

# PRIDE

— IN OUR PAST —



2015 ANNUAL REPORT

# STRENGTH FOR OUR FUTURE





We strive to be **Our Members' One Resource**. It was true in 1936 when seven people started the credit union in a shoebox in a Sears warehouse. It is true today when we have grown to over 53,360 members, nearly 165 employees, and 10 locations to serve you.

Then, now, and always, we will strive to attain Total Member Delight. We are here to help our members accomplish their financial dreams while making their day-to-day lives more convenient with our products and services.

We are proud of our past, and we are inspired by the strength we see in our future. Because our strength comes from you, our members; strength in our future means strength in your future.



## Chairman's Letter:

After serving as a board member, and currently as Chairman of the Board, I was feeling nostalgic about what our Credit Union has become. When I became a member, in 1987, the credit union was a small shop offering limited products and services. Today, the credit union has become a strong financial institution with a plethora of services and offerings for our membership to utilize. I am proud to say, we have remained true to the credit union principle of **People Helping People**.

A commitment to outstanding service is and will continue to be a defining characteristic of our relationship with our members. Throughout the years, our membership eligibility has expanded from select employee groups and their families to the communities that we serve today. Our geographic reach has lengthened from a local existence at the Sears Catalog Merchandise Center in downtown Dallas to a presence in the Dallas, Houston, and surrounding communities. We are still the same credit union — strong, confident, caring, and personal.

The difference is that we are now committed to meeting the needs of the communities we serve. We are the better alternative to the large, impersonal financial institutions. Resource One Credit Union offers state of the art financial services while focusing on the members' needs.

None of this would be possible without the outstanding efforts of our employees. I congratulate them on a job well done. In addition, I wish to thank the Board of Directors and Committee Members for their support throughout this historic year.

With appreciation,  
**Dwight Long**  
Chairman of the Board  
Resource One Credit Union

## President's Report:

Embarking on my 40th year with Resource One, I am proud to reflect on our past and the numerous accomplishments along our journey. Resource One Credit Union has been and always will be here for the member. We grew on the credit union concept of **People Helping People**.

Resource One Credit Union is a financial cooperative developed for the communities we serve. We are here for the members' benefit with exceptional rates and superior service. Our branches are member-centric. What do we mean by that? Member-centric means every day when we open our doors we talk to you as a member, not as a number. Every decision we make is for the sake of the member, not our profitability or our bottom line. The products and operational tools are designed for the members' best interest.

It is important as we go forward to build relationships for the future. That is our strength, building relationships to help members reach their financial goals. The biggest challenge we have for the future, is credit union awareness.

As a financial services cooperative, we are here to help the communities we serve. Recently while speaking with a young adult, I asked, "Do you know that as a member of the credit union, you own the credit union? If you join a bank, you are only making profits for the stockholders. As a member of our credit union, any money we make we give back to you in the form of dividends and lower loan rates. Best of all, you have a voice. You are a member-owner, which is why we are here."

Our mission statement is Total Member Delight. Our vision statement is to be Our Members' One Resource. We want to be that one resource for our members in the future, as we have been in the past. Continuing the cooperative spirit of credit unions is what will give us strength for the future. That is what we will do. There has never been a better day for credit unions to grow than now for our future members.

**Jim Brisendine**  
**President/CEO**  
**Resource One Credit Union**



### Historical Membership Growth.

In 2015, our total membership grew from 49,565 to 53,360, creating and surpassing a milestone of 50,000 members, and setting records with our highest new and net membership growth.

We started when a few people pooled their resources together to form a financial cooperative. And so did many other credit unions.

We offer all the products and services for our members' personal or commercial financial needs. And so do all the other banks and credit unions.

In these ways,  
we are  
**the SAME.**

**one big  
difference!**

**Lots of  
similarities...**



The **DIFFERENCE** is  
**PERSONALIZATION**  
of **SERVICE**

You are not just a number  
or just one of many.

We will listen to your story.

We know your name.

You, as a singular member,  
mean something to us.

## Pride in Our Past...

We remember our roots, where we came from, and why.

The credit union serves the financial needs of those who were not being served. We take that mission seriously. Eighty years later, we are still here. Now, we are offering financial help to people with diverse needs. Pride in our past is a vital part of credit unions as a whole and especially true at Resource One. It is remembering our purpose that serves as our guide post for the future.

*"I am proud of the accomplishment; when seven people banded together and said, "Let's do this" and built something well beyond what they envisioned or imagined."*

**Doug Bedner**  
Chief Operating Officer



## Strength in Our Future...

We have built a stable financial institution with robust financials. We have a committed staff. Most importantly, our employees are capable and confident in our mission and work diligently to maintain the credit union purpose of "People Helping People". We are dedicated to ensuring we are serving our members.

*"As long as we keep our past in mind and understand what our purpose is, we will be strong for a long time into the future."*

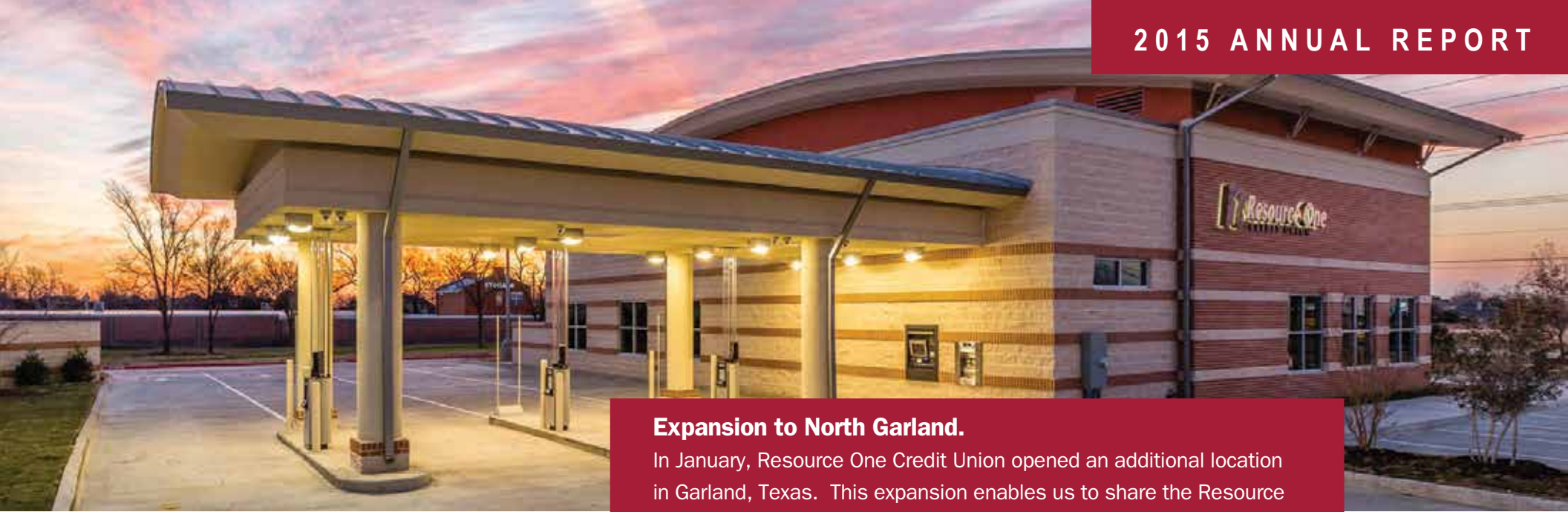
**Lee Strickhouser**  
Chief Lending Officer





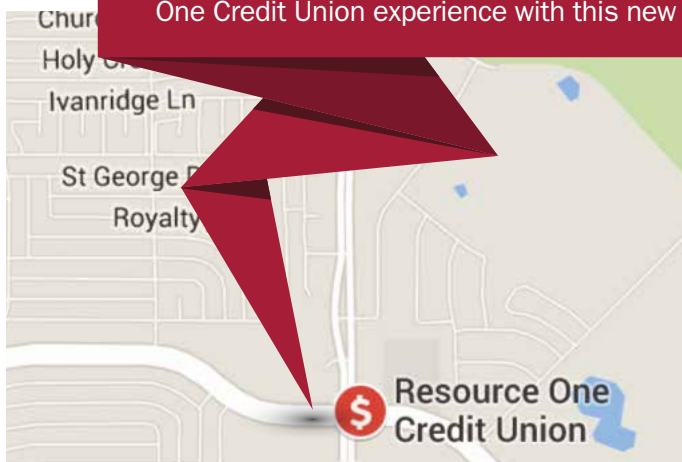






**Expansion to North Garland.**

In January, Resource One Credit Union opened an additional location in Garland, Texas. This expansion enables us to share the Resource One Credit Union experience with this new community.







**Cedar Hill ISD Education Foundation**  
*"Planting Seeds for the Future"*

The Mission of the Cedar Hill Education Foundation is to promote educational excellence to enhance lifelong learning for students, teachers and administrators through community resources and funding

[www.Cedarhillef.org](http://www.Cedarhillef.org)  
[www.Chef-travel.org](http://www.Chef-travel.org)  
 "turning vacations into donations!"

Sponsored By  
**Resource One**  
 CREDIT UNION



**Community Involvement.**  
 Resource One Credit Union hosted a plethora of events including shred days, member appreciation days and reality fairs for local high schools and college campuses. In addition, we participated in the Lewisville Western Days and Holiday Stroll, Irving Main Street Days, Oaks Business Association Holiday Event, Strut Your Mutt with the local SPCA and countless Chamber and community events.



## Audit Report:

The primary responsibility of the Resource One Credit Union Audit Committee is to ensure that the credit union's Board of Directors and management establish practices and procedures which properly safeguard members' assets. The Audit Committee also assures that the credit union operates in accordance with the rules and regulations set forth by the National Credit Union Administration (NCUA) and the Texas Credit Union Department (TCUD), that internal controls are established and effectively maintained, and that the Board of Directors' plans, policies and procedures are properly administered. The committee helps to protect the interests of Resource One members by ensuring that the credit union operates in a safe and sound manner.

Whitley Penn LLP, an independent auditing firm, was retained by the Audit Committee to perform the annual audit of Resource One's financial statements for the year ended December 31, 2015. The audit concluded the financial statements present fairly and accurately

the financial condition of the credit union and that the credit union's accounting practices are in conformity with generally accepted accounting principles. Resource One received an unmodified opinion from the auditing firm. Based upon the results of the independent audit, I am pleased to report, the financial condition of Resource One Credit Union remains strong. The credit union is operating in accordance with all government regulations. Resource One's policies are soundly maintained and effectively implemented.

**Michael Buckman**  
Chairman of the Audit Committee  
Resource One Credit Union



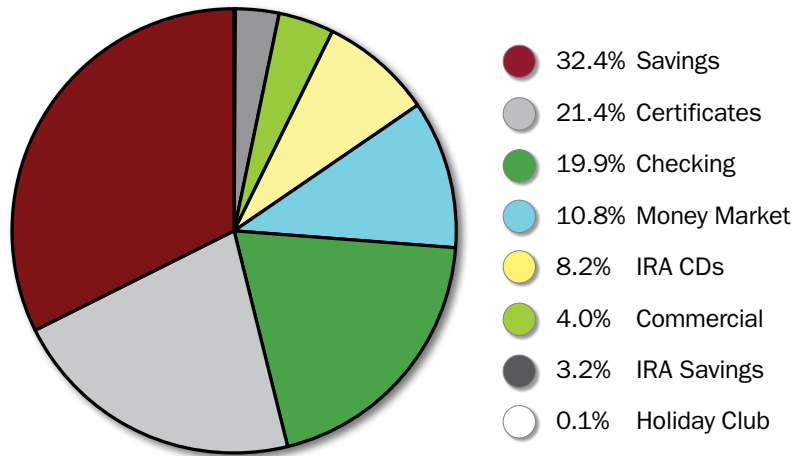
# Financial Statements (unaudited)

	2013	2014	2015
<b>Income</b>			
Interest on Loans	19,141,333	18,991,474	19,040,175
Interest on Investments	88,423	79,637	99,904
Other Income	10,254,691	11,470,790	11,802,145
TOTAL INCOME	29,484,447	30,541,901	30,942,224
<b>Expenses</b>			
Salaries & Benefits	8,785,940	9,982,330	11,007,327
Travel and Conference	129,050	143,809	136,264
Office Occupancy	1,872,577	1,972,457	2,299,035
Operations	5,693,429	6,145,958	7,140,653
Education and Promotion	748,395	872,476	1,349,786
Professional Services	937,667	1,143,578	1,220,951
Other Operating Expenses	596,904	749,498	737,466
TOTAL OPERATING EXPENSES	18,763,962	21,010,106	23,891,482
Interest on Borrowings	-	-	-
(Gain)/Loss on Sale of Assets	(2,212)	(36,661)	6,978
NCUA Assessments & MCA Depletions *	268,416	-	-
Provisions for Loan Losses	3,248,042	3,444,000	2,975,000
TOTAL NON-OPERATING EXPENSES	3,514,246	3,407,339	2,981,978
Dividends Paid on Deposits	2,867,088	1,865,404	1,750,987
NET INCOME (LOSS)	4,339,151	4,259,052	2,317,777
<b>Assets</b>			
Cash and Cash Equivalents	54,841,739	31,613,856	58,845,650
Investments	1,340,778	9,007,014	8,328,782
Loans	310,789,135	327,297,676	337,947,432
Allowance for Loan Losses	(2,941,067)	(3,173,720)	(3,076,314)
Land, Building and Improvements	12,610,795	15,817,991	15,715,653
Furniture and Equipment	2,045,115	1,876,446	1,809,675
Other Assets	10,933,076	12,644,506	13,490,742
TOTAL ASSETS	389,619,571	395,083,769	433,061,620
<b>Liabilities</b>			
Accounts and Notes Payable	2,684,113	2,905,998	3,440,776
Other Liabilities	566,789	653,582	1,116,363
TOTAL LIABILITIES	3,250,902	3,559,580	4,557,139
<b>Member Deposits</b>			
Member Shares and Savings	94,703,737	108,361,732	124,996,570
Other Deposits	255,892,004	243,040,890	260,940,244
TOTAL DEPOSITS	350,595,741	351,402,622	385,936,814
<b>Member Owner Equity</b>			
Regular Reserves	4,953,504	5,418,673	5,487,442
Undivided Earnings	30,819,424	34,702,894	37,080,225
MEMBER-OWNER EQUITY	35,772,928	40,121,567	42,567,667
TOTAL LIABILITIES & EQUITY	389,619,571	395,083,769	433,061,620

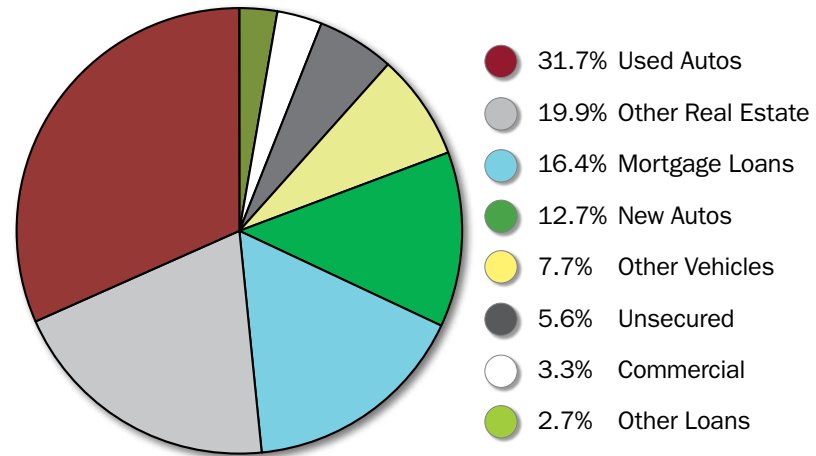
\*During 2013, special NCUA insurance assessments totaled \$268,416.

# Financial Highlights

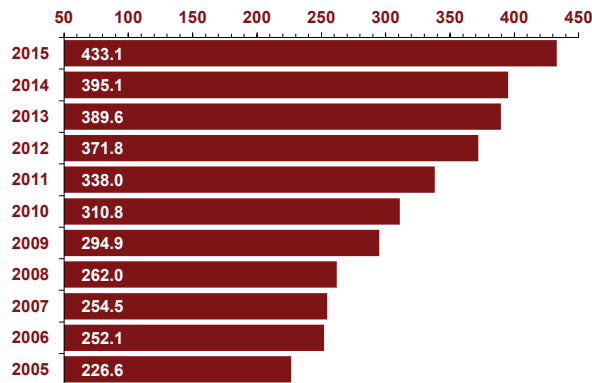
DEPOSIT MIX by Percentage



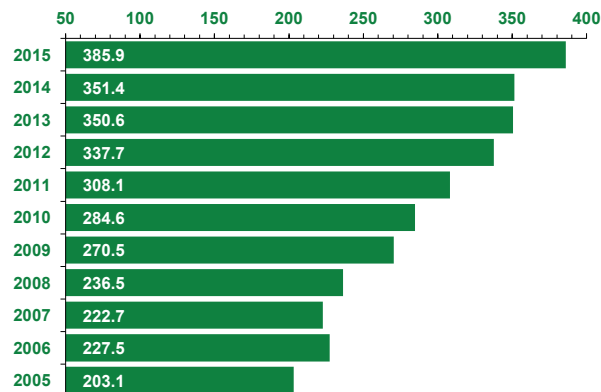
LOAN MIX by Percentage



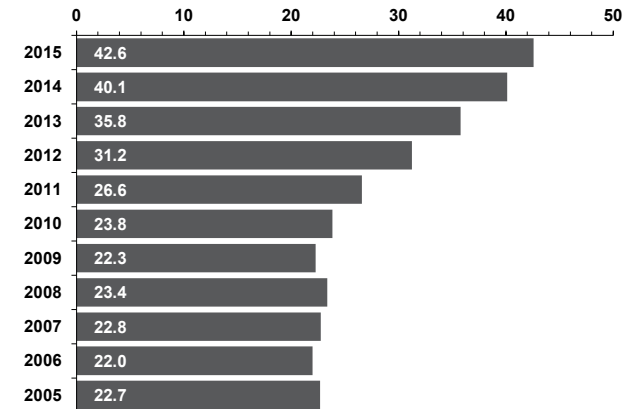
Total Assets in Millions of Dollars



Total Deposits in Millions of Dollars



Member Owner Equity in Millions of Dollars



## 2014-2015 Board of Directors

### Dwight Long

Term expires 2018  
Chairman of the Board  
Retired, The Dallas Morning News

### Jim Brisendine

Term expires 2017  
President/CEO  
Resource One Credit Union

### Chris Degelia

Term expires 2016\*  
General Manager  
InnerCity FiberNet

### Greg Blunt

Term expires 2018  
Vice Chairman of the Board  
Senior Vice President  
CAGE, Inc.

### Keith Willson

Term expires 2017  
Geophysicist  
Retired

### Janey Appia

Term expires 2016\*  
Manager, Customer Relations  
7-Eleven, Inc.

### B.A. "Tony" Goebel

Term expires 2016\*  
Secretary/Treasurer of the Board  
Retired, 7-Eleven, Inc.

### Rex Lowe

Term expires 2017  
President/CEO  
Financial Affiliates Insurance Services, Inc.

### Michael Buckman

Term expires 2018  
CEO  
Buckman Advisors LLC

\*Nominated for reelection

## Credit Union Officers

### Jim Ladner, CPA

Chief Financial Officer

### Lee Strickhouser

Chief Lending Officer

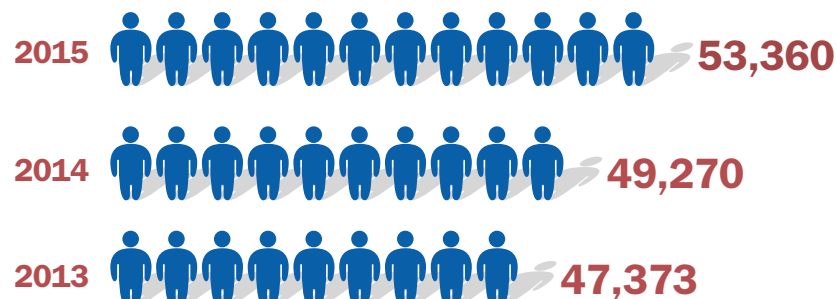
### Doug Bedner

Chief Operating Officer

### Jennifer Grinder

Chief of Sales and Marketing

## Number of Members





## Services Offered

### SAVINGS

Regular Savings  
 Holiday & Summer Savings  
 Youth & Teen Savings  
 IRA/SEP Savings

### CHECKING

CU Succeed  
 My Life My Money  
 Power Plus  
 Super Power  
 Empower Checking

### MONEY MARKET ACCOUNTS

R1 Money Market

### CERTIFICATES OF DEPOSIT

Certificates of Deposit  
 Flex Term CDs  
 IRA/SEP CDs

### CONSUMER LOANS

New & Used Auto  
 New & Used Recreational Vehicles  
 • RVs, Boats, Motorcycles, 5th Wheels,  
 Travel Trailers, Planes, etc.  
 VISA Credit Cards  
 Share Secured Loans  
 Personal Loans  
 Lines of Credit

### REAL ESTATE LOANS

Home Mortgage Loans  
 Home Improvement & Equity

### BUSINESS ACCOUNTS

Business Savings  
 Business Checking  
 Business Money Market  
 Business Flex CD

### BUSINESS LOANS

Commercial Real Estate  
 Vehicles & Heavy Trucks  
 Equipment & Machinery  
 Lines of Credit  
 SBA Loans  
 Unsecured Term Loans

### Additional Services Offered

Shared Branching  
 Free CO-OP ATM Network  
 Online Banking  
 Mobile Banking  
 • iPhone & Android Apps  
 My Money Manager  
 Prewards  
 Mobile Deposit



### R1 Gives Back.

We introduced a program in 2015 to demonstrate our member-centric ethic by assisting a few of our members in need. Making a difference in our members' lives, we exemplify our people helping people passion.

**Carrollton**

2501 East Hebron Parkway #300  
Carrollton, TX 75010

**Cedar Hill**

755 North Highway 67  
Cedar Hill, TX 75104

**Garland**

302 West Centerville Road  
Garland, TX 75041

**Garland–North**

2475 Arapaho Road  
Garland, TX 75044

**Houston–Jones Road**

9211 Jones Road  
Houston, TX 77065

**Houston–Oak Forest**

1400 West 43rd Street  
Houston, TX 77018

**Irving**

2315 West Airport Freeway  
Irving, TX 75062

**Mesquite**

2750 North Galloway Avenue  
Mesquite, TX 75150

**One Arts Plaza** (Closed 12/2015)

1722 Routh Street #118  
Dallas, TX 75201

**R1 Tower–East Dallas**

8344 East R.L. Thornton Freeway, #110  
Dallas, TX 75228

**Southside**

1200 Belleview Street  
Dallas, TX 75215

**Technical Operations Center**

7518 Ferguson Road  
Dallas, TX 75228



Member owned. Not-for-profit.

P.O. Box 660077 | Dallas, TX 75266-0077

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