



LIFE'S BETTER...

WHEN IT'S BOLD

2019 ANNUAL REPORT



UNITY ONE
CREDIT UNION

THINK OUTSIDE THE BANK®

A BOLD NEW

UNITY ONE CREDIT UNION



PRESIDENT AND CHAIRMAN'S REPORT

At Unity One Credit Union, our members have always been our greatest asset, and we treat them as such. We strive to earn and keep your trust, to be a valuable financial resource, and to make a positive difference in your lives by guiding financial decisions at every turn. Truly, our success rests on making a difference. That we be different. That we “Think Outside the Bank” and treat our members differently—in the best of ways.

In 2019 we continued to build on our legacy of growth, results and service to members:

- Ending the year with assets of \$247,321,051
- Welcoming 2,064 new members to the Unity One Credit Union family
- Ending the year with a net worth ratio of 7.90%, which is considered well-capitalized
- Granting 4,335 loans to members totaling over \$47 million

To create a positive member experience with each interaction, we strive to make doing business with us easier through every channel. We continue to be gratified by the hundreds of positive comments and feedback that we receive each year from members. Our satisfaction ratings remain high, and our members continue to recommend us to friends and family based on all their positive experiences with us. In fact, a large portion of new members come to us as referrals from existing members.

But we will not be complacent. You can rest assured that we will continue to improve your member journey. In fact, we will be rolling out a brand-new, state-of-the-art digital banking platform in 2020, which will provide you expanded access to Unity One anytime, anywhere. Unity One Credit Union is constantly evolving, progressing, and delivering a phenomenal banking experience.

On behalf of all of us at Unity One Credit Union, thank you for your membership. We look forward to serving as your trusted financial partner throughout your life.



VINCENT M. ACCARDO
Board Chairman



GARY R. WILLIAMS
President/CEO

AUDIT COMMITTEE REPORT

The Audit Committee is made up of volunteers who are appointed by the credit union's Board of Directors. The committee's responsibilities are to ensure that: 1) member funds are protected, 2) financial records and operations are in order and 3) an effective set of internal controls is in place. Our committee participates in audits and reviews throughout the year to meet these objectives.

During 2019, in addition to our own reviews, the below audits were performed:

- Annual Audit – An independent review of agreed upon procedures for 2019, which was completed by the certified public accounting firm of CliftonLarsonAllen
- Asset/Liability Management Service reviews performed by Catalyst Strategic Solutions performed each quarter
- Annual Examination – Completed by the State of Texas Credit Union Department (TCUD) and the NCUA, performed on April 5, 2019
- Bank Secrecy Act Compliance Audit - Completed by Credit Union Resources, Inc., performed on October 10, 2019
- ACH Risk Assessment – Completed by Credit Union Resources, Inc., performed on January 13, 2020
- ACH Audit - Completed by Credit Union Resources, Inc., performed on January 15, 2020
- Credit Union's Investment Policy - Review during Board & Reorganization Meeting on May 15, 2019

Based on the reviews, we are confident that the policies, programs and security procedures of Unity One Credit Union are sound. I would like to thank my fellow committee members, Jennifer Dodd and Sonja Grigsby. Please remember that the Audit Committee is your link to the Credit Union. If you have any concerns, please feel free to contact any of us.



MARGARET ROSZAK
Audit Committee Chair





OUR MEMBERS

STAY MEMBERS

When you take a bold approach to the products and services you offer, when you **Think Outside the Bank®**, you get positive results. Take the fact that Unity One members stay members. The longevity of our member relationships speaks volumes. What our members say about us speaks volumes, too ...



Over the years they have added a lot more services—which is great. As far as how they treat you, it's like family and it always has been."

– Robert Dean, member for over 40 years



Financially speaking, Unity One is our ground zero. They've always been good to us."

– Geoffrey James, member for over 40 years



The significance of coming here, for me, is the people. It's a small credit union. People know my name. Whether I call or come in—and I come in a lot—everyone I talk to is always very helpful."

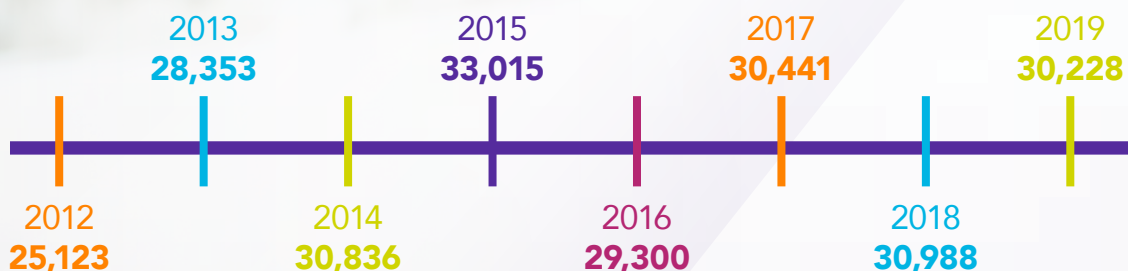
– Diane Clancy, member for 12 years



At the end of the day, we live in a business-driven world, but it still all comes down to people. Whether you're in sales, service or a restaurant. That's what Unity One is for me. Good people."

– Brian Clancy, member for 38 years

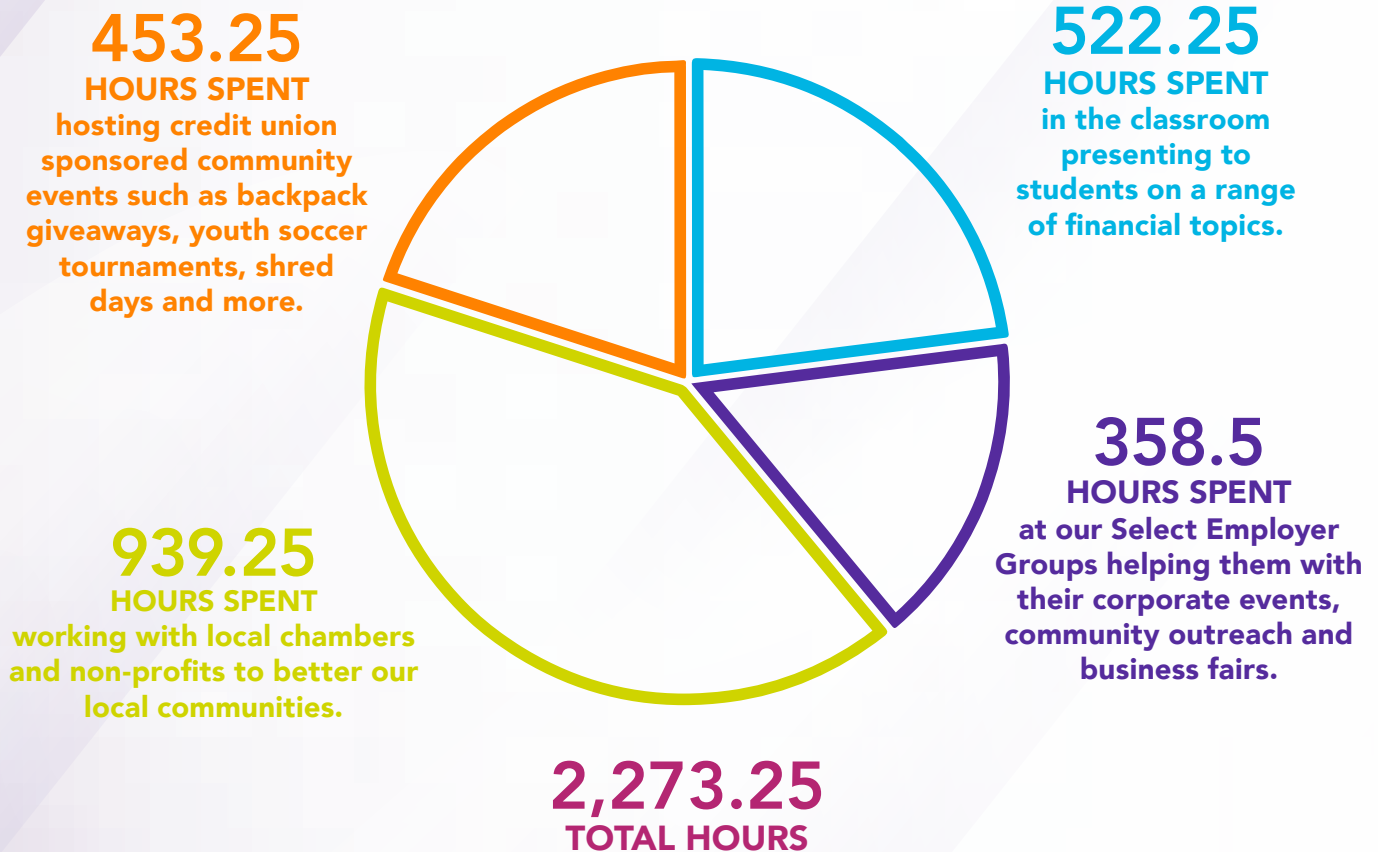
MEMBERSHIP SIZE



COMMUNITY IMPACT REPORT

Rooted in who we are as a credit union is the belief that we're only as strong as our community. To that end, Unity One staff members dedicate considerable time, energy and passion to making our community better. In numerous ways, we continue to generate financial donations while also donating considerable hours of our time. In fact, in 2019 we took our community relations efforts to a bold new level—up nearly 35% from 2018.

2019 COMMUNITY RELATIONS HOURS



GIVING BACK

\$7,000
for Children's
Miracle Network

\$1,500 and 470
toys for U.S. Marine's
Toys for Tots drive

Over \$16,000
for local teachers
and school districts



UNITY ONE CREDIT UNION
THINK OUTSIDE THE BANK™

BECOME A MEMBER APPLY FOR A LOAN FIND A BRANCH CHECK RATES SEARCH LOG IN

Never pay FULL PRICE again!

With Redeem2Erase™, it's like getting 1% back on every purchase using our VISA Gold Credit Card. [LEARN MORE!](#)

WHAT CAN WE HELP WITH?

RUB A DUB DUB GET A LOAN FOR A TUB

LET YOUR BOLD SHINE THROUGH

WE ADD MORE BOLD TO LIFE

LIFE'S BETTER...

WHEN IT'S BOLD

UNITY ONE CREDIT UNION
THINK OUTSIDE THE BANK™

LOG IN

BETTER RATES [LEARN MORE](#)

- BECOME A MEMBER
- APPLY FOR A LOAN
- FIND A BRANCH
- CHECK RATES
- SEARCH

WHAT CAN WE HELP WITH?

THANKS FOR OPENING AN ACCOUNT WITH US.

UNITY ONE CREDIT UNION
THINK OUTSIDE THE BANK™

WELCOME TO THE FAMILY

YOU'RE GOING TO LOVE THE UNITY ONE DIFFERENCE.

UNITY ONE CREDIT UNION
THINK OUTSIDE THE BANK™

UNITY ONE CREDIT UNION
THINK OUTSIDE THE BANK™

- SAVE
 - SAVINGS ACCOUNTS
 - CHECKING ACCOUNTS
 - CERTIFICATES
 - BUSINESS ACCOUNTS
- BORROW
- CONNECT
- DISCOVER

Lower My Auto Loan Rate

Save More for the Future

Financial Education for Your Life

I Want to Own My First Home

BETTER SAVINGS RATES

Whether you're in the market for a basic savings account, or a place to keep cash at a higher rate, we have you covered.

ENJOY BANKING THAT'S AS MOBILE AS YOUR LIFE

IT'S LIKE HAVING A UNITY ONE BRANCH IN THE PALM OF YOUR HAND.

UNITY ONE CREDIT UNION
THINK OUTSIDE THE BANK™

BEST. FREE. CHECKING.

A CHECKING ACCOUNT THAT COSTS YOU NOTHING AND GIVES YOU EVERYTHING.

UNITY ONE CREDIT UNION
THINK OUTSIDE THE BANK™

A BOLD

REBRAND

Life's better when it's bold—and so are brands. Without a doubt, our brand refresh and website redesign were two of 2019's more colorful highlights. By synchronizing the timing of these two large projects, we created a new brand image that better reflects who the credit union is and, simultaneously, a website reflecting that brand. Historically, from the early mergers to champion growth, to our multi-state footprint, we have always had a flair for bucking the status quo. That same spirit, the desire to march to our own tune, guided our approach to both projects.

THE PURPLE SPARK

What makes Unity One unique? Team members were asked to pinpoint how we are different. Again and again, the word “bold” came up. But where do you go with “bold”? In a manner of speaking the answer was hiding in plain sight: our purple. As Unity One's primary brand color, it was a perfect match for the BOLD theme. Purple is not a color that typically dominates financial branding, and it has always been a defining characteristic of what sets us apart.

This insight became the spark for the brand refresh creative. We created a brand aspiration story and tenets, which include our Pillars. These pillars became the DNA of our brand refresh. They articulated the mind-set that we, as the face of Unity One, were to embody to bring the brand to life for members.

Our new branding drew on a Life's Better When It's Bold idea. We developed a companion line—Live Outside the Lines—to be used with the existing tagline. This deepened our colorful project, the “live bold” spirit of the brand.

THE ART AND SCIENCE OF WEB DEVELOPMENT

In tandem with our brand evolution, we worked to develop a new website design that would speak to our bold new brand. The final result, the art and science of user experience and website development are on bold display. Visitors enjoy a simpler, clearer and more concise sitemap navigation experience.

The launch of the rebrand and new website was tremendously successful. Not only did they reflect the best of Unity One as an organization, but their rollout also proved that our members are as open to bold change as we are.

OFFICIALS AND MANAGEMENT

Board of Directors

Vincent Accardo, Chairman 2018-2021
Gregory Patient, Vice Chairman 2017-2020
Patrick Forsyth, Secretary 2017-2020
Mary Diggs 2019-2022
Richard Ebel 2017-2020
Dale Maristuen 2019-2022
Timothy Savoy 2019-2022
William Rupp 2018-2021

Senior Management Team

Gary Williams, President & CEO
Scott Ward, Executive Vice President & COO
Alyssa Guillory, Vice President of Marketing
Eric Hohler, Vice President of Finance
Beth Peters, Vice President of Lending
Nathan Webb, Vice President of Technology
Jackie Wisneski, Vice President of Retail Operations

Audit Committee

Margaret Roszak, Chairman
Jennifer Dodd
Sonja Grigsby

CHANGE IN BY LAWS

Addition of Field of Membership:

- None

Addition of Select Employer Groups:

- None

Addition of Locations:

- None

Addition of Management:

- None

Member Services Added:

- Instant Issue Debit Card Machines



STATEMENT OF FINANCIAL CONDITION

	2019	2018
ASSETS		
Personal Loans	\$ 111,964,002.37	\$ 132,213,788.02
Visa Loans	\$ 7,513,079.19	\$ 7,338,523.15
Real Estate Loans	\$ 57,640,808.89	\$ 60,791,715.27
Reserves	\$ (1,563,763.14)	\$ (1,575,520.75)
Total Loans	\$ 175,554,127.31	\$ 198,768,505.69
Cash	\$ 828,298.07	\$ 516,934.62
NCUSIF Capitalization	\$ 2,199,569.10	\$ 2,196,575.27
Investments	\$ 55,324,404.51	\$ 25,034,465.44
Total Investments	\$ 57,523,973.61	\$ 27,231,040.71
Fixed Assets	\$ 6,474,954.30	\$ 6,773,991.37
Other Assets/Receivables	\$ 6,939,697.82	\$ 8,698,747.29
Total Other Assets	\$ 13,414,652.12	\$ 15,472,738.66
TOTAL ASSETS	\$ 247,321,051.11	\$ 241,989,219.68
LIABILITIES & NET WORTH		
Primary Savings	\$ 64,302,823.35	\$ 63,699,299.47
Other Savings	\$ 10,916,622.35	\$ 11,111,810.95
Money Market	\$ 62,584,845.69	\$ 66,789,737.50
Checking	\$ 55,624,659.22	\$ 53,601,687.97
Certificates	\$ 33,480,201.41	\$ 26,416,899.36
Dividends Accrued	\$ 101,139.16	\$ 51,646.58
Total Liabilities to Members	\$ 227,010,291.18	\$ 221,671,081.83
Payables	\$ 186,279.17	\$ 68,202.75
Other Liabilities	\$ 878,842.52	\$ 1,773,784.56
Total Other Liabilities	\$ 1,065,121.69	\$ 1,841,987.31
Reserves	\$ 3,879,131.43	\$ 3,879,131.43
Unrealized Gain/Loss on Investments	\$ (290,726.19)	\$ (811,873.62)
Undivided Earnings	\$ 15,657,233.00	\$ 15,408,892.73
Net Worth	\$ 19,245,638.24	\$ 18,476,150.54
TOTAL LIABILITIES & NET WORTH	\$ 247,321,051.11	\$ 241,989,219.68

STATEMENT OF INCOME AND EXPENSES

		2019		2018
INCOME				
Personal Loans	\$	6,002,740.51	\$	6,252,538.01
Visa Loans	\$	597,921.51	\$	603,785.97
Real Estate Loans	\$	3,136,136.01	\$	3,263,320.77
Investments	\$	902,569.29	\$	430,668.25
Services	\$	2,767,161.26	\$	2,830,595.65
Total Operating Income	\$	13,406,528.58	\$	13,380,908.65
Less Cost of Savings	\$	1,221,920.52	\$	875,773.86
Gross Operating Margin	\$	12,184,608.06	\$	12,505,134.79
Office Expense	\$	2,268,538.27	\$	2,262,645.88
Compensations & Benefits	\$	5,212,405.31	\$	5,078,115.76
Marketing	\$	430,000.00	\$	432,996.00
Loan Servicing	\$	432,222.97	\$	446,316.05
Professional & Outside Expense	\$	1,609,596.92	\$	1,565,140.63
Miscellaneous Expense	\$	291,463.17	\$	320,528.88
Total Operating Expense	\$	10,244,226.64	\$	10,105,743.20
Total Operating Income	\$	1,940,381.42	\$	2,399,391.59
Provision for Loan Losses	\$	1,474,987.00	\$	1,424,370.00
Net Operating Income	\$	465,394.42	\$	975,021.59
Gain/Loss on Investments	\$	0.00	\$	0.00
Gain/Loss on Disposition of Assets	\$	500.00	\$	5,920.68
Non-Operating Income	\$	(217,562.39)	\$	(230,798.69)
NET INCOME	\$	248,332.03	\$	750,143.58

BNSF CAMPUS BRANCH

6701 Burlington Blvd.
Fort Worth, TX 76131

NORTH TARRANT BRANCH

4625 North Tarrant Parkway
Fort Worth, TX 76244

KANSAS CITY BRANCH

4150 Kansas Ave.
Kansas City, KS 66106

KELLER BRANCH

891 Keller Parkway
Keller, TX 76248

STOCKYARDS BRANCH

2625 North Main Street
Fort Worth, TX 76164

MAPLEWOOD BRANCH

1535 Beam Ave.
Maplewood, MN 55109

BCTAL BRANCH

7020 Mid Cities Blvd., Room 103
North Richland Hills, TX 76180

KCAL BRANCH

201 Bursey Rd., Keller, TX 76248



Federally Insured by NCUA.

800.628.5517

www.unityone.org