





## REPORT OF THE CHAIRMAN



In 2023, InTouch Credit Union (ITCU) continued to focus on technology innovations to provide competitive products and services for members. To expand convenient options for members to contact us, we launched video banking to complement our existing chat, text, and appointment service channels. We delivered educational web-based presentations focused on services benefitting our members, including Trust & Will, a leader in online estate planning, and Silvur, which provides best-in-class education and tools for retirement planning. In addition, we celebrated the opening of physical branch locations in Texas and Michigan.

ITCU continued its multi-year “You and Us, Fighting Hunger Together” initiative to fight food insecurity in the communities where our members and employees live. Our members were key to the success of the initiative – through each loan members opened, or each time members used their ITCU debit or credit card to make a purchase, including through Apple Pay®, Google Pay™, or Samsung Pay™, ITCU contributed a portion of revenue to the initiative. Throughout 2023, \$150,000 in contributions were made to local food banks in our communities. ITCU participated in several food drives and thanks our members for their generosity in donating food items to support the drives.

The results of our annual Member Survey reflected the highest satisfaction scores we have achieved in fifteen years. We thank you for the privilege of serving you and we will continue to strive to meet and exceed your service experience expectations.

In addition, our communities acknowledged ITCU’s dedication to serving members by again selecting ITCU as one of the recipients named in “Best Credit Union” polls in Detroit and Plano. ITCU is honored by the recognition from our communities. We will steadfastly continue our commitment to support your financial needs by providing secure, efficient and convenient products and services channels.

The Board of Directors, leadership team, and staff thank you for your loyalty and support. We welcome members to join us in 2024 as we celebrate our 50th anniversary, and we look forward to continuing to serve you with products and services designed for your financial well-being.

Sincerely,

*Nancy Pressel*

Nancy Pressel  
Chairman, Board of Directors



# 1974

*“Can you dig it?”*





## REPORT OF THE **AUDIT COMMITTEE**



Throughout 2023, the Audit Committee continued its focus on the Credit Union's adherence to regulatory requirements, operational safety and soundness, and industry standards by utilizing multiple internal and external sources to validate compliance with these requirements.

Internal auditors, including Cornerstone Resources, TraceSecurity and Harold Antao & Company, performed several audits and tests on critical operational areas and functions. The Risk Management department conducted controls reviews and risk assessments as measures to assess operational safety, soundness and regulatory compliance. The internal audits, internal controls reviews and risk assessments conducted in 2023 confirmed the Credit Union functions in an operationally secure manner.

Additionally, as cybersecurity threats continued across all industries, the Credit Union further strengthened its focus on cybersecurity testing and training as part of its commitment to provide members with a safe and secure digital service experience. Frequent testing and training was conducted to supplement the work performed by internal auditors. On-going social engineering, penetration testing, and technology protocol audits were conducted by TraceSecurity to validate the Credit Union adheres to appropriate technology standards designed to protect member data.

Nearman, Maynard & Vallez, a certified public accounting firm, conducted the required comprehensive annual audit and discussed the results with the Audit Committee and senior staff. After the discussion, the Audit Committee noted no material internal control weaknesses related to the financial reporting process. The Audit Committee believes the Credit Union's financial statements are reported accurately and fairly.

A complimentary copy of the audited financial statements may be obtained at any branch, by contacting the Credit Union's Contact Center at (800) 337-3328, or by submitting an email request to [reports@itcu.org](mailto:reports@itcu.org).

Respectfully,

A handwritten signature in black ink, reading "Theresa M. Tschirky".

Theresa M. Tschirky  
Chairman, Audit Committee

# 1984

*"Totally awesome!"*





REPORT OF THE **PRESIDENT**

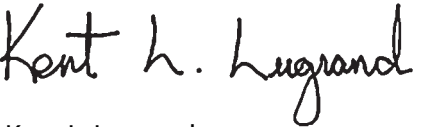


Synergy is often defined as the resulting cooperation between two or more entities where the outcome is greater than the simple sum of its parts. As we celebrate another successful year of our Credit Union's existence, its current synergistic structure consists of merged parts from the following former credit unions: EDS Employees Federal Credit Union (chartered in 1974), Dr Pepper Employees Federal Credit Union (chartered in 1950), First American Federal Credit Union (chartered in 1959), Ensign Federal Credit Union (chartered in 1961), Hospitality Federal Credit Union (chartered in 1991), and New Mount Zion Baptist Credit Union (chartered in 2000). Today, InTouch Credit Union (ITCU) is an amalgam of all six credit unions and is celebrating its official 50th Anniversary in 2024.

The original sponsors of these credit unions appear on the surface to be very different. Electronic Data Systems (EDS) was a multinational information technology equipment and services company headquartered in Texas with key operations in Michigan, California, Virginia, and Pennsylvania. The Dr Pepper Company was also headquartered in Texas with bottling operations across the country prior to being acquired by Keurig. First American Title and Insurance Trust Company was based in California before splitting into several entities specializing in numerous financial services across the U.S. The Tennessee-based Holiday Inn hotel chain was the original sponsor organization behind Hospitality FCU prior to its connections with IHG, Hilton Worldwide Holdings, and Caesars Entertainment locations across the globe. Lastly, faith-based communities in Nevada and Texas served as the founding sponsors for Ensign and New Mount Zion credit unions.

Despite the ostensive differences in sponsored business units, geographies, and constituents, the members and volunteers supporting these credit unions shared a common interest – fulfilment of "Golden Rule" principles. From an individual perspective, "treating others as one would want to be treated" was a key driving force behind service delivery while the "desire to serve" was a critical component for business success. The leadership and governance goal of all six credit unions was grounded in serving "the greater good" by investing in each other's collective financial success while simultaneously generating improvements in their surrounding communities.

I am pleased to report that after 50 years, ITCU still strives to deliver on both principles. On behalf of all ITCU employees, thank you for your loyalty, trust and membership. I am honored to serve as your president and CEO, and look forward to implementing the next round of enhancements in 2024, designed to exceed your expectations by delivering outstanding financial service and value.

Sincerely,  
  
Kent L. Lugrand  
President & Chief Executive Officer





STATEMENT OF **INCOME**

INTEREST INCOME

	2023	2022
January through December		
Interest on Loans to Members	\$35,862,923	\$36,661,138
Interest on Investments	\$10,913,978	\$3,215,564
<b>Total Interest Income</b>	<b>\$46,776,901</b>	<b>\$39,846,702</b>

INTEREST EXPENSE

Dividends on Members' Shares	\$9,193,725	\$2,870,211
Interest on Borrowed Funds	\$11,641,569	\$3,188,156
<b>Total Interest Expense</b>	<b>\$20,835,294</b>	<b>\$6,058,367</b>
<b>Net Interest Income</b>	<b>\$25,941,607</b>	<b>\$33,818,335</b>
<b>Provision for Loan Loss</b>	<b>\$6,088,109</b>	<b>\$1,996,289</b>
<b>Net Interest Income After Provision for Loan Loss</b>	<b>\$19,853,498</b>	<b>\$31,822,046</b>

NON-INTEREST INCOME

Service Charges, Fees, and Other Operating Income	\$6,730,959	\$7,834,248
Unrealized Gains (Losses) from Asset Market Value Changes	\$4,606,077	\$(8,699,302)
Realized Gains (Losses) from Sales/Disposals of Assets	\$5,571,188	\$(119,596)
<b>Total Non-Interest Income</b>	<b>\$16,908,224</b>	<b>\$(984,650)</b>

NON-INTEREST EXPENSE

Compensation and Benefits	\$16,789,906	\$17,386,333
Operations	\$21,263,102	\$19,575,317
<b>Total Non-Interest Expense</b>	<b>\$38,053,008</b>	<b>\$36,961,650</b>
<b>Net Income</b>	<b>\$(1,291,286)</b>	<b>\$(6,124,254)</b>

STATEMENT OF **FINANCIAL CONDITION**

ASSETS

	2023	2022
January through December		
Cash and Cash Equivalents	\$13,917,035	\$24,790,106
Investments	\$121,795,388	\$106,747,190
Loans to Members, Net	\$721,297,228	\$852,638,716
Accrued Interest Receivable	\$2,796,397	\$2,869,825
Property and Equipment	\$30,952,045	\$30,837,305
National Credit Union Share Insurance Fund Deposit	\$10,078,500	\$7,791,627
Other Assets	\$19,572,441	\$21,309,177
<b>Total Assets</b>	<b>\$920,409,034</b>	<b>\$1,046,983,946</b>

LIABILITY AND MEMBERS' EQUITY

Liabilities		
Member Shares	\$784,697,196	\$823,113,391
Accrued Expenses and Other Liabilities	\$57,465,765	\$142,624,692
<b>Total Liabilities</b>	<b>\$842,162,961</b>	<b>\$965,738,083</b>

MEMBERS' EQUITY

Liabilities		
Unrealized Gain (Loss) on Investments	\$(2,482,829)	\$(3,402,392)
Reserves	\$80,728,902	\$84,648,255
<b>Total Liability and Members' Equity</b>	<b>\$920,409,034</b>	<b>\$1,046,983,946</b>



2004  
"Wassup?"



# PRODUCTS AND SERVICES

InTouch Credit Union is proud to work for the financial well-being of our members, and we do so through an encompassing range of products and services.

Products include:

- ✳️ Auto Loans (new and used)
- ✳️ Motorcycle, Boat and RV Loans (new and used)
- ✳️ Checking and Savings Accounts
  - Personal
    - Momentum One Checking
    - Momentum Plus Checking
    - Prime Checking
    - High-Yield Checking
    - Fresh Start Checking
    - Debit Card Mastercard®
    - Regular Savings
    - Save to Win® Savings Accounts (*Not Available in All States*)
    - Money Fund Accounts
    - Health Savings
    - IRAs
    - Holiday Club Savings
  - Business
    - Regular Checking
    - Business High-Yield Checking
    - Nonprofit Checking
    - Business Debit Card Mastercard®
    - Regular Business Savings
    - Business Money Fund Savings
    - Nonprofit Savings
- ✳️ Youth & Young Adult Checking and Savings Accounts
  - Chip’s Kids Club (Ages 0-12)
  - Geared Up! (Ages 13-17)
  - On My Own (Ages 18-24)
- ✳️ Share Certificates of Deposit (CDs)
  - 3-60 Month Terms
  - Business CDs
  - IRA CDs
  - High-Yield Checking CDs
  - Limited Time CD Specials (“Bump” Rate CD)
  - Youth & Young Adult CDs
- ✳️ ITCU achieve!, celebrate!, connect!, elevate! Credit Card Mastercard®
- ✳️ Mortgages and Real Estate Services
- ✳️ Home Equity Loans and Home Equity Lines of Credit (HELOCs)
- ✳️ Home Improvement Loans (*Texas-only*)
- ✳️ Personal Loans
- ✳️ Seasonal Loan Specials
  - Holiday Loan (Available October – December)
  - Skip-A-Pay (Available Twice Yearly to Eligible Members via Mail)
- ✳️ Business Loans
- ✳️ Business Mastercard® Credit Card

# PRODUCTS AND SERVICES (CONTINUED)

Services include:

- ✳️ InTouch Teller® Interactive Teller Machine
- ✳️ Video Banking
- ✳️ Payment Protection Advantage®/Debt Protection
- ✳️ Guaranteed Asset Protection, Mechanical Breakdown Protection and Depreciation Protection
- ✳️ ACH and Wire Transfers
- ✳️ Apple Pay®, Google Pay™ and Samsung Pay™
- ✳️ My Cards debit/credit card management platform
- ✳️ uChoose Rewards® platform for redeeming points earned on debit cards and rewards credit cards
- ✳️ Electronic (Paperless) Services
  - eReceipts, eStatements, eNewsletters
- ✳️ Online chat and SMS assistance (provided by Eltropy)
- ✳️ Online and Mobile Banking
  - Zelle®
  - Bill Pay
  - Money Management Financial Management Tool
  - Credit Sense<sup>SM</sup> Credit Score Provider
  - Instant Balance (*Mobile-Only*)
  - Touch ID® (*Mobile-Only*)
  - Mobile Deposit Capture (*Mobile-Only*)
  - Text Message (SMS) Banking (*Mobile-Only*)
- ✳️ HomeAdvantage® selling/buying service
- ✳️ Business Merchant Services
- ✳️ Business Credit Card Processing
- ✳️ Investment and Retirement Services
- ✳️ Safe Deposit Boxes (*Where Available*)
- ✳️ Shared Branch Network Services
  - Access to 5,000+ Branch Locations
  - Access to 30,000+ Surcharge-Free ATMs
- ✳️ Other Products and Services Partnerships for Discounts to Members
  - Accidental Death & Dismemberment Coverage
  - Travelers® Auto/Home/Renters Insurance Program
  - TruStage® Auto/Home/Life Insurance Program
  - CU Solutions Member Discounts
  - Innovate Powered by Credit Mountain®
  - IHC Specialty Benefits-Health & Pet Insurance
  - InTouch Auto Finder/My EZ Car Care
  - Silvr Retirement Simplified
  - Trust & Will

(Visit [ITCU.org](https://www.itcu.org) for complete registration requirements, any applicable message and data rates, applicable fees and relevant disclosures.)



BYLAWS, DIRECTORS AND MANAGEMENT

Bylaw Changes: None

BOARD OF DIRECTORS

Nancy Pressel	Chairperson, term ends in 2025
John Roberts	Vice-Chairperson, term ends in 2024
Jodie Robinson	Secretary, term ends in 2026
Dan Crouse	Treasurer, term ends in 2024
Theresa Tschirky	Director, term ends in 2026
Terri Bryant -Harrell	Director, term ends 2025
John Shinneman	Deputy Secretary, term ends in 2025
Jon Hardesty	Deputy Treasurer, term ends in 2024
Michael Gallo	Director, term ends in 2026

ADVISORY DIRECTORS

Charleen Barnwell
Ryan Bowen
Mark Chezem
Leanne Ferdig
Michelle Mills
Donnie Shepherd

SENIOR MANAGEMENT

Kent Lugrand	President/Chief Executive Officer
Sammie Cantrell	Sr. Vice President/Chief Risk Officer
Tom Condos	Sr. Vice President/Chief Information Officer
Tim McCoy	Sr. Vice President/Chief Marketing Officer
Robert McDonald	Sr. Vice President/Chief Financial Officer
Bridger Robinson	Sr. Vice President/Chief Lending Officer
Kristen Schmieg	Sr. Vice President/Delivery Channel Operations
Gloria Smith	Sr. Vice President/Retail Branch Operations
Chris Oglesbee	Vice President of Retail Operations
Matt Santee	Vice President of I/T
Justin Trosclair	Vice President Contact Center
Dan Maldonado	Region Vice President/Chief Retail Executive MI
Karessa Pewtress	Region Vice President/Chief Retail Executive NV
Valerie Williams	Region Vice President/Chief Retail Executive TX

SENIOR MANAGEMENT DEPARTURES

Walter Stanley	Vice President of Business Lending & Payment Services
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2014  
#YOLO





**We're on a Mission... and Together We're Making a Difference!**

In January 2023, we launched “You and Us, Fighting Hunger Together,” a significant initiative aimed at combating food insecurity within our communities. This initiative represents a partnership between the Credit Union (ITCU), its employees, and our valued members, working collaboratively to tackle hunger in the areas where we live and work.

This effort is uniquely funded by the contributions from our members who choose ITCU for their lending needs and who utilize ITCU credit and debit cards for their purchases. A designated portion of the proceeds from anticipated loan interest and the income from card transactions is allocated to support local food banks. This collaborative approach allows both the members and the Credit Union to effect meaningful change in the lives of those around us, reminding us that those we help could easily be any one of us under different circumstances.

As of now, the choice of our members to rely on ITCU for their loan and card requirements has facilitated the donation of \$300,000 to local food banks. We are deeply grateful for our members’ ongoing support; however, our journey is far from over. With an initial donation target of \$1 million, there is still a considerable distance to cover. The employees of ITCU are fully dedicated to reaching this goal and are committed to ensuring that InTouch Credit Union remains the preferred choice for our members seeking loans, credit cards, or checking accounts accessible with a debit card.



# 2024

## #Fire

