



**ENJOY THE ADVANTAGES OF DOLFCU.
YOUR FOUNDATION OF
FINANCIAL SUCCESS!
ANNUAL REPORT
2021**

Call or Text (202) 789-2901
MemberServices@DOLFCU.org
www.DOLFCU.org

CHAIRMAN'S REPORT

On behalf of the Board of Directors, thank you for your commitment to the Credit Union. We appreciate your continued membership and support. The board members who currently serve as directors are Briana Fields Dolejsi (Vice-Chair), Jada McCray (Treasurer), Gordon Boyce (Secretary), Alberta Baker, Conchita McDowell-Bonner, Domonick Miller, Sandra Falzone, and Webster Coleman.

I am also thankful for the support and service offered by our Supervisory Committee, comprised of Crystal Jordan (Chairwoman), Sandra Swinson, Ann Marie Fitch, Veronica Trevino, and Elizabeth Harrington. I further offer appreciation for the leadership and direction put forth by our Executive Team, Thomas Domingue (CEO), Hina Khalid (CFO), and Timothy Hickey (V.P. Of Operations). My heartfelt gratitude to each of you for your dedication and devotion to ensuring our success in every facet of financial service.

The Department of Labor Federal Credit Union (DOLFCU) was chartered 87 years ago to serve the financial needs of its members. This tradition and mission of service still exists today. Our members benefit from competitive interest rates and reasonable loan terms. We are a not-for-profit organization, and the Board of Directors are not financially compensated for their service. They volunteer their time to ensure the organization lives up to its legacy of serving our membership.

Our Board of Directors prioritized:

1. Assuring economic stability to our membership despite any fluctuation in market-driven investments.
2. Building member and constituent value, by encouraging application of innovative instruments of economic sustainability and endorsing community networks most impactful to our field of membership.
3. Continuing focused engagement toward both existing and new members by improving the banking experience, and enhancing core processes.

The Board of Directors remains committed to:

1. Accessibility for all people, at all levels, and at all times in one's everyday life.
2. Affordability for all who seek financial solutions to pressing economic concerns.
3. Approachability for all who seek to connect with an organization whose investment strategies are member-centric.
4. Accountability from all who seek a financial institution whose goal is to capitalize on ventures that bring the highest rate of return to our membership(s) – whether fiscal, familial, or financial federations.

In 2021, we welcomed the opportunities that were presented and steadfastly focused on creating a culture of continuous and purposeful improvement. Building on our strengths of agility and industry acumen, we re-engineered many archaic business protocols to deliver on member expectations and build a sustainable future. New and enhanced services and products were added to ensure a seamless financial experience for our members.

Though remnants of the financial crisis sparked by COVID-19 persisted in 2021, DOLFCU unwaveringly remained dedicated to the mission of servicing and strengthening the financial needs of our members. DOLFCU experienced several areas of significant growth/changes during 2021, to include:

- Total Income increased (compared to 2020) \$890,000 or by 172%
- Total Assets increased \$7.3 million, representing a growth of 6.9% for the year
- Loans to members increased by \$15.1 million or 23.4% (Excluding participation loans)
- Number of Checking accounts grew 3.4%
- Deposits grew 5.9% (\$2.2 million)
- Net membership growth was 163 for the year
- 49% of the membership used online banking throughout the year
- Reduction in overall service charges, membership dues, and unsubstantiated fees

Last year also afforded our membership continued occasions to embrace new paradigms of financial management through the implementation and deployment of innovative technological services and features. We increased our call center exposure and partnered with industry luminaries to implement state-of-the-art customer engagement tools to improve our member experience and provide greater client accessibility and convenience. The expanded conveniences of mobile and online banking platforms were bolstered in 2021, with added functionality and technological services that created impactful customer relationships with our membership although we were still distant geographically.

During 2021, the Board of Directors furthered its mandate that DOLFCU continue its comprehensive review of governance documentation and board policies and practices. The Board of Directors renewed its advocacy of our membership by reducing the time in which member concerns were addressed. The Board also revived an internal committee that focuses on the correlation, relevancy, and accuracy between DOLFCU bylaws and corresponding Board policies. A request was made to our Executive Leadership Team to implement new Board of

Director orientation guidance with the express intent of supporting and orienting new Directors to the Board; assisting in their familiarization of Board policies and rules that govern the Credit Union. This training manual has been found to be most effective in supporting our new Directors as they perform their fiduciary duties and responsibilities.

Much work was done in 2021 to assess our IT capabilities and requirements. This was an important component of our strategic plan and a critical mandate of the Board. Although there are always significant costs associated with anticipated changes to any physical or technological infrastructure, we have a plan and have budgeted for these much needed changes. We are confident that the modifications made to address the inefficiencies posed by twilighting platforms and systems will generate cost savings that offset any outlay of expenditure. In 2022, we will continue our push to establish a state-of-the-art economic and information management system to ensure DOLFCU establishes itself as a leader in fiduciary responsibility and financial integrity.

As Chairman of the Board, I am honored to serve you. I commit to championing a heart of service and collaboration amongst the leadership of the Credit Union and look forward to celebrating your triumphs as you successfully reach your financial goals.

Kevin Jackson, Ph.D., Chairman

Board of Directors

Department of Labor Federal Credit Union

TREASURER'S REPORT

Department of Labor Federal Credit Union (DOLFCU) ended 2021 at \$113.1 million in assets. DOLFCU member shares were \$99.3 million at year end. The credit union posted a net income of \$560,502 for the year ending 2021, driven by strong loan demand amongst our membership. The credit union paid dividends of \$356,150 to the membership. DOLFCU member loans totaled \$68.6 million at year end. The loan-to-share ratio was 79.90%.

Investments remained constant in a low interest rate environment. The Capital Ratio at the end of 2021 was 12.02% which is well above the regulatory guidelines. The delinquency rate decreased to 0.23% in December 2021, down from 0.46% in 2020.

DOLFCU remains committed to the policy of putting members' savings to work for other members. The financial success of the DOLFCU membership is sustained by strong leadership and consistency amongst the staff, management team, Board of Directors, and the Supervisory Committee. Together, we work to ensure that DOLFCU's financial condition remains strong so that we can continue to support your financial needs.

Jada McCray, Treasurer

SUPERVISORY COMMITTEE REPORT

The Supervisory Committee consists of up to five volunteer members of the Credit Union who are appointed annually by the Board of Directors. The Committee has oversight responsibility for ensuring that management financial reporting goals are met, and the Credit Union's practices and procedures adequately safeguard member assets.

In furtherance of these goals, the Supervisory Committee obtains an external audit each year by an independent audit firm. For Fiscal Year 2021, the Supervisory Committee engaged the services of the independent public accounting firm of Horne, LLC, to conduct the certified opinion audit for the period of 3/31/2020-3/31/2021. We are very pleased to state that the results of the audit were extremely positive.

In addition to our oversight responsibilities, the Supervisory Committee also serves as a valuable link between the members and the Credit Union. Specifically, one of the most important functions of the Supervisory Committee is to respond to member concerns and complaints. The committee reviews complaints to ensure that the staff's treatment of member transactions complies with NCUA and DOLFCU policies and procedures.

To voice concerns, members may email the committee directly at: SupervisoryCommittee@DOLFCU.org. Be assured, the Supervisory Committee takes each concern seriously and works to ensure that each member is treated fairly and impartially.

Crystal Jordan, Chairwoman

Ann Marie Fitch

Veronica Trevino

Sandra Swinson

Lyly Harrington

CEO'S REPORT

On behalf of the staff and management team here at DOLFCU, thank you for your commitment to and participation in our Credit Union. I appreciate your continued membership and support.

By now, most of us are eager to put 2021 behind us and focus on the future. I share that forward looking mentality, but I would be remiss if I didn't pause one last time to highlight the value that your Credit Union created to help our membership achieve financial success.

Throughout 2021, we continued to focus on expanding financial literacy and knowledge about your financial well-being. Through our partnership with BALANCE, more than 1,400 members benefited from articles, webinars, consulting, and self-guided knowledge courses to help expand their understanding and improve their financial position. This far surpassed our goal of helping 500 members in 2021!

Additionally, we began providing free credit scores to our members through online and mobile banking. This was just another step forward in our mission to make sure you have all the tools and resources available to benefit your financial well-being.

One of the main value drivers we provide to our membership is the ability to help with your financing needs. We focused on managing the Credit Union efficiently so that we could keep our loan rates at the lowest possible levels throughout 2021 to help save you the most on borrowing costs for critical things such as your home, or auto loan needs. In 2021 we helped more than 1,100 members with their loan needs, providing more than \$32.3 million in loans to members. This is a record for DOLFCU! Through our GAP, vehicle warranty, and credit/life insurance products we also helped save members over \$180,000 in losses or expenses.

Turning our focus to the future, we are well-positioned financially to continue expanding our products and services to better serve you, and to create more value as your Credit Union. In the coming months we will be introducing new and exciting developments that will enable us to continue serving you, and to broaden our reach in serving the Labor Community that we all care so much about. Continue to stay informed with our updates through our mobile banking announcements, our social media posts on Facebook, Twitter, Instagram, and LinkedIn, and from our marketing team with their informational email updates.

Working together, with you, I am excited about the future of your Credit Union. We will continue to find ways to provide our membership with increased value through the products, services, and service delivery channels that we provide.

Thank you for being a valued member of our Credit Union. I am looking forward to helping you all achieve your financial goals.

Thomas Domingue, President/CEO

FINANCIAL STATEMENTS

UNAUDITED AS OF DECEMBER 31, 2021 & 2020

STATEMENT OF FINANCIAL CONDITION	2021	2020
Loans	79,363,514	64,270,494
Loan Loss Allowance	(665,371)	(593,515)
NET	\$ 78,698,143	\$ 63,676,979
Cash	361,674	299,896
Investments	19,505,537	32,576,348
Accrued Income	192,077	198,188
Other Assets	14,366,761	9,035,968
TOTAL ASSETS	\$ 113,124,192	\$ 105,787,379
Dividends Payable		
Notes & Interest Payable		
Accounts Payable & Other Liabilities	254,987	557,395
TOTAL LIABILITIES	\$ 254,987	\$ 557,395
Members' Shares	99,326,431	91,928,345
Regular Reserves	281,540	281,540
Undivided Earnings	13,244,145	12,751,975
TOTAL MEMBERS EQUITY	\$ 112,869,205	\$ 105,229,984
TOTAL LIABILITIES & EQUITY	\$113,124,192	\$ 105,787,379

STATEMENT OF INCOME YEAR ENDING	2021	2020
Interest on Loans	3,155,184	2,723,644
Income from Investments	288,982	502,123
All other Operating Income	1,854,513	1,740,758
TOTAL OPERATING INCOME	\$ 5,298,679	\$ 4,966,525
Operating Expenses		
Compensation/Benefits	2,099,069	1,756,907
Office Operations	1,385,803	1,173,506
Professional & Outside Services	714,053	883,229
Operating Fee	18,344	32,808
Provision for Losses	156,892	1,030,137
Interest on Borrowed Money		
Annual Meeting Expense	7,867	7,151
Other operating Expense		26,040
TOTAL	\$ 4,382,028	\$ 4,909,778
Income Before Dividends	916,651	56,747
Non-operating Income (Expense)		
Dividends	356,150	431,365
NET INCOME	\$ 560,501	(\$ 374,618)

The financial statements above are abbreviated, and the sum of the figures shown may not add up to the total figures shown. The difference is caused by immaterial line items being suppressed for brevity.

VOLUNTEERS & STAFF

BOARD OF DIRECTORS

Dr. Kevin Jackson, Chairman
Briana Fields Dolejsi, Vice-Chairwoman
Jada McCray, Treasurer
Gordon Boyce, Secretary
Alberta Baker, Director
Conchita McDowell Bonner, Director
Webster Coleman, Director
Sandra Falzone, Director
Domonick Miller, Director

SUPERVISORY COMMITTEE

Crystal Jordan, Chairwoman
Ann Marie Fitch
Sandra Swinson
Veronica Trevino
Elizabeth Harrington

ADMINISTRATION & STAFF

Thomas Domingue, Chief Executive Officer
Hina Khalid, Chief Financial Officer
Timothy Hickey, Vice President of Operations
Ruth Mauhay, Head of Human Resources
Claudia Moreno, Director of IT and Facilities
Em'mia Hughes, Marketing Trailblazer
Kittie Waltz, Training Coordinator
Anandini Banerjee, Talent Acquisition & Compensation Specialist
Dallana Estermann, Brand Ambassador

ACCOUNTING

Arlene Byrd, Accounting Specialist II
Kaseimah Foreman, Accounting Specialist II

LENDING SERVICES

Terri Harvey, Lending Manager.
Lynne Talon, Loan Underwriter
Darlicia Easton, Loan Servicing/QC Specialist
Sheila Crews, Lending Operations Specialist
Christel Lopez, Loan Advisor
Devante Jenkins, Loan Advisor
Andrea Villafan, Loan Advisor

FINANCIAL WELLNESS TEAM

Michael Freeman, Branch Manager
DaShawn Coleman, Assistant Branch Manager
Bassehamaqa Baylor, Financial Wellness Advisor
Maalik Ezell, Financial Wellness Advisor
Lorinia Morris, Financial Wellness Advisor
Mechen Kennedy, Call Center Manager
Tiana Holman, Call Center Representative
Navon Burriss, Financial Wellness Advisor (Remote)
Tiana Darden, Financial Wellness Advisor (Remote)
Sandra Welsh, Financial Wellness Advisor (Remote)

VISIT US TODAY!

FPB MAIN BRANCH

Dept. of Labor Building
200 Constitution Ave, NW
Room S-3220
Washington, DC 20210
Call or Text: (202) 789-2901
Fax: (202) 408-8253
Hours: M-F 8:30am-3:00pm

BLS BRANCH

Bureau of Labor Statistics
2 Massachusetts Ave, NE
Room 2665
Washington, DC 20212
Call or Text: (202) 789-2901
Fax: (202) 691-7985
Hours: M-F 8:30am-3:00pm

MAILING ADDRESS

PO Box 51 • Merrifield, VA 22116

DOLFCU AUDIO RESPONSE

(844) 874-7981

DOWNLOAD THE DOLFCU MOBILE BANKING APP

Keep connected to your finances in the most convenient way – in the palm of your hands! With similar features to It's Me 247 Online Banking, our Mobile App includes enhanced login options, makes mobile deposit easier, and provides a streamlined user experience.



FOLLOW US



MemberServices@DOLFCU.org
www.DOLFCU.org

Federally Insured by the
National Credit Union Administration