



**The 58th  
ANNUAL  
MEETING**







Welcome To

# The 58th Annual Meeting

of



March 12, 2011

10 a.m.

at

Clayton E. Hutcheson Exhibition Hall

559 N. Military Trail

West Palm Beach, Florida







**58th Annual Meeting  
Saturday  
March 12, 2011**

**AGENDA**

- I. Pledge of Allegiance and Invocation
- II. Determination of Quorum
- III. Minutes of Previous Annual Meeting - Barbara Lozski
- IV. Treasurer's Report
- V. Committee Reports
  - A. Audit Committee - Carol Heffner
- VI. Board of Directors' Report - James Snelgrove, Chairman
- VII. Operations Report - Shannon Duran
- VIII. Unfinished Business
- IX. New Business
  - A. Nominating Committee Report - Carol Heffner, Chairperson
  - B. Election of Official Family
- X. President's Report - John D. Deese
  - A. Staff Recognition
  - B. Presentations
- XI. Adjournment
- XII. Door Prizes





**PBC CREDIT UNION**  
**STATEMENT OF FINANCIAL CONDITION**  
**UNAUDITED**

*ASSETS*

	<i>DECEMBER 31,</i> <u>2010</u>	<i>DECEMBER 31,</i> <u>2009</u>
Cash and Cash Equivalents	\$ 11,706,899	\$ 2,690,582
Investments	10,091,190	12,133,036
Loans Receivable, net of Allowance for Loan Losses	70,189,674	77,268,688
Accrued Loan Interest Receivable	193,513	244,590
Premises and Equipment, net	2,325,005	2,503,960
NCUSIF Deposit	868,911	833,968
Other Assets	1,008,273	1,426,446
Total Assets	<u>\$ 96,383,465</u>	<u>\$ 97,101,270</u>

*LIABILITIES AND MEMBERS' EQUITY*

	<i>DECEMBER 31,</i> <u>2010</u>	<i>DECEMBER 31,</i> <u>2009</u>
<b>LIABILITIES:</b>		
Members' Share and Deposit Accounts	\$ 85,315,830	\$ 88,230,160
Accounts Payable and Other Liabilities	1,118,809	1,946,769
Total Liabilities	<u>\$ 86,434,639</u>	<u>\$ 90,176,929</u>
<b>MEMBERS' EQUITY:</b>		
Regular Reserve	\$ 2,006,468	\$ 2,006,468
Undivided Earnings	7,942,358	4,917,873
Total Members' Equity	<u>\$ 9,948,826</u>	<u>\$ 6,924,341</u>
Total Liabilities and Members' Equity	<u>\$ 96,383,465</u>	<u>\$ 97,101,270</u>

Financial Statements are audited annually by Nearman, Maynard, Vallez, CPAs. Results forthcoming.





**PBC CREDIT UNION**  
**STATEMENT OF INCOME AND EXPENSE**  
**UNAUDITED**

	<u>DECEMBER 31,</u> <u>2010</u>	<u>DECEMBER 31,</u> <u>2009</u>
<b>INTEREST INCOME:</b>		
Loan Income	\$ 4,509,314	\$ 5,466,220
Investment Income	35,441	37,312
Total Interest Income	<u>\$ 4,544,755</u>	<u>\$ 5,503,532</u>
<b>INTEREST EXPENSE:</b>		
Members' Share and Deposit Accounts	221,218	782,366
Net Interest Income	<u>4,323,537</u>	<u>4,721,166</u>
<b>PROVISION FOR LOAN LOSSES</b>		
Net Interest Income after Provision	<u>716,805</u>	<u>3,189,236</u>
	<u>3,606,732</u>	<u>1,531,930</u>
<b>NON-INTEREST INCOME:</b>		
Fee and Other Operating Income	\$ 4,121,607	\$ 3,816,092
Gain (Loss) on Disposition of Fixed Assets	(165,025)	(61,249)
Other Non-Operating Income (Expense)	(261,051)	(432,377)
Total Non-Interest Income	<u>\$ 3,695,531</u>	<u>\$ 3,322,466</u>
<b>NON-INTEREST EXPENSE:</b>		
Compensation and Employee Benefits	\$ 1,360,977	\$ 2,280,443
Travel and Conference	28,051	40,136
Office Occupancy	340,128	690,985
Office Operations	1,850,205	1,815,552
Educational and Promotional	125,456	248,923
Loan Servicing	145,552	315,847
Professional and Outside Services	72,653	74,987
Member Insurance	107,919	64,565
Operating Fees (Exam or Supervision)	107,065	120,031
Miscellaneous Operating Expenses	20,273	14,847
Total Non-Interest Expense	<u>\$ 4,158,279</u>	<u>\$ 5,666,316</u>
Net Income (Loss) before NCUSIF Stabization	<u>\$ 3,143,984</u>	<u>\$ (811,920)</u>
<b>NCUSIF CORPORATE STABILIZATION</b>		
	<u>119,499</u>	<u>141,445</u>
Net Income (Loss)	<u>3,024,485</u>	<u>(953,365)</u>

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# AUDIT COMMITTEE REPORT

The Audit Committee was actively involved in all aspects of the operation of PBC Credit Union in 2010. We worked diligently with staff to meet all state and federal requirements. We attended special training as available or necessitated by state or federal requirements.

Representatives of the committee attended monthly Board of Directors' meetings, the Palm Beach Chapter meetings, and our annual planning session.

We renewed our annual auditing contract with Nearman, Maynard and Vallez, CPAs, P.A. and worked with their staff on all required annual audits.

We renewed our engagement contract with Sanders, Holloway & Ryan, CPAs and worked with them to determine the agreed-upon procedures to be utilized for our quarterly audits. We participated in all other auditing contracts as required.

We want to thank the staff for their diligence to the Audit Committee in making sure we had all the data we needed to properly perform our duties.

Respectfully submitted,

Carol Heffner, Chairperson

James Davis, Vice-Chairperson

Steve Catalano, Member





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# MESSAGE FROM THE CHAIRMAN AND CEO

It seems that each year we start our message reflecting on the past year and the accomplishments or challenges that we have faced. This year it seems appropriate to use our message as an opportunity to look into the future and share with our members the excitement and positive outlook that we think is on the horizon. Maybe some will say this is dreaming or maybe even premature, but we respectfully disagree and think it is time to be positive and forward thinking.

For the past three years your credit union has struggled along with the entire financial community. During 2010, we are proud to say that we started to rebuild our capital and are well on our way to regaining the strength and strong foundation that we enjoyed prior to this economic disaster. Our 2011 projections show continued positive financial trends that will enable us to continue building our foundation and expanding our products and services.

Many people may wonder how we can be so positive about our future when you are still hearing about the trials and tribulations in the financial marketplace. We feel that we can answer those questions because we were extremely proactive in dealing with the crisis in the early stages. In fact, last year we took aggressive steps that resulted in major expense and staff reductions. It was extremely difficult to take those steps because it affected employees and members. However, we knew that if we didn't take strong steps we may actually jeopardize the future for everyone. As a result of those actions and the unwavering support of our official family, staff, and members, we were able to surpass even our expectations. Today we are enjoying the benefits from that early action while many other credit unions and other financial institutions are still struggling and contemplating major cutbacks in order to survive. We made the tough decisions and it is now paying huge dividends. We realize we still have a long way to go, but we now have a stronger foundation to help us do the things we need to do for our staff and our members.

Reflecting on the past year is painful in many ways because of the decisions we had to make. But, at the same time, it is very gratifying to see our progress and the strong financial position that we have attained.

We think that 2011 will be an even greater year because we will now begin to bring back some of the benefits and programs that we had to curtail or reduce during the past few years. We are very excited and positive because of what we have accomplished and what we WILL continue to achieve.

Thanks for your support during some very tough times. We know you have suffered along the way and we have done everything possible to make it easier for you. We will continue to do the right thing for our members because we only exist if you continue to support us and use our services. As you can see by this message, our positive outlook is well founded and shows the difference that can be made through cooperation and support.

Our purpose is constant and our mission is focused on serving YOU, our members, with the best products for the best value while offering the BEST member service.

James L. Snelgrove  
Chairman of the Board

John D. Deese  
President/CEO





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# MESSAGE FROM THE CHIEF OPERATIONS OFFICER

Since its beginning in 1953, PBC Credit Union has always operated in an insightful and conservative manner. This operations principle has enabled us to weather the financial storms during the last three years better than most financial institutions. That is not to say we did not feel the pinch. Fortunately, our overall stability and strength, with which we entered this economic crisis, allowed us the opportunity to meet these financial storms by taking decisive actions in strengthening the credit union for the future. These were not easy moves to make, and each one impacted our members and employees. However, the result is a credit union that is stronger, leaner and more financially secure than it would have been had we not taken such actions.

Actions taken in 2010 included staff layoffs, switching to a centralized lending environment, re-organizing to have an executive with direct oversight of both lending and collections, implementing significant expense cutbacks in all departments, and analyzing each department's processes for efficiency improvements – just to name a few.

While we were not immune to the industry standard of little to no loan growth in 2010, our loan portfolio remained strong with impressive net yields, improved delinquencies, and lower charge offs. Even with limited resources, our business development team continued to spread the word about the great benefits of credit union membership resulting in quality membership growth. Marketing continued to focus on increasing products per member via various membership promotions. Lastly, we remained committed to quality education and training of our employees in effort to always better serve you, our valued member-owners, as effective and efficient teller and member service is critical to the credit union's success.

I thank the entire operations team for your commitment to excellence and your continued devotion to this credit union. I also thank the entire Official Family of volunteers for your leadership and insight. Our successes are a direct result of your support and knowledge.

At PBC Credit Union, we know you prefer better choices. PBC Credit Union will continue operating in a conservative manner and in the best interest of our members, providing the financial services you have come to expect over these past 58 years. We look forward, with measured assurance, at our prospects for growth and prosperity in 2011 and beyond.

Respectfully submitted,

Shannon J. Duran  
Chief Operations Officer





# NOMINATING COMMITTEE REPORT

The following individuals, whose terms of office are expiring, have expressed a desire and willingness to continue in their respective positions in the credit union for an additional term.

Nominations for the Board of Directors are as follows:

NOMINEE	TERM OF OFFICE
A. Ruth Beuter	3 years until 2014
Steven Catalano	3 years until 2014
Willa Fearington	3 years until 2014

No nominations by petition were received.

Respectfully submitted,

Carol Heffner, Nominating Committee Chairperson  
Tom Shea, Nominating Committee  
Jim Davis, Nominating Committee





# OFFICIAL FAMILY

## BOARD OF DIRECTORS

James Snelgrove .....	Chairman
Jerome Nolan .....	Vice Chairman
John D. Deese .....	Secretary/Treasurer
Ruth Beuter .....	Member
Stephen Catalano .....	Member
Willa Fearington .....	Member
Herbert Kahlert.....	Member
Thomas Shea .....	Member

## AUDIT COMMITTEE

Carol Heffner .....	Chairperson
James Davis.....	Vice Chairperson
Stephen Catalano .....	Member

## GOVERNMENTAL AFFAIRS COMMITTEE

Thomas Shea .....	Chairman
Vince Bonvento.....	Member
Theresa Panozzo .....	Member





## STAFF 2010/2011

Joe Alicea .....	Administration	Rachell Munoz .....	Member Service
Jonathan Basior.....	Collections	Karen Murphy.....	Teller Service
Chris Calvert.....	Administration	Fareeda Murrell .....	Member Service
Maureen Chavez .....	Teller Service	Janet Norton .....	Member Service
Althea Crump .....	Teller Service	Magda Pulido.....	Compliance
John Deese .....	Administration	Jack Ramsay .....	Member Service
Valeska Duff.....	Accounting	Doreen Riley .....	Member Service
Shannon Duran.....	Administration	Pamela Rower .....	Administration
Sandra Enrique .....	Teller Service	Martha Schwind.....	Compliance
Rochelle Fadida.....	Teller Service	Patrick Shandorf .....	Collections
Edwin Feliciano .....	Teller Service	Laurel Smikle .....	Member Service
Deanna Frame.....	Accounting	Cristhian Stephens .....	Teller Service
Jose Garcia .....	Marketing	Cheryl Stockton .....	Collections
Patricia Gelsinan .....	Member Service	Jacquelyn Sutton .....	Administration
Leticia Gomez.....	Teller Service	Minire Syla.....	Accounting
Megan Grimsley.....	Member Service	Marge Urso .....	Accounting
Lucie Ihle .....	Member Service	Milady Vavoso .....	Teller Service
Misty Langston .....	Teller Service	Kimberly Veach .....	Teller Service
Janet Lewis.....	Teller Service	Sheri Vick.....	Member Service
Barbara Lozoski.....	Administration	James Warnke.....	Teller Service
Remigijus Lukosiunas .....	Member Service	Hyacinth Welsh.....	Member Service
Angela Marsh .....	Member Service	Shanetta Williams .....	Collections
Iyorima Martinez .....	Member Service	Laura Wills.....	Teller Service
Edward Meredith .....	Information Technology	Lynn Yarmesky.....	Member Service
Francia Moreno.....	Member Service		





# OUR PROUD HISTORY

PBC Credit Union has been fortunate to have had the following people serve as president and on the official family:

## President - Year First Involved

Jean Simmons	1953
Gertrude Plummer	1959
John D. Deese	1978

## Official Family - Year First Involved

R. B. McKee	1953	Park Wells	1960	Ruth Thornhill	1976
Thelma P. Plant	1953	Rita Kohl	1960	John D. Deese	1978
Sara Horton	1953	Iris Shambough	1961	Herb Kahlert	1979
Marie M. Pearce	1953	Beverley Baker	1961	Henry (Bill) Walker	1979
R.L. Stephens	1953	John DeNeen	1961	Paul Ammann	1979
Dorothy M. Winchester	1953	Atlon Murray	1961	Jerome Nolan	1980
Floy Kelley	1953	Julius P. Icard	1962	John W. Dame	1980
T. Harold Williams	1953	Richard Held	1962	Susan L. Rousseau	1980
Harry A. Johnston	1953	Ebert Van Kessel	1962	Stella Testa	1980
Fred Moorish	1953	Bertha Gibson	1962	Tom Shea	1980
Dan Heady	1953	Carol Gallagher	1962	Stephen Catalano	1980
Lily Roberts	1953	Martha Jane Murray	1962	Jean B. Reed	1981
Nina Cherry	1954	Joseph Steelman	1963	Carolyn S. Heffner	1981
Don O. Heady	1954	Robert Harlow	1963	Theresa B. Panozzo	1981
H. H. Peerson	1954	Lewis T. Creech	1963	James L. Snelgrove	1983
Thaddie Plant	1954	Dennis Hoerber	1964	David D. Wood	1983
Sara Lawler	1955	Milton Bower	1964	Grady Swann	1984
Edwina Henderson	1955	Tom McCarthy, Jr.	1964	Frank D. Robinson	1984
Ben. F. Sundy	1956	Blain Williamson	1964	Ed Merkel	1987
George Smart	1956	Roy Roseke	1965	Thomas E. Duane	1988
Mildred Mathews	1956	Vernon W. Allen	1966	Darrell Evans	1988
Gertrude Plummer	1957	George Panos	1966	David J. Panozzo	1988
Elmer Baker	1957	Robert Cain	1966	Marjorie Knight	1989
Louis Lynch	1957	William E. Hill	1967	James Davis	1989
T. R. Hoskinson	1957	Mike McPhail	1968	Siggi Helmes	1989
Jewel Large	1957	Anna Lee Nye	1968	Dennis Wetzel	1990
Blanch Webb	1958	Lillian V. Balle	1968	Vince Bonvento	1992
Irene J. Bocher	1958	Stephen Zabey	1969	Ralph Irwin	1992
Lake Lytal	1959	Ruth Beuter	1969	Patricia Langston	1994
Robert England	1959	Karl Lindner	1971	Sandra K. Wyant	1996
Mildred Brinson	1959	Nora I. Ammann	1974	Michael Thomas	1997
Layra Jenkins	1959	W. E. Hewes	1974	Willa Fearington	2007
Jean Simmons	1960	Elizabeth Mulford	1974		
		Elizabeth A Daniel	1976		





