

GAP

Warranty

Savings

Checking

Home Equity



City Credit Union

2023

# Annual Report

Auto

Loans

Boat

Motorcycle

Personal

Credit Cards

CDs

Money Market

IRAs

Renter's

Auto

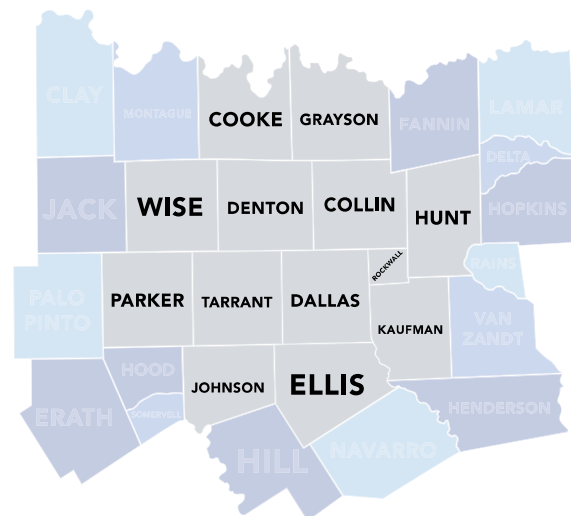
Insurance

Life

Home

# Field of Membership

Anyone who lives, works, worships or attends school in Collin, Cooke, Dallas, Denton, Ellis, Grayson, Hunt, Johnson, Kaufman, Parker, Rockwall, Tarrant and Wise counties.



# Connect with City CU

**Phone:** (214) 515-0100 or (888) 324-2328

**Web:** [www.citycu.org](http://www.citycu.org)

**Email:** [members@citycu.org](mailto:members@citycu.org)

**EasyTeller Phone Banking:** (214) 320-2111

# Branch Locations

## Duncanville

506 East Highway 67  
Duncanville, TX 75137

## Ferguson

7474 Ferguson Road  
Dallas, TX 75228

## Gainesville

406 North Grand Avenue  
Suite 101  
Gainesville, TX 76240

## Sherman

401 West Wilson Avenue  
Sherman, TX 75090

## Waxahachie

1625 North Highway 77  
Waxahachie, TX 75165

# Board of Directors



**Alan Richardson**  
Chair  
Term ends: 2024



**Ronnie Davis**  
Vice Chair  
Term ends: 2026



**Larry McDaniel**  
Secretary/Treasurer  
Term ends: 2025



**Craig Miller**  
Term ends: 2024



**Erik Ramirez**  
Term ends: 2025



**Howie Reed**  
Term ends: 2025



**Greg Reichel**  
Term ends: 2024

## Advisory Board

**Tony Hobley**  
Term ends: 2024

**John Sutton**  
Term ends: 2025

## Executive Officers

**Sharon Moore**  
President and CEO

**Mitchell Clark**  
Chief Administrative Officer

**David Frith**  
Chief Financial Officer

**John Bailey**  
Chief Operating Officer

**Sallie Horace**  
Chief Retail Officer

# Board Chair's Report



I'm pleased to report the City CU Senior Management team and their staff delivered excellent results in 2023. We continued to focus on our members,

employees and long-term growth and stability.

The Board of Directors' Strategic Plan focuses on the financial aspects of the business while also emphasizing the importance of member and employee satisfaction to our organization. We know the team's efforts worked because City CU achieved outstanding employee satisfaction and member satisfaction survey results in 2023.

In 2023, the City CU team continued to integrate upgrades and enhancements in how we do business – while many of these enable us to remain competitive in the marketplace and keep pace with financial technology, they're also how we make it easy for our members to do business with us and provide our staff with a rewarding reason to come to work every day.

We appreciate your ongoing trust in us and giving us the opportunity to serve you, now and in the future.

**Alan Richardson**  
Board Chair

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## Core Values

### **Fairness**

We will conduct our business in a fair, ethical and professional manner.

### **Honesty**

We will be honest with our members and employees.

### **Excellence**

We will strive for excellence in everything we do.

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# President's Report



In 2023, City CU experienced transformation and improvement – it's been exciting to watch initiatives and projects result in better ways to serve our members, enhanced staff efficiencies,

increased security and an improved member experience. That's going to continue in 2024 and beyond.

City CU follows our Board of Directors' strategic plan: to focus on our employees, our members and balanced deposit and loan growth. In 2024, this remains our mission. We also remain focused on our two cornerstones, providing free financial counseling and promoting Random Acts of Kindness.

## Highlights from 2023:

- We earned our highest satisfaction score from our staff – 98% of our employees said City CU is a great place to work –and renewal of our Great Place to Work certification.
- We achieved a 92% member satisfaction score, consistent with the prior year.

- Members rewarded us with 887 five-star Google reviews, which reflect their positive experiences with our staff and services.
- For the ninth consecutive year, Bauer Financial, Inc. awarded us their highest rating.

We thank our Board of Directors for their guidance, our employees for their commitment to serving our members and for practicing our Core Values and our members for their ongoing loyalty and for allowing us to make a difference in your life.

We're excited for a successful 2024!

**Sharon Moore**  
President and CEO

# Treasurer's Report



City CU demonstrated continued financial excellence in 2023. Through a focus on balanced growth and adept management of inflation, interest rate changes and consumer

behavior relative to deposit growth and loan demand, we achieved impressive results.

During 2023, total assets grew \$56 million to \$677 million, a 9% increase over 2022. Deposit growth kept pace as well, with a 10% increase over 2022, for a year-end total of \$598 million. Loans grew 0.6%, or \$2 million. City CU's membership in 2023 remained steady with 35,381 members.

Net income in 2023 was \$3.5 million, a 45% decrease from \$6.4 million in 2022. Our non-interest expense ratio remained unchanged from 2022, at 3.4%.

In 2023, Nearman, Maynard, Vallez Certified Public Accountants provided both internal audit services and audited City CU's financial statements. City CU's Audit Committee consisted of Larry McDaniel (chair) and Craig Miller.

**Larry McDaniel**  
Secretary/Treasurer

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## Bylaws

To view the current City CU Bylaws, visit [citycu.org](http://citycu.org).

## Changes in Service

Discontinued EasyTeller check issuance from Checking, Savings and Money Market Accounts.

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# Consolidation Statements of Financial Condition

## Years Ended December 31, 2023 and 2022

Asset	2023	2022
Cash and Cash Equivalents	\$101,879,692	\$49,386,973
<b>Investment Securities:</b>		
Held-to-Maturity	170,860,987	164,822,563
Other Investments	529,581	3,664,620
Federal Home Loan Bank Stock	267,200	363,700
Loans to Members, Net of Allowance for Losses	381,291,821	380,647,772
Accrued Interest Receivable	1,567,828	1,317,941
Premises and Equipment, Net	11,199,099	11,619,885
NCUSIF Deposit	5,071,726	5,181,417
Funded Status of Defined Benefit Pension Plan	419,063	1,103,651
Foreclosed Assets	-	-
Other Assets	2,993,539	2,600,186
<b>Total Assets</b>	<b>\$676,735,805</b>	<b>\$621,218,086</b>

### Liabilities & Members' Equity

#### Liabilities:

Members' Share and Savings Accounts	\$598,254,004	\$541,547,350
Accrued Expenses and Other Liabilities	11,097,018	11,881,351
<b>Total Liabilities</b>	<b>609,351,022</b>	<b>556,428,701</b>

#### Members' Equity:

Regular Reserve	4,291,639	4,291,639
Undivided Earnings	65,579,321	62,802,593
Accumulated Other Comprehensive Loss	(2,486,177)	(2,304,847)
<b>Total Members' Equity</b>	<b>67,384,783</b>	<b>64,789,385</b>
<b>Total Liabilities and Members' Equity</b>	<b>\$676,735,805</b>	<b>\$621,218,086</b>

Interest Income	2023	2022
Interest on Loans to Members	\$22,056,604	\$18,802,501
Interest on Investment Securities and Cash Equivalents	4,867,111	3,021,333
<b>Total Interest Income</b>	<b>26,923,715</b>	<b>21,823,834</b>

<b>Interest Expense</b>	<b>7,258,853</b>	<b>3,288,966</b>
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<b>Net Interest Income</b>	<b>19,664,862</b>	<b>18,534,868</b>
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<b>Provisions for Loan Losses</b>	<b>3,448,805</b>	<b>2,444,374</b>
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<b>Net Interest Income After Provisions for Loan Losses</b>	<b>16,216,057</b>	<b>16,090,494</b>
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#### Non-Interest Income

Fees and Charges	4,632,872	5,022,460
Other Non-Interest Income	5,054,016	6,366,195
<b>Total Non-Interest Income</b>	<b>9,686,888</b>	<b>11,388,655</b>

#### Non-Interest Expense

General and Administrative		
Compensation and Benefits	11,120,371	10,098,103
Occupancy	1,575,182	1,794,181
Operations	3,013,289	2,939,948
Loan Servicing	1,252,832	1,026,849
Other Expenses	5,406,973	5,183,683
Net Loss on Sale of Foreclosed Assets	-	-
<b>Total Non-Interest Expense</b>	<b>22,368,647</b>	<b>21,042,764</b>
<b>Net Income</b>	<b>\$3,534,298</b>	<b>\$6,436,385</b>

