



CONSUMERS CREDIT UNION  
**EVERYWHERE FOR EVERYONE!**

## 2014 ANNUAL REPORT



This credit union federally insured by NCUA.



**CCU CHAIRPERSONS**

- JACK LIUKKU** (1930-1947)
- RUSS ALFORD** (1948-1957)
- ELLEN (SANDVICK) NANTZ** (1958-1965)
- HELEN DRAGUNAS** (1966-1974)
- ERNEST W. WOOLDRIDGE** (1975-1976)
- GEORGE HARRO** (1977-1979)
- RAYMOND W. DeWEERTH** (1979-2002)
- JAMES A. MAHNICH, SR.** (2002-2008)
- JOHN R. JANEZIC** (2008-Present)

**PRESIDENTS**



**LEO SAARI**  
(1930-1956)



**ANTHONY PIERCE**  
(1956-1970)



**ANTON KERZIC, JR.**  
(1970-1978)



**WILLIAM REIDEL**  
(1979-2004)



**SEAN RATHJEN**  
(2004-Present)

**HISTORIC TIMELINE**

**1910 – 1949**

- This year marks the organization of the Cooperative Trading Company of Waukegan, Consumers Cooperative Credit Union's sponsor, 1910.
- Consumers Cooperative Credit Union was chartered May 1, 1930.
- The Credit Union moved into its first Service Center at 709 McAlister Avenue, Waukegan, 1946.

**1950 – 1989**

- The Grand Opening of the new Credit Union Service Center at 2420 West Washington took place on September 18, 1962.
- The Grand Opening of the new credit union building at 2750 Washington Street in Waukegan took place on July 20, 1975.
- The new Mundelein Service Center opened for business on August 31, 1987.

**1990 – 2009**

- The Ribbon Cutting Ceremony for the new Round Lake Beach Service Center took place on April 8, 1998.
- The new Gurnee Service Center opened its doors to Members in 2001.
- Added a 5th Service Center in North Waukegan in May 2002.
- CCU opens full-service Contact Center in 2005.
- CCU and North Shore Gas Credit Union join hands in 2006.
- CCU introduces new logo and brand image in 2006.
- Newly remodeled Service Centers: Gurnee (2006); Washington St. in Waukegan (2007); Mundelein (2008).

**2010 – PRESENT**

- Opened 6th Service Center in Volo, Illinois in 2010.
- New Online Banking and Bill Pay solutions for both Retail and Commercial Accounts in 2011.
- Added FHA Mortgage Loans in 2011.
- Added eNotices in 2011 and eStatements for VISA Credit Cards in 2012.
- Introduced Remote/Mobile Deposit Capture in 2013.
- Centralization of new accounts opening and loan application processes in 2014.
- Remodeling of Round Lake Beach and North Waukegan locations in 2014.



CONSUMERS CREDIT UNION  
**EVERYWHERE FOR EVERYONE!**



85th **ANNUAL MEETING**

**MARCH 18, 2015**

**KEYLIME COVE, 1700 NATIONS DRIVE, GURNEE, ILLINOIS**

**Welcome & Introduction of Guests**

**Mr. John R. Janezic, Chairman of the Board**

**Dinner**

Call to Order

Determination of Quorum

Report of the Registration Committee

Reading and Approval of Agenda

Approval of Minutes of 84th Annual Meeting

**REPORT TO THE MEMBERS**..... *pgs 4-5*

**REPORTS OF THE SUPERVISORY AND LOAN REVIEW COMMITTEES**..... *pg 7*

**YEAR-END COMPARISONS**..... *pg 8*

**LIABILITIES AND SHAREHOLDER’S EQUITY**..... *pg 8*

**OPERATING RECORD**..... *pg 9*

Report of the Nominating Committee

Election of Directors

Unfinished Business

New Business

A.

B.

C.

Adjournment

March 18, 2015

**KEYLIME COVE**



# REPORT TO THE MEMBERS

**JOHN R. JANEZIC**  
Chairman of the Board



## EVERYWHERE FOR EVERYONE!

Submitted By:

**JOHN R. JANEZIC**, *CCU Chairman of the Board*, and  
**SEAN M. RATHJEN**, *CCU President*

**SEAN M. RATHJEN**  
President



2014 – What an awesome year! Consumers Credit Union – *your* credit union – enjoyed a remarkable year this past 12 months. Our 2014 Annual Report is filled with accomplishments on many levels: financial success, earning industry awards and even more progress towards improving the Member experience in every channel and at every point of contact. Our highlights from the last 12 months are listed below, along with a glimpse of what Members can expect in 2015.

### HIGHLIGHTS FROM 2014

Our year in review begins with our efforts to improve the Member experience, especially in the Service Centers. The biggest change Members coming into a Service Center noticed in 2014 was the centralization of our new accounts and loan application process. The transition was gradual, starting with our Round Lake Beach Service Center in January 2014. After a few months of evaluating the changes, we gradually converted all locations, completing the process in North Waukegan during the first week of December.

Members enjoyed several benefits from this new process, including much faster service and significantly reduced wait times when coming into a Service Center. We were also able to improve the quality of our service, as we had more resources available to help assure each Member was served by an expert. The results are in: feedback from Members gave us a 92% satisfaction rating. Thank you!

Our development of this new process resulted in CCU earning acknowledgement from two financial services industry leaders. In early summer, we were a finalist in Innovations Awards presented by Interactive Intelligence, Inc., the company that provides our integrated Member communication platform. In September, the credit union was awarded first place in the “Excellence Awards,” presented by Credit Union National Association at their annual Technology Council Conference.

When it comes to financial results, 2014 was one of the strongest in CCU’s history. Seven thousand, two hundred twenty seven new Members joined the credit union, resulting in a net increase of 7.49%. Total loans grew by more than 14%, bringing the total loans serviced by CCU to more than \$719 million at year end. Assets and earnings were strong, as well; we finished the year at just under \$628 million in assets (an increase of \$43.9 million), with a return on assets of 0.82%.

Two products primarily fueled these numbers: our new VISA Signature Card and our enhanced Rewards Checking product. Thanks to VISA Signature, we issued a total of 3,336 new credit cards during the year, a 68% increase from 2013. For Rewards Checking, we ended the year with a 14.28% increase in the number of accounts, with year-end balances in the Rewards Checking portfolio exceeding \$137 million. These two dynamic products were instrumental in our new Member growth for the year.

In our recap from 2013 one year ago, we talked about the value of sustainable growth. Clearly, the results listed above indicate the foundation we put in place over the last several years is paying huge dividends. Even more importantly, this foundation will help us sustain our growth in 2015 and beyond. A detailed listing of our financial performance for the year can be found on Pages 7, 8, and 9 of this report.

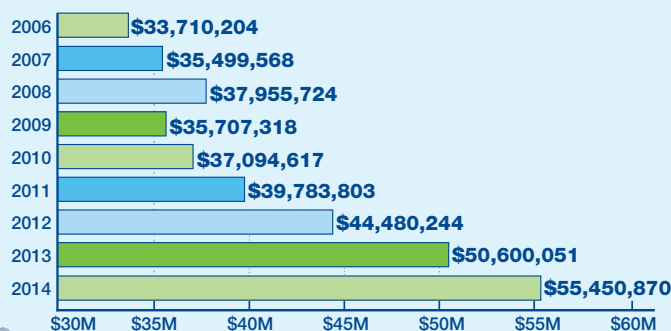
### A LOOK AT 2015 AND BEYOND

Our outstanding results from the last 12 months provide a great launching pad for 2015. The good news is, we are just getting started and are poised for even greater progress in the coming year. We expect to have continued growth in new Members, another strong increase in loan and asset growth, as well as improved earnings – all while providing great rates, outstanding products, and superior service for our Members. Join us as we look forward to the following in 2015 ...

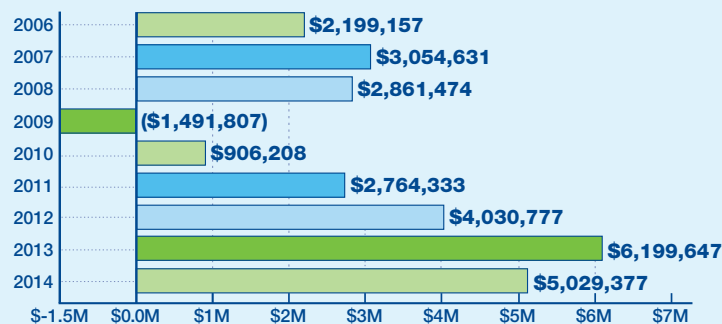
Let’s start with our Administrative Center. Over the past two years, we acquired and began the build-out of our highly-anticipated administrative building, located in the Tri State Parkway in Gurnee. Move-in begins this spring for a select number of departments and will continue through the 2nd quarter of the year. Locating several departments together will allow us to improve our operating efficiency and, ultimately, deliver even better service to our Members.

Enhanced technology will continue to play a big role at the credit union. In the second quarter, we will roll out our new loan operating system (LOS), software to help us review and approve loans more quickly – and that means getting the funds into Members hands faster, as well. With

### RESERVES



### NET INCOME IN DOLLARS





# REPORT TO THE MEMBERS *continued*

our new LOS in place, the next big step is to upgrade our core processing solution so we can continue to meet the evolving needs of our Members, including our Commercial accounts. We will select our new system and conduct extensive testing during the year, with the actual implementation planned very shortly thereafter.

During 2015, we'll continue our emphasis on improving the credit union's Online delivery channel, too, making it easier than ever for Members to control their accounts from anywhere and at anytime. Specifically, we will enhance our Online account enrollment process, continue to improve Mobile Banking and increase the use of video conferencing.

All of these steps will allow us to achieve our core objective: to improve the Member experience in every channel – Online, on the phone, and in the Service Center. Virtually every step we've taken in the last several years has been made with that one important objective in mind ... and we promise to continue that emphasis in the coming year.

How will we measure our progress in meeting that objective? We have a variety of ways for Members to provide feedback, both formally and informally.

First, we'll conduct our third Member survey in as many years, giving **you** the opportunity to evaluate our service delivery and our products, all while providing feedback on how we can improve. If you are asked to fill out a Member survey, whether mailed or Online, we strongly encourage you to do so.

Next, we have a group of Members who regularly complete service satisfaction surveys with every visit – whether in person, by phone or by Internet. These “secret shoppers” provide detailed feedback about their experiences and their interaction with our staff. This information will also be used to help us serve you even better!

There are a number of ways for Members to let us know how we're doing in a less formal setting, as well. For example, CCU has a variety of social media opportunities where Members are encouraged to post comments and provide feedback. We are actively engaged in Facebook, Twitter, LinkedIn, Instagram, and YouTube, just to name a few – so please visit us the next time you're Online!

Last year, we acknowledged that sustainable success requires having the right people in the right places, both in leadership positions and on the front lines. To assure we continue to improve in all of these areas, CCU has an extensive training program for employees that we call “Consumers Employee University.” In 2015, we'll add another important layer of employee development, working with a talent development company to help us identify and prepare our leaders of the future while also improving the skills of leaders already in place.

Our Report to the Members would not be complete without acknowledging our Board of Directors. This talented group of 12 dedicated volunteers provides both guidance and governance for the credit union and are integral to our growth and success. Please see the complete list of our current Directors, along with the candidates running for the Board, located on Page 6 of this report – then join us in thanking them for their assistance, time, vision, and support.

Finally, we want to acknowledge and thank each one of the credit union's Members. You **are** the credit union – and you've made it possible for us to succeed over the past 85 years. THANK YOU for your Membership and for the trust you've placed in Consumers Credit Union. We are excited to continue to serve you in 2015 and beyond.

Consumers Credit Union: **Everywhere For Everyone!**

*John R. Jantz*  
CHAIRMAN OF THE BOARD

*Sean M. Patton*  
PRESIDENT

## MANAGERS



### PRODUCT AND SUPPORT DIRECTORS

From left to right: Larry Paul, Information Systems Director; Chris Visocnik, IT Director; Gene Seliger, Director of Collections; Bonny Thomas, VISA Director; Michael Cubelic, Director of Underwriting; Gil Chavez, Director of Mortgage Lending; Brian Romac, Director of Sales.



### ASSISTANT MEMBER EXPERIENCE MANAGERS

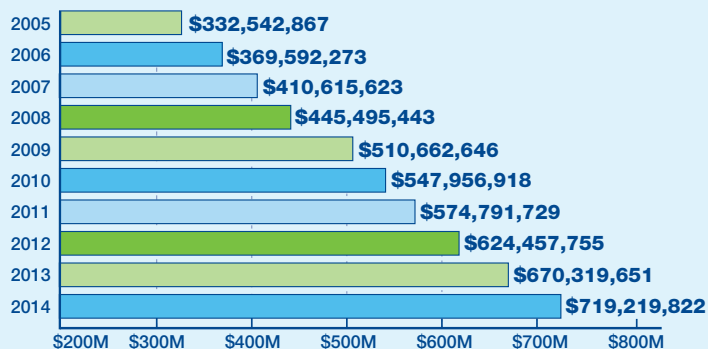
From left to right: Star McClellan, Gurnee; Mary Jane Garipey, Float; Timothy Meiselwitz, Mundelein; Beatrice Rivas, Round Lake Beach; Andrew Vjestica, Volo; Miguel Garcia, Waukegan; Patricia Ramirez, North Waukegan.



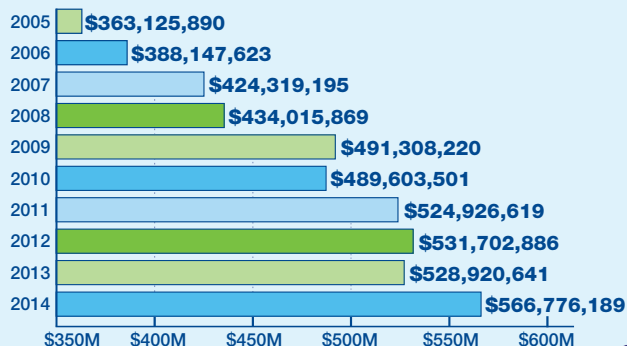
### MEMBER EXPERIENCE MANAGERS

From left to right: Judy Alstrom, Gurnee; Angeles Acevedo, Mundelein; Kelli Newman, Contact Center; Pedro Hernandez, Volo; Ann Zuniga, North Waukegan; Jennifer Wenckowski, Round Lake Beach; Martha Arias, Waukegan.

## SERVICED LOAN HISTORY



## TOTAL DEPOSIT BALANCE





# DIRECTORS & COMMITTEES

## DIRECTORS FOR 2014

**JOHN R. JANEZIC**, *Chairman*  
**ANN CAMPANELLA**, *Vice-Chairperson*  
**DENISE CHARTS**, *Secretary*  
**ALICE CLEMENTS**, *Treasurer*  
**JOSEPH M. RAJCEVICH**  
**MICHAEL RAYSAKIS**  
**NANCY L. ANDERSON**  
**SCOTT DRABICKI**  
**KENNETH ROBINSON**  
**DR. JOHN R. SCHWAB**  
**FRANK C. SOYKA**  
**YALE WOLK**

## COMMITTEE MEMBERS

**JERRY P. LARSON**  
**HORACIO LOPEZ**  
**SPIRIDOULA (LITZA) MAVROTHALASITIS**  
**LOU PAPARIGIAN**  
**NICHOLAS OLIVARES**

## NOMINATING COMMITTEE

**DENISE CHARTS**, *Chairperson*  
**ANN CAMPANELLA**  
**SCOTT DRABICKI**

## BOARD CANDIDATES

### **AS APPROVED BY THE NOMINATING COMMITTEE:**

**ALICE CLEMENTS** (I), *Buffalo Grove, IL*  
**DANIEL L. COLBERT**, *North Barrington, IL*  
**LAURENCE CORNEL**, *Streamwood, IL*  
**BERNARD M. DOST**, *Vernon Hills, IL*  
**JAMES MAHNICH**, *Lake Villa, IL*  
**KENNETH ROBINSON** (I), *North Chicago, IL*  
**DR. JOHN R. SCHWAB** (I), *Waukegan, IL*  
**CHRISTINA VILLAFUERTE**, *Waukegan, IL*  
**YALE WOLK** (I), *Lindenhurst, IL*  
(I) = Incumbent

## BOARD OF DIRECTORS



### **WE PROMISE TO WORK WITH YOU**

TO FIND PERSONAL SOLUTIONS TO  
HELP YOU ACHIEVE YOUR FINANCIAL POTENTIAL.

*From left to right:* John R. Janezic, Nancy L. Anderson, Frank C. Soyka, Denise Charts, Joseph M. Rajcevich, Dr. John R. Schwab, Ann Campanella, Scott Drabicki, Yale Wok, Michael Raysakis, Alice Clements, and Kenneth Robinson.



CONSUMERS CREDIT UNION

**EVERYWHERE FOR EVERYONE!**





# REPORT OF THE SUPERVISORY COMMITTEE

## THE SUPERVISORY COMMITTEE MET MONTHLY TO MONITOR AND REVIEW CREDIT UNION OPERATIONS.

Our external auditors, Wipfli Ullrich Bertelson LLP (WIPFLI), conducted the Annual verification of share and loan accounts as of September 30, 2014, and the Annual Audit of our Financial Statements for the year ended September 30, 2014. It is WIPFLI's opinion that the financial statements present fairly, in all material respects, the financial position of Consumers Cooperative Credit Union at September 30, 2014, and the results of its operations and its cash flows for the year then ended are in conformity with Generally Accepted Accounting Principles in the United States. The results of this Audit were reviewed at the December, 2014 Board of Directors meeting, with each Director receiving a copy of these reports.

### SUPERVISORY COMMITTEE

**JOSEPH M. RAJCEVICH**, *Committee Chairperson*

**JERRY P. LARSON**, *Committee Secretary*

**DENISE CHARTS**

**SPIRIDOULA (LITZA) MAVROTHALASITIS**

**KENNETH ROBINSON**

WIPFLI also audited our 401(k) Plan and Trust and Defined Benefit Plans as of December 31, 2013. In the opinion for these audits, WIPFLI stated that the form and content of the information included in the 2013 financial statements and schedules, other than that derived from the information certified by the trustee (CUNA Mutual), have been audited in accordance with Generally Accepted Accounting Principles in the United States and, in their opinion, are in compliance with the Department of Labor's Rules and Regulations for Reporting and Disclosure under the Employee Retirement Income Security Act of 1974.

WIPFLI completed an audit of our Bank Secrecy Act (BSA) program in October, 2014, with no major findings. Recommendations are in the process of being implemented.

WIPFLI also conducted an Information Technology Examination in November, 2014, which included Online Banking and our Website. All remediation items will be reviewed by management once the final report is received. Three Perimeter Vulnerability Assessments were performed by WIPFLI as well with no serious vulnerabilities identified.

A Member Business Loan Review was completed in January, 2014 by PCMS, Inc. Management has considered the recommendations and made appropriate changes to the program.

National Credit Union Administration (NCUA) and Illinois Department of Financial and Professional Regulation – Division of Financial Institutions Credit Union Section (DFI) completed an audit to determine the financial condition of the Credit Union, and our compliance with applicable Rules and Regulations as of September 30, 2014. The results of this Audit were reviewed at the February, 2015 Board of Directors meeting, with each Director receiving a copy of these reports.

During 2014, our Internal Auditor performed required annual audits, including cash audits, Automated Clearing House (ACH) procedures, Shared Branching procedures, and Internal Control Policies. She assisted with compliance requirements due to state and federal regulation changes and provided compliance support as needed.

# REPORT OF THE LOAN REVIEW COMMITTEE

	2014 NUMBER	2014 AMOUNT	2013 NUMBER	2013 AMOUNT
New Auto	1,263	\$ 32,712,807	956	\$ 24,206,447
Used Auto	4,264	70,550,073	3,420	50,647,527
Motorcycle	317	2,597,936	281	2,133,424
Boats, Campers, and Motorhomes	31	542,612	30	372,894
Personal Watercraft, Snowmobiles, ATVs	100	1,441,694	151	1,672,317
Other Secured	1,435	9,891,012	1,146	7,475,917
Savings (includes Share and CD Secured)	182	1,225,458	216	1,309,281
Signature and Cosigner	942	2,431,356	779	1,708,210
Overdraft Loan*	3,698	698,538	3,814	722,263
NSGCU Read Cash	117	23,462	116	24,904
Home Equity Loans	34	970,443	15	348,950
Home Equity Lines of Credit (HELOC)	3,579	10,765,223	3,521	5,907,085
First Mortgages	254	39,659,314	504	73,703,948
Commercial Loan	54	21,635,629	63	19,512,239
<b>TOTAL</b>	<b>16,270</b>	<b>\$ 195,145,555</b>	<b>15,012</b>	<b>\$ 189,745,406</b>
Rewrites and Extensions	135	\$ 1,452,462	128	\$ 1,224,419
Approval Rate	71%		71%	

### LOAN REVIEW COMMITTEE

**FRANK C. SOYKA**, *Chairman*

**HORACIO LOPEZ**

**MICHAEL RAYSAKIS**



## YEAR-END **COMPARISONS**

	DEC. 31, 2014	DEC. 31, 2013	VARIANCE
<b>ASSETS</b>			
<b>CURRENT ASSETS</b>			
Cash.....	\$ 5,999,305	\$ 5,305,034	\$ 694,271
Current Assets .....	10,010,051	7,088,778	2,921,273
<b>TOTAL CURRENT ASSETS.....</b>	<b>\$ 16,009,356</b>	<b>\$ 12,393,812</b>	<b>\$ 3,615,544</b>
<b>LOANS</b>			
Regular - Consumer Loans.....	\$ 148,940,628	\$ 122,735,493	\$ 26,205,135
Indirect Loans .....	51,759,111	38,101,595	13,657,516
Commercial Loans .....	55,972,740	46,302,053	9,670,687
Mortgage Loans .....	139,329,399	135,657,486	3,671,913
Visa Loans.....	41,710,508	39,926,965	1,783,543
<b>GROSS LOANS.....</b>	<b>\$ 437,712,386</b>	<b>\$ 382,723,592</b>	<b>\$ 54,988,794</b>
Less Allowance For Loan Loss.....	(4,546,832)	(5,973,641)	1,426,809
<b>TOTAL LOANS.....</b>	<b>\$ 433,165,555</b>	<b>\$ 376,749,952</b>	<b>\$ 56,415,603</b>
<b>INVESTMENTS</b>			
Due From's & Other Investments.....	\$ 61,244,811	\$ 27,140,106	\$ 34,104,705
U.S. Government - Securities .....	82,327,616	139,974,194	(57,646,578)
Certificates Of Deposit .....	0	0	0
<b>TOTAL INVESTMENTS.....</b>	<b>\$ 143,572,427</b>	<b>\$ 167,114,300</b>	<b>\$ (23,541,873)</b>
<b>FIXED ASSETS</b>			
Furniture And Equipment & Automobile (Net) ..	\$ 3,739,065	\$ 2,089,589	\$ 1,649,476
Buildings (Net) And Land .....	13,790,521	10,681,714	3,108,807
<b>TOTAL FIXED ASSETS.....</b>	<b>\$ 17,529,586</b>	<b>\$ 12,771,303</b>	<b>\$ 4,758,283</b>
<b>OTHER ASSETS .....</b>	<b>\$ 17,661,369</b>	<b>\$ 14,978,552</b>	<b>\$ 2,682,817</b>
<b>TOTAL ASSETS.....</b>	<b>\$ 627,938,292</b>	<b>\$ 584,007,918</b>	<b>\$ 43,930,374</b>

## LIABILITIES AND SHAREHOLDERS EQUITY

	DEC. 31, 2014	DEC. 31, 2013	VARIANCE
<b>CURRENT LIABILITIES</b>			
Borrowed Funds.....	\$ 747,688	\$ 0	\$ 747,688
Current Liabilities .....	4,963,545	4,487,227	476,318
<b>TOTAL CURRENT LIABILITIES .....</b>	<b>\$ 5,711,233</b>	<b>\$ 4,487,227</b>	<b>\$ 1,224,006</b>
<b>SHAREHOLDERS EQUITY</b>			
Shares .....	\$ 151,978,406	\$ 140,157,089	\$ 11,821,317
Commercial Deposits.....	7,538,713	6,094,411	1,444,302
Money Market Shares .....	108,800,274	104,944,367	3,855,907
Rewards, Free, Youth, & Power Pak Checking ...	170,119,131	142,091,219	28,027,912
Total Certificates .....	128,339,665	135,633,554	(7,293,889)
<b>TOTAL SHARES AND CERTIFICATES .....</b>	<b>\$ 566,776,189</b>	<b>\$ 528,920,641</b>	<b>\$ 37,855,548</b>
<b>RESERVES &amp; EQUITY</b>			
Regular Reserve .....	\$ 22,819,718	\$ 22,819,718	\$ 0
Undivided Earnings.....	34,444,288	29,414,911	5,029,377
Other Comprehensive Income.....	(2,105,932)	(1,426,209)	(679,723)
Allowance Gain (Loss) Investments .....	292,796	(208,370)	501,166
<b>TOTAL RESERVES &amp; NET INCOME.....</b>	<b>\$ 55,450,870</b>	<b>\$ 50,600,051</b>	<b>\$ 4,850,820</b>
<b>TOTAL LIABILITIES AND SHAREHOLDERS EQUITY .....</b>	<b>\$ 627,938,292</b>	<b>\$ 584,007,918</b>	<b>\$ 43,930,374</b>
<b>NUMBER OF MEMBERS AT END OF YEAR ...</b>	<b>62,599</b>	<b>58,235</b>	<b>4,364</b>





# OPERATING RECORD

	DEC. 31, 2014	DEC. 31, 2013	VARIANCE
<b>INTEREST INCOME</b>			
Interest On Loans.....	\$ 22,234,137	\$ 21,337,445	\$ 896,692
Investment Income.....	2,203,616	1,861,768	341,848
<b>TOTAL INTEREST INCOME.....</b>	<b>\$ 24,437,753</b>	<b>\$ 23,199,213</b>	<b>\$ 1,238,540</b>
<b>INTEREST EXPENSE</b>			
Dividends.....	\$ 3,390,041	\$ 3,528,266	\$ (138,225)
Borrowed Funds.....	101,783	42,363	59,420
<b>Total Interest Expense.....</b>	<b>\$ 3,491,824</b>	<b>\$ 3,570,629</b>	<b>\$ (78,805)</b>
Net Interest Income.....	\$ 20,945,928	\$ 19,628,583	\$ 1,317,345
Provision For Loan Loss.....	568,928	3,395,573	(2,826,645)
<b>NET INTEREST INCOME AFTER PROVISION...</b>	<b>\$ 20,377,001</b>	<b>\$ 16,233,011</b>	<b>\$ 4,143,990</b>
<b>OTHER INCOME</b>			
Fee Income.....	\$ 10,758,036	\$ 12,883,128	(2,125,092)
Other Operating Income.....	2,443,924	1,977,474	466,450
<b>TOTAL OTHER INCOME.....</b>	<b>\$ 13,201,961</b>	<b>\$ 14,860,603</b>	<b>\$ (1,658,642)</b>
<b>OPERATING EXPENSES</b>			
Salaries & Benefits.....	\$ 14,164,549	\$ 11,311,118	\$ 2,853,431
Service Center Occupancy.....	1,480,451	1,335,278	145,173
Service Center Operations.....	3,135,479	3,053,355	82,124
Professional Services.....	3,433,084	2,919,917	513,167
Meetings, Travel & Conf.....	244,070	195,493	48,577
Marketing.....	1,095,107	897,095	198,012
Loan Servicing Expense.....	3,937,235	3,509,488	427,747
Other Operating Expenses.....	1,004,245	768,838	235,407
<b>TOTAL OPERATING EXPENSES.....</b>	<b>\$ 28,494,222</b>	<b>\$ 23,990,583</b>	<b>\$ 4,503,638</b>
Gain (Loss) On Other Real Estate Owned.....	(326,246)	(473,621)	147,375
Gain (Loss) On Disposal Of Assets.....	270,884	(6,500)	277,384
<b>NET INCOME BEFORE NCUSIF &amp; CAPITAL SHARE W/O.....</b>	<b>\$ 5,029,377</b>	<b>\$ 6,622,910</b>	<b>\$ (1,593,533)</b>
Corporate CU Capital Share Write Off.....	0	0	0
NCUSIF Stabilization Exp.....	0	423,262	(423,261)
<b>NET INCOME (LOSS).....</b>	<b>\$ 5,029,377</b>	<b>\$ 6,199,647</b>	<b>\$ (1,170,271)</b>
<b>DISTRIBUTION OF NET INCOME</b>			
To Undivided Earnings.....	\$ 5,029,377	\$ 6,199,647	\$ (1,170,271)
To Regular Reserve.....	\$ 0	\$ 0	\$ 0



CONSUMERS CREDIT UNION  
**EVERYWHERE FOR EVERYONE!**



## 2014 IN **REVIEW**

### AWARDS & RECOGNITION

**NATIONAL CHAMPIONS FOR INNOVATION** in PSCU's "Knockout" Competition

Credit Union National Association Technology Conference "**EXCELLENCE**" AWARD

**HONORABLE MENTION** Interactive Intelligence, Inc. Innovation Award

**FIRST PLACE** CUNA Mutual Group's Payment Protection Promotion

### NEW

**VISA SIGNATURE CARDS**

**ENHANCED REWARDS CHECKING PRODUCT**, Paying Dividends up to 5.09% APY

**INTRODUCED EARNEST**, CCU's New Mascot

**EXPRESSPAY**

**ENHANCED MOBILE BANKING**



## 2014 **EMPLOYEES OF THE YEAR**



*From left to right:*

**CONTACT CENTER REP/KATHY PETROPOULOS MEMORIAL AWARD** (Front): *Philip Myers Sr.*

**LENDING DEPARTMENT – REAL ESTATE LOAN OFFICER** (Back): *Mark Peshcke*

**SERVICE CENTER** (Front): *Becky Wagner*

**SUPERIOR ACHIEVEMENT AWARD:** *Gary Marconi*

**MEMBER EXPERIENCE MANAGER** (Front): *Jennifer Wenckowski*

**COUNTER SERVICE REPRESENTATIVE:** *Patricia Ramirez*

**SUPERIOR ACHIEVEMENT AWARD** (Back): *Dan Kristiansen*

**MANAGER OF THE YEAR** (Back): *Melissa Rostkowski*

**LENDING – SUPPORT** (Front): *Cassandra Augustine*

**MEMBER EXPERIENCE – SERVICE CENTERS:** *David Allen*

**DIRECTOR OF THE YEAR** (Back): *Mike Cubelic*

**W-O-W MEMBER SERVICE AWARD** (Front): *Jazel Rowell*

**MEMBER EXPERIENCE – SALES:** *Kyle Brown*





# CCU IN THE COMMUNITY



From left to right: Estevan Salinas, Volo Concierge; Pedro Hernandez, Volo Member Experience Manager; CCU Mascot Earnest; and Debra Fraley, Volo Member Experience Advisor during Volo Member Appreciation Day.



Lauren Castillo, Marketing Clerk; and Gil Chavez, Director of Mortgages; speaking with participant during the GLMV Chamber of Commerce's Extreme Block Party.



CCU employees, family and friends participating in the Waukegan Independence Day parade.



Isabel Barrera, Gurnee Concierge, engaging with young participants during the Most Blessed Trinity Kermes in Waukegan.



CCU Waukegan: CCU employees participating in the Northern Illinois Food Bank Mobile Pantry function in Waukegan.



CCU employees, family and friends participating in the Round Lake Beach Memorial parade.



Antria DeVost, Staff Accountant, engaging with participants during Gurnee Days.



From left to right: Maria Contreras, Marketing Manager; Cedric Ivy, Marketing Communications Specialist; and Audrey Foster, CF&IS Coordinator; hosting a booth during the Lake County Fair.







*Your life. Our commitment.*

**WAUKEGAN SERVICE CENTER**

2750 Washington Street • P.O. Box 9119  
Waukegan, IL 60079

**MUNDELEIN SERVICE CENTER**

1210 South Lake Street • P.O. Box 503  
Mundelein, IL 60060

**ROUND LAKE BEACH SERVICE CENTER**

2626 North Route 83  
Round Lake Beach, IL 60073

**GURNEE SERVICE CENTER**

4946 Grand Avenue  
Gurnee, IL 60031

**NORTH WAUKEGAN SERVICE CENTER**

3737 North Lewis Avenue  
Waukegan, IL 60087

**VOLO SERVICE CENTER**

195 E. Route 120  
Volo, IL 60073

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