>	\$486	\$487	\$520	\$490	<b>\$423</b>
<b>Expenses</b>	\$429	\$463	\$428	\$374	<b>\$375</b>
<b>Net Income</b>	\$58	\$24	\$93	\$116	<b>\$49</b>
<b>Dividends</b>	\$18	\$17	\$14	\$14	<b>\$14</b>
<b>Avg Share Balance</b>	\$7,818	\$7,958	\$7,901	\$7,517	<b>\$9,783</b>
<b># of Loans &amp; Credit Cards</b>	22,577	22,891	22,694	22,835	<b>23,973</b>
<b>Avg Loan Balance</b>	\$13,072	\$14,132	\$15,237	\$15,484	<b>\$15,341</b>
<b>Financial Ratios:</b>					
<b>Return on Loans</b>	5.07%	4.67%	4.64%	4.51%	<b>4.21%</b>
<b>Return on Investments</b>	1.48%	1.72%	2.14%	2.45%	<b>1.17%</b>
<b>Return on Assets</b>	0.47%	0.09%	0.89%	1.18%	<b>0.35%</b>



# Distribution of Income

	2016	2017	2018	2019	2020
Compensation	37.04%	37.95%	33.24%	36.11%	<b>40.13%</b>
Office Occupancy	6.77%	6.86%	6.43%	6.28%	<b>6.93%</b>
Office Operations	11.00%	11.89%	9.03%	9.06%	<b>12.03%</b>
Advertising	2.42%	2.55%	1.92%	2.41%	<b>2.31%</b>
Collection Expense	8.51%	8.92%	10.91%	9.22%	<b>7.65%</b>
Professional Expense	7.14%	6.21%	6.64%	8.37%	<b>8.65%</b>
All Other Expense	3.51%	3.20%	3.23%	-3.71%	<b>0.75%</b>
Dividends	3.64%	3.48%	2.63%	2.89%	<b>3.25%</b>
Increase to Capital	8.25%	1.52%	15.16%	20.71%	<b>8.29%</b>
Provision for Loan Loss	11.71%	17.42%	10.81%	8.65%	<b>10.02%</b>



# Supervisory Committee Report

The Supervisory Committee is responsible for making sure the Credit Union's financial records are in order and that internal controls are in place to protect the assets of the Credit Union and its members. The Committee does this by making sure that an annual audit is conducted and by making sure that internal controls are tested regularly.

The primary function of the Committee is to ensure ongoing reviews and audits to make sure that your credit union records are maintained properly, honestly, and accurately; that policies established by law and by the Board of Directors are carried out. We are also to make sure members' assets are safeguarded and used according to the purpose outlined by the Federal Credit Union Act, National Credit Union Administration rules and regulations and Board of Directors' policies.

In addition to our primary functions as a Supervisory Committee we are also responsible to:

- Review the actions of the Board of Directors, Officers and Committees to make sure that they exercise firm control over the credit union's affairs.
- Evaluate internal controls and operational risk management to make sure that we are upholding the integrity of the credit union's financial reporting.
- Review all policies and changes in credit union procedures in terms of their effects on the quality of service to members and safety of members' funds.
- Conduct or order a verification of members' loan and share accounts to comply with credit union policy and regulatory requirements.
- Present a full report of the findings of annual audits and any special findings to the Board of Directors.
- Prepare and make available an Annual Report presented to members at the Annual Meeting.

Nearman, Maynard, Vallez, Certified Public Accountants (CPAs), conducted the annual audit of McCoy Federal Credit Union's financial statements for the year ending September 30, 2020, in accordance with auditing standards generally accepted in the United States of America. The audit report did not address any areas of concern.

Nearman, Maynard, Vallez, Certified Public Accountants also conducted member account verifications, as required by the National Credit Union Administration. All inquiries and responses were researched and resolved.

Based on the results of the annual audit by Nearman, Maynard, Vallez, Certified Public Accountants (CPAs), it is the opinion of the Supervisory Committee that McCoy Federal Credit Union continues to be financially strong and operationally effective with sound policies and procedures.

McCoy Federal Credit Union continues to seek additional ways to improve efforts toward better security and safeguarding members' assets. In 2020, McCoy Federal Credit Union undertook all the necessary measures to ensure that not only the McCoy staff but also the McCoy members were safe physically and financially. Thus, in doing so McCoy made sure that our lobbies were cleaned and sanitized. That everyone complied with social distancing. Also, that our responsibilities that all audit functions performed by our external audit firms were conducted during 2020 in a safe manner.

McCoy Federal Credit Union's Mission is to provide a wide range of affordable and quality financial products with exceptional member service always striving to bring nothing but the very best to our members in a safe and secure environment.



**Respectfully submitted,**

**Maureen Gimenez**

**Director**

**Chairman Supervisory Committee**

# Nominating Committee Report

In accordance with Article V, Section 1 of McCoy Federal Credit Union's Bylaws, the Nominating Committee chaired by Director Dennis M. Johnson has nominated 3 incumbent candidates for the positions open on the Board. The incumbents are Richard J. Albert, Sr., Janet E. Brewer, and Michael F. Hester all for a 3 year terms.



**Richard J. Albert**  
Director  
3 Year Term

**RICHARD J. (Rick) ALBERT, SR.**, is a graduate of Florida A&M University with a BS degree in Biology and Chemistry. He is a former Orange County school teacher and taught for seven years. After leaving the school system, Mr. Albert was a sales representative for the GTE Sylvania Company for seven years and was the top sales representative in the district for four of those seven years. He then joined the Orlando Police Department where he attained the rank of Master Police Officer. While on the Police Department Mr. Albert served on the Crisis Negotiation Team and the Police Honor Guard.

Mr. Albert continued his education at Rollins College of Winter Park where he obtained his Masters degree in Criminal Justice. For several summers Mr. Albert worked with the OPD Summer Youth Program, coached Little League football and baseball, and was a Water Safety Instructor for the City of Orlando Recreation Department.

Mr. Albert retired from the Orlando Police Department on January 31, 2008, after twenty-eight years and three months of distinguished service.

Mr. Albert became a McCoy Federal Credit Union volunteer in 2000 and a Director in 2005. He has served on the Supervisory Committee, Human Resources Committee, the Loan Services Committee and the Executive Committee. He is presently serving as Vice Chairman of the Board. Mr. Albert has been very active in the Florida Credit Union League/ CUNA Volunteer Achievement Program and has received nine awards beginning with the Supervisory Committee Award and culminating with the Credit Union Leadership Award. Mr. Albert is a past Board Chairman for McCoy Federal Credit Union. He has served two terms as Vice Chairman of the Board.

Mr. Albert spends a great deal of his time volunteering at his church, Mt. Pleasant Missionary Baptist Church, in such capacity as a driver for the Transportation Ministry, a cook on the Culinary Ministry, serving on the Finance Committee and singing in both the Male Chorus and the Mass Choir. Mr. Albert currently serves as the church's Treasurer.



**Mrs. Janet E. Brewer**  
Director  
3 Year Term

**JANET E. BREWER** retired in 2014 after being self-employed in the Orlando area since 1975. She also is Past President of The Executives' Association of Greater Orlando (EAGO). Mrs. Brewer has served as a Director and Treasurer on the Board for the Central Florida Executive Women in Travel. She also served a stint in the U.S. Army Reserves and was assigned to Personnel Records, based in Orlando.

Mrs. Brewer became a McCoy Federal Credit Union Volunteer in 1988 and has been a Board of Director since 1991. She has served on various committees to include the Supervisory, Policy, Asset Liability Management and Property Committees. In recent years she has served as Board Secretary, Chairman of the Human Resources Committee and on the Executive Committee and Business Lending Committee. She is currently serving as Chairman of the Board.



**Mr. Michael F. Hester**  
Director  
3 Year Term

**MICHAEL F. HESTER** has been a resident of Orlando since 1955 and graduated from William R. Boone High School. Mr. Hester has a Bachelor of Science degree in Accounting from Jones College and an Associate of Arts degree from Valencia College. Mr. Hester has worked in the Healthcare industry for over 43 years, including over 30 years in the Finance Department at Orlando Health. He is currently the Financial Manager-Office of Grants Management for the Orlando Health Foundation.

Mr. Hester has been a Credit Union volunteer since 1992. He started out on the Supervisory Committee at Healthcare Federal Credit Union and was appointed to the Board of Directors in 1996. Mr. Hester served as Chairman, Vice-Chairman and Treasurer of the Board during his volunteer service at Healthcare FCU.

When Healthcare FCU merged with McCoy FCU in December 2008, Mr. Hester was appointed to the McCoy FCU Board of Directors. He is currently serving as a Board of Director, Chairman of the Human Resources Committee and is on the Asset Liability Management Committee and the Policy Committee. He has previously served as Chairman, Vice-Chairman and Treasurer of the Board of Directors, on the Community Service Committee and the Special Events Committee. Mr. Hester has successfully completed over 39 courses of the CUNA Volunteer Achievement Program (VAP) and was recently awarded the Credit Union Leadership Award.

---

Since there is at least one nominee for each vacancy, Article V, Section 1 of our Bylaws states the election will not be conducted by ballot and there will be no nominations from the floor at the Annual Meeting. However, other interested members may be nominated by petition signed by one percent of the members with a maximum of 500 for the office listed. Such NOMINATIONS BY PETITION MUST BE RECEIVED IN THE CREDIT UNION NOT LATER THAN 12 NOON ON January 5, 2021. Standard petition forms are available from the Board Secretary and WILL BE THE ONLY FORMS ACCEPTABLE FOR THIS PURPOSE.

---

***Respectfully submitted,***

*Dennis M. Johnson, Director/Board Secretary/Chairman Nominating Committee*

*Maureen E. Gimenez, Director/Committee Member*

*Richard W. Tressler, Director/Treasurer/Committee Member*



**Dennis M. Johnson**  
Director/Board Secretary  
Chairman Nominating  
Committee



**Maureen E. Gimenez**  
Director  
Committee Member



**Richard W. Tressler**  
Director/Treasurer  
Committee Member



# Board of Directors



**Mrs. Janet E. Brewer**  
Chairman



**Mr. Richard J. Albert**  
Vice Chairman



**Mr. Richard W. Tressler**  
Treasurer



**Mr. Dennis M. Johnson**  
Secretary



**Mr. Michael F. Hester**  
Director



**Mr. Samuel Davis, Jr.**  
Director



**Mrs. Maureen E. Gimenez**  
Director

---

## Supervisory Committee

**Mrs. Maureen E. Gimenez**  
**Mr. Stephen J. Graham**  
**Mr. Michael E. Montague**

**Chairman**  
**Member**  
**Member**

# Senior Management



**Alvin J. Cowans, CCUE**  
President/CEO



**Tod W. Mazzocco**  
Executive  
Vice President



**Basil A. Buchanan**  
Vice President  
Lending



**Colleen G. Katz**  
Vice President  
Human Resources



**Donald J. Knopick**  
Vice President  
Information Technology



**Andrew N. Meyer**  
Vice President  
Finance



**Ronald C. Nesbitt**  
Vice President  
Risk Management



**Laura K. Retherford**  
Vice President  
Operations



**Wayne Schneck**  
Vice President  
Marketing & Business Dev.



**Danny H. Snider**  
Vice President  
Loan Services



# Community Partnerships

2020 Business Development Summary				
	EG Events	Community Events	Sponsorships	Total Community Involvement
1st Quarter	2	18	18	38
2nd Quarter	2	11	7	20
3rd Quarter	4	13	22	39
4th Quarter	5	12	28	45
YTD Total	13	54	75	142



# Community Involvement

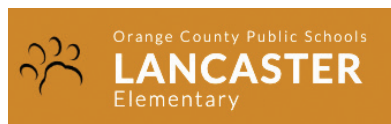




# Community Involvement



Seed to Tree Ministry, Inc.





# Community Involvement

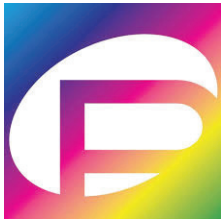


"Lifting As We Climb"





# Community Involvement



ORANGE COUNTY  
BAR ASSOCIATION

ORLANDO  
HEALTH®

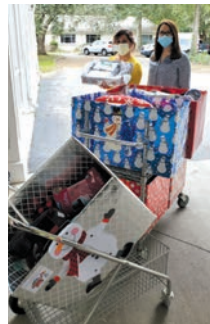


ARNOLD PALMER  
HOSPITAL  
For Children



RONALD  
MCDONALD  
HOUSE  
CHARITIES®

GRACE  
MEDICAL HOME



RIDE 5K  
ANYWHERE  
FOR RMHC of CENTRAL FL



ORANGE  
COUNTY  
GOVERNMENT  
FLORIDA



NEW  
BEGINNINGS



BOY SCOUTS OF AMERICA®  
CENTRAL FLORIDA COUNCIL



# Community Involvement



PROUD TEAM SUPPORTER

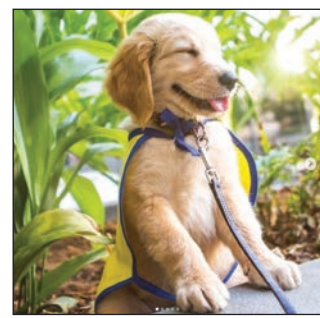
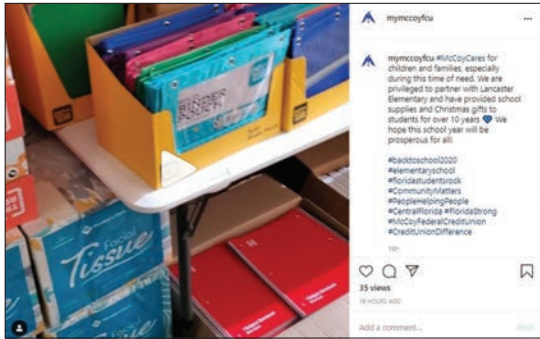


# Social Media Highlights

## FACEBOOK



## INSTAGRAM

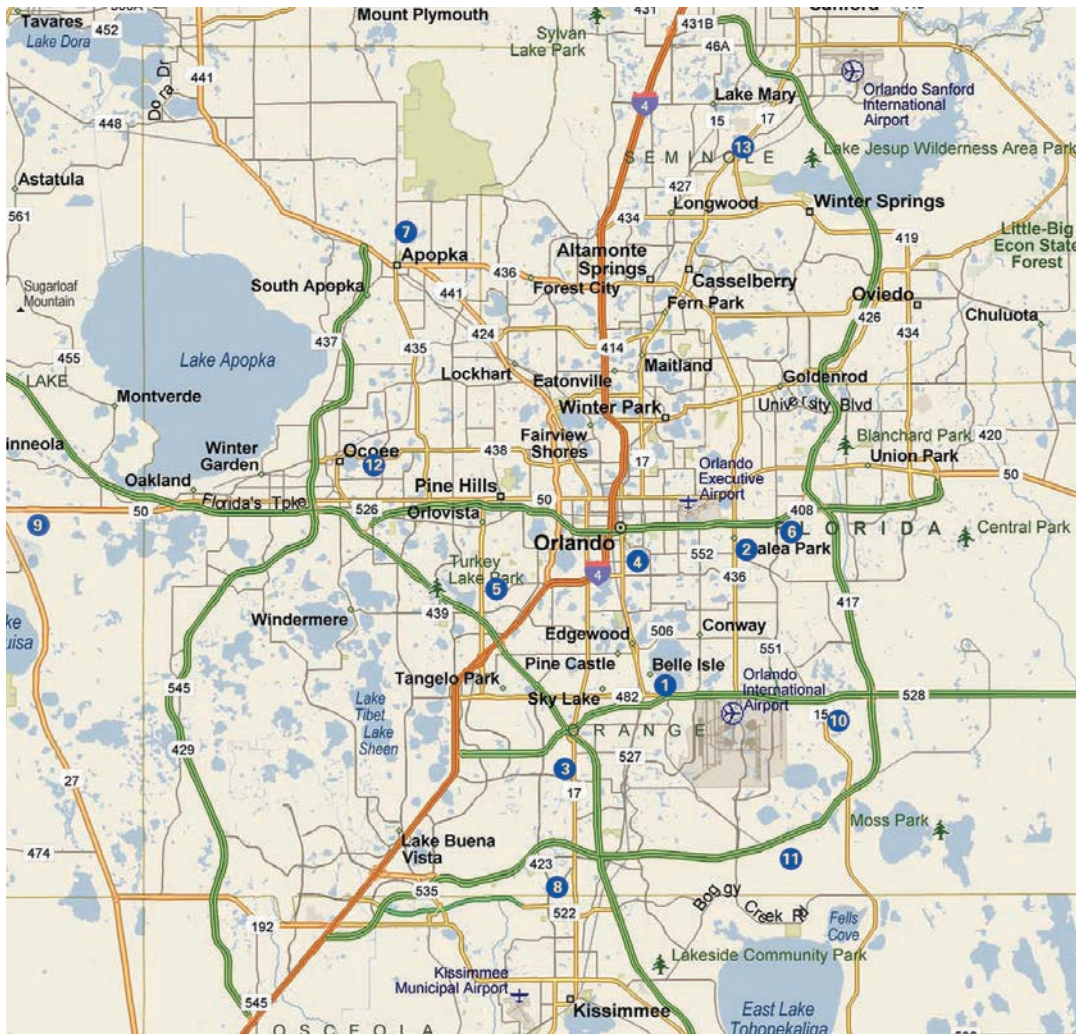


# Products & Services

- Regular Share (Savings) Accounts with dividends
- **Smarter Checking** offers reward points on debit card purchases, loan discounts and more—plus fully-managed identity theft recovery services and an entitlement to robust credit monitoring. Includes Mobile Phone Coverage—insurance coverage for your device's repairs or replacement due to accidental damage, mechanical failure or theft
- **Smart Checking** offers reward points on debit card purchases, loan discounts and more—plus fully-managed identity theft recovery services and an entitlement to robust credit monitoring
- **Simply Checking** offers all of the essentials of a checking account with no minimum balance requirement and no monthly maintenance fee
- **Fresh Start Checking** is designed to help rebuild your financial record. If you have been turned down for checking accounts due to credit problems, Fresh Start Checking may be able to give you that second chance you need—includes fully-managed identity theft recovery services and an entitlement to robust credit monitoring
- **Student Checking** offers all of the essentials of a checking account with no minimum balance requirement and no monthly maintenance fee Available for Ages 13-17
- Card Controls on Debit Cards
- Money Management Share Accounts (MMSA) with dividends
- Share Certificates: 6–Month, 1–, 2–, 3– and 5–Year
- Individual Retirement Accounts (IRA): Traditional, Roth, and Coverdell Educational Savings Account (CESA)
- IRA Certificate Accounts: 6–Month, 1–, 2–, 3– and 5–Years
- IRA Online Center
- Health Savings Accounts
- Youth Savings Accounts (Ages 5-17)
- Direct Deposit
- ATMs: CU24, CU Here, CIRRUS, Pulse
- Safe Deposit Boxes (select locations)
- Western Union Wire Service (within USA only)
- Wire Transfer of Funds (within USA only)
- Night Depository (select locations)
- Money Orders
- Official Checks
- Free \$2,500 Accidental Death Insurance
- Toni-the-Teller: 24-Hour Audio Account Access
- First Mortgages: 10, 15, 20 and 30 year terms
- Second Mortgages
- Home Equity Loans
- Home Improvement Loans
- Land and Lot Loans
- Rental, Condo and Mobile Home Loans
- Solar Loans
- Line-of-Credit Loans
- Vehicle Loans (New and Used)
  - Auto, Truck, Motorcycle
  - RV, Travel Trailers
  - Boats, Jet Skis
- Debt Consolidation Loans
- Share Certificate and Share Account Secured Loans
- Visa Signature Credit Cards with Rewards
- Visa Platinum Credit Cards with Rewards
- Visa Platinum Credit Cards with Low Rate
- Share Secured Credit Cards
- Credit Life and Credit Disability Insurance
- Auto Gap Insurance
- Automobile Warranties for Consumer, Business & Commercial
- Auto Deductible Reimbursement Insurance
- Auto Essentials Coverage
  - Lost or Stolen Keys
  - Dings, Dents
  - Cracked Windshields
  - Damaged Rims, Punctured Tires
- Automatic Loan Payments
- Electronic Loan Closing
- 24-Hour Loan by Phone
- Online Account Opening
- Online Loan Applications
- Indirect Lending
- myMcCoy Online Account Access:
  - Online Bill Pay
  - E-Notices
  - Electronic Statements (E-statements)
  - E-Checks (Online)
- myMcCoy Mobile for iOS and Android:
  - Mobile Banking
  - Mobile Check Deposit
  - Mobile Bill Pay
  - Person to Person Payments
- Apple Pay
- Samsung Pay
- Android Pay
- Business Accounts:
  - Business Credit Cards with Rewards
  - Commercial Loans
  - Business Lines of Credit
  - Business Loans
  - SBA Loans
  - Business Debit Cards with Rewards
- Accel Credit and Debit Counseling
- Quorum Insurance: Auto, Commercial, Home and Health



# 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**  
1051 E. Hwy. 50  
Clermont, FL 34711
10. **Lake Nona Office**  
9101 N. Narcoossee Rd.  
Orlando, FL 32827
11. **VA Office**  
Orlando VAMC  
13800 Veterans Way  
Orlando, FL 32827
12. **Ocoee Office**  
1575 E. Silver Star Rd.  
Ocoee, FL 34761
13. **Lake Mary Office**  
3540 N. Hwy. 17-92  
Lake Mary, FL 32746

# Contact Information

## Lobby Hours

Monday-Thursday  
9:00 AM-5:00 PM

Friday  
8:00 AM-6:00 PM

## Drive Thru

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

Friday  
9:00 AM-6:00 PM

## Orlando VAMC Hours

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

## Call Center Hours

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

Friday  
8:00 AM-6:00 PM

## Phone (All Offices)

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

## Toni-The-Teller at McCoy FCU

24-hr Phone Account Access  
(407) 857-8245  
Toll Free 1 (888) 584-8268

## Mailing Address

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

## Web Site

[mccoyfcu.org](http://mccoyfcu.org)

## Email

[mccoy@mccoyfcu.org](mailto:mccoy@mccoyfcu.org)

---

## 10 REASONS TO BECOME A MCCOY FEDERAL CREDIT UNION MEMBER

1. **Exceptional Member Service.** Credit union member satisfaction consistently ranks higher than banks. At McCoy, you're more than just a number.
2. **McCoy Cares.** We believe in giving back to the communities we serve through event sponsorships, scholarships, financial literacy assistance and more. Your community is our community.
3. **Member-Owned.** Don't let membership scare you. This means you have a say in some of the activities of your local credit union should you want it. And it means you're treated with the same respect as everyone else.
4. **Local.** McCoy Federal locations are all local in your community. We have faster decision making and less red tape. We know the market and have a vested interest in seeing the local economy and our members succeed.
5. **Not-for-Profit.** Our not-for-profit status is a very important distinction that separates us from banks. In a nutshell, it means we return our profits (after paying expenses) to you, and not to stockholders, by offering better returns on savings, lower rates on loans, and new or improved services.
6. **Better Interest Rates and Lower Fees.** When you're getting better interest rates and paying lower fees, you get to keep and save more of your money, helping you take charge of your financial life.
7. **Full Line of Products and Services.** At McCoy, you receive the same services as a bank—like checking, savings, ATMs, debit cards, investment services, mortgage loans, a variety of consumer loans and small business loans.
8. **Convenience.** As a member, you receive no surcharges or service fees on any McCoy ATM, any ATM that bears the CULIANCE/CU Here logo and Publix ATMs.
9. **Expertise.** Financial matters can be complicated. Our staff members have years of experience to help you navigate those important financial decisions.
10. **Safe and Sound.** The safety of your money and investments is an important aspect to consider. Rest assured, your money is safe and insured at McCoy.



## MEMBERSHIP

Membership to McCoy Federal Credit Union is open to anyone, who lives, works, worships, volunteers or attends school in Orange, Osceola, Seminole or Lake Counties; members of the immediate family or household; and organizations of such persons. Businesses and its employees located in Orange, Osceola, Seminole or Lake Counties are also eligible for membership.

# Our History

- 1954** On December 14, 1954, seven people pooled their knowledge and assets to establish the Pine Castle Air Force Base Federal Credit Union, a military member credit union.
- 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.
- 1974** McCoy Air Force Base was closed.
- 1981** McCoy Federal became a community chartered credit union serving those who lived and worked in Southside Orlando, between Michigan Street, I-4, Highway 15/15A and South County Line.
- 1985** McCoy Federal's first branch office, the Curry Ford Office, was opened near the corner of Curry Ford Road and Highway 436.
- 1990** The Williamsburg Branch Office began as a store front operation on Central Florida Parkway.
- 1993** The Michigan Street Office located in the Market at Southside opened.
- 1995** The Williamsburg Branch Office was relocated to a new full-service building on Central Florida Parkway near Orange Blossom Trail and was renamed as the Central Florida Parkway Office.
- 1997** McCoy received approval from NCUA to expand its field of membership to accept members who live, work, worship or attend school south of Highway 50 in Orange County, Florida.
- 1999** McCoy Federal opened its West Orlando Office on L.B. McLeod Road and Kirkman Road.
- 2002** McCoy opened its sixth office located on Chickasaw Trail in East Orlando at Lake Underhill.
- 2003** McCoy Federal received approval to expand the membership boundaries to anyone who lives, works, worships or attends school in all of Orange County. By the end of 2003, McCoy opened a new Administrative office building along side a new branch location at 41 & 35 West Michigan Street. McCoy's store front located at The Market at Southside was relocated to the new office at 35 West Michigan Street.
- 2006** Our 7th office opened in Apopka at 931 N. Park Avenue serving our members in Northwest Orange County. In December 2006, McCoy received approval from NCUA to expand its field of membership to include Orange, Lake, Seminole and Osceola County, Florida (Orlando MSA).
- 2007** Our 8th office opened near the Loop and Hunter's Creek in the Osceola Corporate Center at 1221 W. Osceola Parkway in Kissimmee.
- 2008** We opened our 9th location in Clermont in February 2008 to serve our members in Lake County. The Clermont Office was originally a store front located at 4300 S. US Hwy 27 at the Legends Pointe Center. On December 31, 2008, Central Florida Healthcare FCU merged with McCoy which added 14,000 new members and approximately \$50 million in assets to our Credit Union.
- 2009** We opened two new offices serving the Ocoee and Lake Nona areas.
- 2012** The Aloma office is opened off Aloma Ave just West of the 417. (This location was closed March 2019)
- 2014** To better serve our members, the Clermont office is relocated to 1051 E Hwy 50 just east of Hwy 27. The Lake Nona Office is moved from a storefront location to a new free standing facility. Both locations are full-service branches with larger facilities, drive-thrus and easier access for our members.
- 2017** The Longwood/Lake Mary office is opened at 3540 N Hwy 17-92 and Ronald Reagan Blvd (427) serving residents of Longwood, Lake Mary & Sanford areas.
- 2021** McCoy breaks ground for new branch located in Hamlin Cove, Winter Garden. McCoy Federal is one of the largest credit unions in Central Florida with over 70,000 members, average assets over \$760 million, 13 branch locations and still growing!

