

Board of Directors

Robert Welch	Chairman
Ernest Khoury.....	Vice Chairman
Mary Lou Armes	Secretary
Debbie Laurie.....	Treasurer
Janet Capponi	Director
William Hogan	Director
Roberta Downey	Director and Supervisory Committee Chair
D'arcy Main-Boyington	Supervisory Committee
John Chase	Supervisory Committee
Rod Hathaway	Supervisory Committee

Staff

Will Abbott- Senior Loan Officer	Rachel O'Rourke-Accounting Assistant
Mischelle Adams-Member Service	Jessica Hall-Member Service
Carrie Bacon-Loan Processor	Sydney Hoover-Member Service
Raymond Bean-Senior Loan Officer	Justin Hughes-Loan Processor
Kelly Berard-Member Service	Michelle Jamo-AVP of Operations
Olivia Bohlin-Member Service	Brian Jones-Indirect Loan Officer
Debra Bragdon-Loan Processor	Beth Jewell, Branch Supervisor
Melissa Bragdon-Member Service	Carter Khoury, Member Service
Jessica Brooks-Member Service	Tracy Lanham-Branch Supervisor
Jordan Campbell-Member Service	Rachel Laprell-Information Systems Manager
Gabe Chaubet-Loan Officer	Lucille Littlefield-Member Service
Sydney Chavez-Member Service	Travis Martin-AVP of Lending
Basil Closson-President/CEO	Kaleb Miles-Loan Officer
Vicki Coffin-Contact Center Rep.	Deb Nason-Loan Officer
Sabrina Colson-Marketing Director	Chris Nill-Loan Resolution Coordinator
Kristy Danielson-Accounting Assistant	Hannah Plaisted-Member Service
Kelly Dow-Chief Financial Officer	Benjamin Rideout-Member Service
Stacy Edgecomb-Human Resources Director	Tracy Smith-Loan Resolution Assistant
Thomas Fernandez-Loan Officer	Barbara Stacey-Chief Operations Officer
L. Cathleen Fichera-Branch Supervisor	Aimee Tibbetts-Member Service
Yvonne Fournier-Indirect Loan Officer	Kate Turlo-Plastic Cards Coordinator
Kayla Freeman-Branch Supervisor	Heidi Wildrick-Member Service
Kelly Gardner-Accounting Assistant	Samantha Whitney-Member Service
Justine Hackett-Contact Center Rep.	



**BANGOR
FEDERAL**
CREDIT UNION

Office Hours and Locations

Branch Locations

339 Hogan Road, Bangor
10 Venture Way, Bangor
6 Dirigo Drive, Brewer
175 High Street, Suite 7, Ellsworth

Lobby Hours

Monday - Thursday 9:00 A.M. to 4:00 P.M.
Friday 8:00 A.M. to 5:00 P.M.
Closed Saturday

Drive-Thru Hours

Monday - Friday 8:00 A.M. to 5:00 P.M.
Saturday 9:00 A.M. to 1:00 P.M. (Venture Way Only)

Mailing Addresses

PO Box 1161, Bangor, ME 04402-1161
PO Box 362, Brewer, ME 04412-0362

Phone and Fax Numbers

Phone: (207) 947-0374
Toll Free: (800) 540-0374
Fax Hogan Road: (207) 990-0759
Fax Venture Way: (207) 262-3800
Fax Dirigo Drive: (207) 989-0521
Fax Ellsworth: (207) -664-7584

iTalk Banking

(207) 385-2735
Toll Free 1 (855) 835-5279

www.bangorfederal.com



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Annual Report 2021

March 27, 2022



Program

Pledge of Allegiance
Introduction of Board and
Supervisory Committee Members

Introduction of Staff

Business Meeting

Minutes of Previous Meeting
Chairman's Report
President's Report
Treasurer's Report
Supervisory Committee Report
Unfinished Business
New Business
Open Discussion and Questions
Election of Officers
Meeting Adjournment

Statistical Information	2021	2020
Number of Members	14,777	14,260
Potential Members	247,127	247,127
Amount of Loans Granted	45,038,602	34,454,410
Amount Since Organization	787,362,502	742,323,900

Comparative Balance Sheet as of December 31, 2021

Assets	2021	2020
Loans to Members	\$130,731,881	\$124,002,438
Allowance for Loan Losses	(466,961)	(564,141)
Cash	2,198,917	1,810,333
Investments	78,503,787	65,607,393
Land and Building	3,500,014	3,602,221
Other Fixed Assets	1,315,269	737,663
Other Assets	1,587,085	1,316,465
Total Assets	\$217,369,992	\$196,512,372
Liabilities		
Accounts Payable	2,713	553
Other Liabilities	473,407	325,354
Notes Payable	-	-
Total Liabilities	\$476,119	\$325,907
Deposits		
Regular Savings	\$71,891,544	\$59,122,244
Checking	34,132,452	29,768,878
Clubs	5,711,816	4,589,885
Health Savings	32,549,425	25,823,460
Money Market	616,131	542,550
Certificates	48,471,597	54,741,515
IRA	5,565,580	4,808,283
Total Deposits	\$198,938,546	\$179,396,816
Equity		
Regular Reserves	1,396,326	1,396,326
Undivided Earnings	16,559,000	15,393,323
Total Equity	\$17,955,326	\$16,789,649
Total Liabilities & Equity	\$217,369,992	\$196,512,372

Statement of Income and Expense as of December 31, 2021

Income	2021	2020
Income from Lending	\$5,789,058	\$5,946,236
Income from Investing	522,265	787,508
Other/Fee Income	2,581,106	2,143,416
Total Operating Income	\$8,892,429	\$8,877,160
Expenses		
Compensation	\$2,498,018	\$2,302,395
Employee Benefits	745,958	708,067
Travel and Conference	32,802	32,866
Association Dues	5,609	32,206
Office Occupancy	471,910	452,889
Office Operations	825,782	745,901
Advertising and Promotion	107,357	103,022
Loan Servicing	469,300	481,323
Professional Services	1,303,464	1,152,945
Provision for Loan Loss	19,648	132,111
NCUA Operating Fee	31,601	45,480
Cash Over/Short	1,116	1,226
Interest on Borrowing Money	0	0
Annual Meeting	0	2,635
Other Miscellaneous Expense	(239)	160
Total Operating Expenses	\$6,512,327	\$6,193,227
Dividends		
Dividends to Regular Savings	62,675	70,307
Dividends to Checking	28,848	30,489
Dividends to Clubs	3,265	4,456
Dividends to Money Market	86,923	127,399
Dividends to Health Savings	362	530
Dividends to Certificates	1,020,600	1,253,931
Dividends to IRAs	11,752	21,721
Total Dividend Expense	\$1,214,425	\$1,508,833
Net Income	\$1,165,677	\$1,175,100



CHAIRMAN'S REPORT

It really breaks my heart to once again have to hold the Annual Meeting of Bangor Federal Credit Union virtually. Our once a year gathering was always a good time and it leaves a huge void in our annual events.

In these times of so many societal changes, the importance of 'safety first' has once again become the pivotal rule for our Annual Meeting. Since it was impossible to ensure everybody's safety, your Board of Directors voted to again go remote this year, hopefully our last time.

Bangor Federal Credit Union has faced this pandemic since March of 2020. Some of the actions we have had to take, like closing lobbies to our members, were unimaginal until the safety of our staff and members become a necessary safeguard.

I try and craft my message to showcase some positive trends and strategic issues that we are experiencing. Even in these uncertain times, we have a lot of positive signs.

In the past, I have spoken of the need for member growth. During the pandemic, our membership has grown about 2% across the board. People were looking for a safe place for their finances and they found us.

In the last 5 years, our total assets have increased by 50%. We are now in a different level of Credit Unions, our peers are now Credit Unions that have between 200 million and 500 million in assets. That is an impressive group of Credit Unions.

We know that Credit Unions as a whole pay more in dividends and have reduced loan rates due to primarily to the fact that we don't give our surplus to particular stock holders, rather, we spread out the gains across the entire membership of the Credit Union.

Our loan products, again products with lower rates than private banks have also performed in a positive manner helping to improve the finances of our members.

We have invested heavily into our electronic suite of products. We offer remote deposit capture, electronic bill pay, indirect loans originated at a car dealer, and our online account products. Since we have invested heavily in computer safety and security, we offer them to our members to have the confidence in the products as you utilize them.

I want to acknowledge and thank my fellow volunteers who serve as members on the Board of Directors and Supervisory Committee. Your leadership contributes greatly to the growth of this Credit Union.

I want to acknowledge and thank the dedicated staff of Bangor Federal Credit Union for their hard work, especially in these trying times. Your attention to member service is vital in our moving forward.

I finally want to thank you, our great membership for your faith in our ability to provide for you and your loves ones regarding their financial needs.

Since 1956, Bangor Federal Credit Union has been headquartered in Bangor, Maine. We are proud to remind people of that – showing our heritage and our faith in the future.

Sincerely,

A handwritten signature in black ink, appearing to read "RPW". The letters are stylized and cursive.

R.P. Welch
Chairman of the Board



President's Report

Hello and welcome to the 65th Annual Meeting of the members of Bangor Federal Credit Union.

The pandemic we have found ourselves in over the past two years continues to impact the way we conduct business and ultimately provide service to our membership.

In 2021, we found ourselves continuing to operate in an extremely low interest rate environment and facing challenges associated with the COVID-19 pandemic. To help, we did things like; ensure stimulus payments were seamlessly deposited to our members' accounts, provide loan extensions to members facing difficult financial times and processed many Payroll Protection Program (PPP) Loans to help our business members. This all occurred while restricting inter-office travel, dealing with lobby closures and staffing shortages.

Recognizing that the landscape for which we conduct business has changed due to the pandemic, on March 15th we employed a new digital banking platform, both mobile and home banking, providing a new integrated electronic banking solution to our membership. Our commitment is to continually seek to enhance this product to ensure it remains the most robust electronic banking solution it can be.

Our field of membership is comprised of those who live, work or worship in Penobscot, Hancock and Waldo Counties. In the spring of 2021, we were presented with the opportunity to expand our physical footprint to Hancock County by leasing a 2,250 square foot facility next to Reny's in Ellsworth. After considerable negotiations, we signed an agreement and began an 8-month renovation, opening our 4th branch location in the late fall. Our newest facility is full service, providing loan and member services, contains a complete teller line, a two-lane drive up and a stand-alone ATM. I am extremely pleased with how the facility turned out and excited for the opportunities it brings to our membership.

Another branch development was the complete facelift of the Brewer office. A new roof was installed as well as a complete overhaul of the siding.

I want to take a moment to thank our membership for their patience during these difficult economic times. You have stood by us while we dealt with ways to protect the health, safety and well-being of both you and our staff. Closing lobbies, COVID related mandates and restricting interoffice travel were very difficult decisions and were not taken lightly. I want to say thank you personally for your patience and understanding as well as your loyalty to "*your*" organization.

I also want to say thank you to our staff for continuing to provide superior member service while having to deal with the pandemic, both at home and at work. Constraints of social distancing, mask mandates, quarantining, simply everything associated with COVID-19 was not easy and I greatly appreciate your commitment to this organization and to each other.

And finally, I want to say thank you to our Board of Directors, Finance Committee and Supervisory Committee, all volunteers in this process. The support and guidance you have provided during the past 24 months has been invaluable. There are no manuals to refer to or history to draw on during these unprecedented times but we continue to lean on each other for support - support I greatly appreciated.

Respectfully,

Basil Closson

Basil Closson
President/CEO



Supervisory Committee Report

Bangor Federal Credit Union, like every federally-chartered credit union, has a Supervisory Committee which acts as its members' "watchdog". The Committee's responsibility is to assure that Bangor Federal's financial reporting is accurate and that member's assets are safe.

Below is a report of activities in 2021:

- An independent financial audit was completed by Wipfli, our independent auditor, with no material findings.
- In 2020, The National Credit Union Administration (NCUA) awarded BFCU with its the highest rating and we continue to maintain that status. This means that we exhibit sound performance and risk management practices relative to our credit union's size, complexity and risk profile, and give no cause for supervisory concern.
- The Committee reviewed and monitored internal compliance audits and activities; more than 30 procedures, services and programs.
- Mailed and reviewed monthly closed account letters and verification surveys; followed up on any comments or concerns.
- Participated in monthly Finance Committee meetings.
- Participated in monthly Collections meeting.
- There were some activities that we did not perform as frequently as usual due to COVID-19 such as monthly teller cash counts. In that case, in-house management substituted weekly surprise cash counts. We also suspended monthly loan closing reviews, based on limited past findings, we felt that this presented no risk. We're hope to resume face to-face activities within the next few months.

The Supervisory Committee meets quarterly by telephone or Zoom to review progress on the above activities.

Thank you to Basil Closson, our President/CEO and Chief Operations Officer, Barbara Stacey for their participation in the meetings as well as responding to our requests, to the Management Team and Staff for being so accommodating and a special thanks to Stacy Edgecomb, for keeping us on track in the nicest possible way.

In closing, Thank you to D'arcy Main-Boyington who is retiring after 14 years of service, and to John Chase, Rod Hathaway and Bill Hogan, our member emeritus – who handle their volunteer responsibilities with common sense, thoroughness, dependability and cheerfulness. I would like to extend a welcome to our new Supervisory Committee member, Chris Grover.

Respectfully Submitted,

Roberta Downey

Roberta Downey
Supervisory Committee Chair