

2019 Year in Review

Assets increased over year end 2018 by \$863,624.

Total share balances increased over year end 2018 by \$632,734.

Although changing regulations and compliance are an ongoing challenge, we have a good working relationship with NCUA (our Federal regulator), CUNA (Credit Union National Association) and MCU (Montana's Credit Unions) our State trade association. They provide education and training for Volunteers and Staff.

In 2019 our primary focus was reaching out to our current members, encouraging them to use our services and reaching out to potential members within our field of membership. Our field of membership reaches all of Carbon County, Stillwater County and numerous employee groups within Laurel and the surrounding area.

Community outreach is a major commitment of your Credit Union, staff and volunteers. In 2019 your Credit Union presented four Classroom Connection Grants, \$150 each, to teachers within the Laurel School District. Last fall, at the start of the 2019-2020 school year, we delivered 1st day of school lunch to the teachers in all five of the Laurel schools. We organized the High School Reality Fair at the Laurel High School and Park City High School and participated in the reality fairs in Roundup and Senior High Billings.

As a member of the Midland Empire Chapter of Credit Unions, your Credit Union participated in the Community Shred-a-Thon held in April at the Billings Federal Credit Union Grand Avenue branch in Billings. Donations received from this event plus a match from the Chapter was donated to the Billings Optimist Club Special Children's Camp. Donations from this year's event are being donated to the Children's Museum in Billings.

The Midland Chapter is a major sponsor of the Rubber Duck Regatta held each year on Grandparents' Day in September. Proceeds from this event support Prevention of Elder Abuse through Big Sky Senior Services. If you know of a senior who may need assistance, advise the senior to contact Senior Services at 406-259-3111.

This past year we implemented several new services including Online Account Opening, Online Loan Applications, E-Signature and text messaging. We are dedicated to providing financial products and services to you, our member/owners that enhance your financial wellbeing.

Technology changes every day. Because of that we are required to upgrade our computer system every few years. This is our year of change and upgrade. Within the next

couple months, we will be purchasing a new server and PC's for the office. On the day of the conversion, you may notice a slight interruption in service but it will be nominal.

Covid 19/Corona Virus. Your Credit Union is classified as an essential service; therefore we were not mandated to close. We did close the lobby for several weeks. I had sneeze guards built for each teller station. It is my plan to keep these in place as a safety precaution for the members and staff. I want to take this opportunity to thank staff for all of your help during this very difficult and stressful time. You have had to deal with your personal and family situations and then come to work and deal with members' situations. You have managed to keep a smile on your face and in your voice. We have done everything we possibly can to help each and every member.