

# Annual Meeting

April 24, 2009

**Time and Place:** The annual meeting of the Healthcare Plus Federal Credit Union was held at 6:30 p.m. on Friday, April 24, 2009 at the Ramada Inn, Aberdeen, South Dakota.

**Presiding:** Truman Henry, Board Chair and Guy Trenhaile, Healthcare Plus Federal Credit Union President.

**Attendance:** A quorum was declared.

**Scholarships:** The credit union awarded two \$500.00 scholarships. Heidi Zeller-Crawford and Guy Trenhaile presented a scholarship to Chelsea VanDyke. The second scholarship was awarded to Amy Mammenga who could not attend. Chelsea read her essay on the subject: "What if you were on the TV show the Apprentice, how would you "sell" the idea of the credit union business model to Donald Trump?" Heidi then read Amy's essay on the same topic.

**Entertainment:** Remily and Parks were this year's entertainment with humor and a variety of songs!

**Minutes:** The minutes of the April 25, 2008 Annual Meeting were presented. There were no questions or additions. A motion was made by Brenda Lanphere and seconded by Ron VanDyke to accept the minutes. Motion carried.

**Reports:** The Treasurer's Report was presented. A copy is included in the Annual Report Booklet. A motion was made by Harold Miller and seconded by Becky Johnson to accept the Treasurer's Report. Motion carried.

The Supervisory Committee Report was presented as written in the Annual Report Booklet. There were no questions or comments.

**President's Report:** Guy thanked everyone in attendance for his or her confidence and support. He reviewed the credit union's growth in assets, loans and membership. He presented information on the corporate credit unions financial struggle of this last year and the over \$200,000.00 in funds that are required of HCPFCU to assist corporate. The President's report is submitted in the 2007 Annual Report Booklet.

Guy recognized retiring volunteer board members for years of service: Pam Lindner – 10 years cumulative and Rodney Schoen – 8 years. Other volunteers recognized were Harold Miller – 30 years, Carolyn Schaubman – 10 years and employees recognized were Michelle Clemens – 10 years and Kim McComsey – 5 years.

Guy thanked the Credit Union Staff for their performance throughout the year. He also thanked the Board of Directors and all volunteers, (especially Kathy Franz and Gary Heier for all their work on the Annual Report Book and throughout the year) the Supervisory Committee and Avera St. Luke's for their continued support of the Credit Union this past year.

Guy reported on building plans and contractor bids for the credit union building addition. He also discussed some exciting additions to member services including a self service coin counter and safe deposit boxes.

Guy discussed some members' concern for potential "identity issues" related to a credit union name change at this time.

**Old Business:** None

**New Business:** None

**Nominating Committee Report:** See the Nominating Committee Report included in the Annual Report Booklet. Two were duly elected to three-year Board of Directors terms: Angie Comstock and Belle Rae Sieber

**Adjournment:** The meeting was adjourned.

Carla Van Dyke, Secretary

Truman Henry, President

## Balance Sheet: December 31

<u>Liabilities and Assets:</u>	<u>2009</u>	<u>2008</u>	<u>2007</u>
Loans	\$ 26,825,314	\$ 21,209,695	\$ 16,755,922
Allowance for Loan Losses	(162,432)	(172,353)	(193,294)
Cash	628,671	717,567	645,915
Corporate Accounts	2,279,048	558,862	360,581
Investments	599,000	1,798,000	850,000
Accrued Income	114,335	100,348	79,143
Prepays	19,725	14,225	21,679
Land	441,809	441,809	441,809
Building	1,673,307	502,495	492,474
Less Depreciation	(206,535)	(180,321)	(154,933)
Other Fixed Assets	746,627	397,338	391,312
Less Depreciation	(386,063)	(353,990)	(307,480)
All Other Assets	227,252	225,145	217,514
<b>Total Assets</b>	<b>\$32,800,058</b>	<b>\$25,258,819</b>	<b>\$19,600,639</b>

Share Deposits	\$ 4,036,898	\$ 3,445,237	\$ 3,156,640
Super Shares (Money Market)	4,002,090	3,827,710	2,597,621
IRAs	2,245,820	1,058,114	1,400,373
Share Drafts	2,216,203	2,135,472	1,675,205
Share Certificates	14,749,798	11,990,708	8,237,766
Non-Member Deposits	3,033,000	268,000	200,000
Accounts Payable	131,733	105,258	117,353
Dividends Payable	218,122	209,865	180,488
Loans Payable	-	105,672	192,711
Regular Reserves	643,853	643,853	643,853
Undivided Earnings	1,522,540	1,468,932	1,198,630

<u>Total Liabilities &amp; Equity</u>	<u>\$32,800,058</u>	<u>\$25,258,819</u>	<u>\$19,600,639</u>
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Members	3,235	2,865	2,733
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## Statement of Financial Condition:

<u>Income:</u>	<u>2009</u>	<u>2008</u>	<u>2007</u>
Interest on Loans	\$ 1,721,689	\$ 1,430,387	\$ 1,253,927
Income from Investments	(138,870)	64,626	96,639
Other Income	410,478	248,046	246,331
<b>Total Income</b>	<b>\$ 1,993,297</b>	<b>\$ 1,743,059</b>	<b>\$ 1,596,898</b>

<u>Expenses:</u>			
Compensation	375,854	329,602	313,541
Employee Benefits	104,149	99,908	89,271
Travel & Conference	18,336	12,293	12,330
Association Dues	12,954	12,867	12,400
Office Occupancy Expense	70,218	77,255	67,686
Office Operations Expense	225,217	203,163	185,586
Education and Promotion	54,555	40,044	31,862
Loan Servicing Expense	83,085	16,020	5,435
Professional & Outside Service	25,640	15,224	21,058
Provision for Loan Losses	96,340	1,930	21,699
Federal Supervision/Exam Fees	6,013	4,370	3,722
Interest on Borrowed Money	30,403	8,082	31,977
Annual Meeting Expense	5,028	5,225	3,875
Misc. Operating Expenses	192,787	651	567

<u>Operating Expenses</u>	<u>\$ 1,300,579</u>	<u>\$ 826,632</u>	<u>\$ 801,008</u>
Dividend/Interest Expense	\$ 639,110	\$ 646,125	\$ 588,706
<b>Total Expenses</b>	<b>\$ 1,939,689</b>	<b>\$ 1,472,757</b>	<b>\$ 1,389,714</b>

<b>Net Earnings</b>	<b>\$ 53,608</b>	<b>\$ 270,302</b>	<b>\$ 207,183</b>
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# 2009 Annual Report

Strong Members. Solid Community.  
Secure Future.



Annual Meeting

April 23, 2010

**Our Mission Statement:**  
To promote quality financial products and services to best meet the needs of our current and future members.

## Board Chair & President's Joint Report

### 31 years and growing!

Thank you for helping us celebrate thirty-one years at Healthcare Plus Federal Credit Union.

A big thank you goes out to all for attending the Annual Meeting and/or reading this booklet. Please ask any of the staff or volunteers about any questions that you may have. As you know, we are a member-owned financial cooperative and we hope we are your primary financial institution of choice!

Be sure to check our website at [www.hcpfcu.coop](http://www.hcpfcu.coop) for all of the services we offer. We encourage you to use as many as are possibly feasible for your individual situation. The more members who use our services, the more cost effective the services can become. With more service usage normally comes more profitability and that allows us to add products and/or services, which we have done with our new addition. Our goal is to provide you with great products, great service, great rates and a great deal when you use your credit union! You may also qualify for discounts on your loan rates by using more services.

We have exceeded \$34 million in assets this year! We feel this is an accomplishment that members, volunteers and staff together have achieved. This wasn't the only number we saw change this year, as it became necessary for us to separate our phone system from Avera which led to our new phone number of 605-725-0900 at our Dakota Street office and 605-725-0886 at our State Street office.

Truman and I would both like to extend our heartfelt thanks to the volunteers and staff for their dedication during 2009. All staff and volunteers continue to educate themselves in this ever changing financial world. This allows them to serve our member-owners in the manner that they deserve to be served! 2010 and beyond will be challenging years in many ways, but it will also be a time of growing. We hope that you will come and See What We Can Do...

## Supervisory Committee Report

The Supervisory Committee meets on a monthly basis to execute our Annual Work Plan. This plan is evaluated yearly and includes monitoring activities such as review of policies, loan files, transaction edits and account changes. Performing these activities helps provide confidence that management is following the policies and procedures put in place by the Board of Directors to safeguard your assets. The Supervisory Committee also reviews examination and audit findings and follow up on the findings to ensure corrective action takes place. Finally, we research any formal member complaints. Our ultimate goal is to ensure the Credit Union's financial statements and filings are accurate.

Harrington Hein, LLP, Certified Public Accountants of Huron, SD audited the Healthcare Plus Federal Credit Union's financial statements as of September 30, 2009 and 2008. They reported no significant problems. As in previous years, the auditors are pleased with the staff for their efforts and success, as well as the dedication of the volunteers. The audited financial statements and compliance reports are available upon request from the Credit Union for anyone who is interested.

Please accept our thanks for the opportunity to serve the Credit Union and its members.

Respectfully submitted,

*Amy Buechler, Chair*

Justin Feickert, Member

Carolyn Schaunaman, Member

Kayla Hoag, Secretary

Natalie Malsam, Member

### Staff

Guy Trenhaile, President

Carrie VanOrman, VP of Operations

Nicole Crawford, VP of Lending

CJ Huber, Senior Mortgage Officer

Michelle Clemens, Loan Officer

Denise Auske, Operations Assistant

Heidi Zeller-Crawford, Marketing Specialist

### Member Services Representatives

Sara Graham

Pam Helling

LyBecca Schaunaman

Lisa Friedt

Kim McComsey

April Zieroth

### Healthcare Plus Federal Credit Union

#### Board of Directors

Truman Henry, Chair

Harold Miller, Vice-Chair

Nancy Clark-North, Treasurer

Carla VanDyke, Secretary

Angie Comstock

James Johnson

Belle Rae Sieber

## Marketing Committee Report

In just a few words, here is the Healthcare Plus Federal Credit Union story in 2009: Success, Security, Strength and Superior Service.

By comparison, the story in 2009 for so many across the country was about failing, doors closing and taxpayer bailouts. Healthcare Plus Federal Credit Union had a markedly different story to tell. Our story is one of growth, growth in members, growth in asset size, growth in products and services, and growth in our building.

In 2009 we began the expansion of our building. This project is near completion and we have heard many compliments about it. With the new building brought many updates and changes to brochures, services and technology, including our phone number. Our new phone number is probably the most noticeable to you. It became apparent it was time to separate our phone system from the Avera St. Luke's phone system. We hope you have our new number in your speed dial. Perhaps you have already had an opportunity to use our self service coin counter or are using a safe deposit box. These are just a few of the new and growing changes of HCPFCU.

As we move into 2010, expect to hear more great stories of growth and success from your Credit Union. And as always, thank you for your continued support as you See What We Can Do...

Respectfully submitted,

*Heidi Zeller-Crawford, Marketing Specialist*

## Nominating Committee Report

We, the Nominating Committee, place the following names in nomination for the Healthcare Plus Federal Credit Union Board of Directors:

Colleen Forkel

Truman Henry

Harold Miller

Joy Mamenga

Two positions will be elected, each for three year terms.

Nominations from the floor may be made with prior approval from the nominee.

Respectfully submitted by the Nominating Committee,

*Belle Rae Sieber*

*Carla VanDyke*

*Carrie VanOrman*

For a full list of services offered by Healthcare Plus Federal Credit Union, Please visit our website at [www.hcpfcu.coop](http://www.hcpfcu.coop) and click on *Products & Services* at the top of the page.