

In this together since 1936



2015 ANNUAL REPORT

As of December 31, 2015

Year Anniversary

ANNUAL MEETING

May 18, 2016
44 Edison Drive
Augusta, ME
04332

OUR MISSION

At Trademark, we are committed to delivering excellent service, while providing professional financial guidance, education, and the right combination of products and services to help our Members and their families build and sustain financial security.

We will seek continued growth – for the benefit of our Members – and to provide our employees with stable and rewarding careers.

2015 YEAR IN REVIEW

2015 was a year of growth in deposits and loans balanced with strong internal controls and commitment to our communities.

- Assets increased over 2014 by \$5,532,163 to end the year at \$81,133,185.
- Net worth remained strong at 11.97%.
- Maintained overall NCUA CAMEL rating of 1, the highest overall score.
- Loan balances grew by \$976,612 to \$46,686,046.
- Trademark saved Members \$138,194 in interest when they refinanced their loan with us.
- Transferred over \$220,000 in credit card balances at 3.99% APR with no transfer fees.
- Presented a Credit Score Management seminar to over 100 people through ten sessions throughout Central Maine Power and Delhaize offices.
- Completed a successful migration to an improved technology platform.
- Launched a new Bill Payer service featuring electronic bill payments, person to person payments and external transfers to and from accounts that Members have elsewhere.
- Successful launch of our new Trademark Mobile app with over 900 Members enrolled.
- Trademark showed support by contributing 186 hours of volunteer time by employees.
- The organization made the following charitable giving donations in 2015:
 - Supported Ending Hunger efforts in conjunction with the Maine Credit Union League and distributed \$735.40 to both the Preble St Food Kitchen and the Hallowell Food Bank
 - Salvation Army donation of \$250 for our high five challenge
 - \$500 to The Children's Center for their annual fundraiser.
 - \$1,000 was donated to the Family Violence Project as part of the Griffin Guerrette Charitable giving fund.

2016 IS WELL UNDERWAY

2016 has started with a focus on enhancing the service we provide to our Members and improving our efficiencies.

- Improved transaction security by introducing Chip Debit and Credit Cards
- In the first quarter of 2016, we lent over \$2.5 million dollars in new loans and saved our members over \$49,098 by refinancing to Trademark.
- Rolled out our new Mission Statement reinforcing our commitment to our Members and staff.
- Held successful IT Audits and penetration testing to ensure security of our systems and Member data

A MESSAGE FROM THE BOARD OF DIRECTORS

We sincerely appreciate the continued support from our Members and the value they place on Membership in their Credit Union. Your Board of Directors, volunteers and staff are constantly seeking ways to provide you with the best financial services in the marketplace and we will continue to make that our goal. We are pleased to announce our successful technology upgrade that took place in the fourth quarter of 2015. This new technology brought Members a mobile app, electronic bill pay, person to person payments and self-directed electronic funds transfers.

The Board continues to look for ways to bring value to each Member by offering the right combination of products and services to help our Members and their families build and sustain financial security.

We extend our sincere thanks to the entire Trademark Team for their daily commitment to serve over 9,000 Trademark members and we congratulate them on the accomplishments of the prior year.

BOARD OF DIRECTORS

As of December 31, 2015

Eric Mayo	CHAIR	Glenn Gagne	DIRECTOR
Susan Clary	VICE CHAIR	Pam Ladd	DIRECTOR
John George	TREASURER	Tish Payson	DIRECTOR
Cheryl Goulet	SECRETARY	Shawn Sutton	DIRECTOR
Joann Bisson	DIRECTOR	Gale Bertrand	ASSOC. DIRECTOR

SUPERVISORY COMMITTEE

As of December 31, 2015

Glenn Gagne	CHAIR
Mary Alice Laiho	COMMITTEE MEMBER
Susan Whipkey	COMMITTEE MEMBER

TRADEMARK TEAM

As of May 1, 2016

MANAGEMENT

Joann Bisson	PRESIDENT/CEO
Scott Seguin	EVP/CFO

ADMINISTRATION

Jennifer Gordon	EXECUTIVE ASSISTANT
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BUSINESS DEVELOPMENT

Melissa Goode	BUSINESS DEVELOPMENT OFFICER
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MEMEBER SERVICES

Aliesha Leighton	MS ASSISTANT MANAGER
Hanna Daniel	TELLER
Krystina Foote	MS REPRESENTATIVE
Ashley Guptill	MS REPRESENTATIVE
Mikhaela Helm	MS REPRESENTATIVE
William Karl	MS REPRESENTATIVE
Angela Ross	MS REPRESENTATIVE
Melissa Savage	TELLER
Karen Welch	TELLER

LENDING

Cindy Grasse	LOAN MANAGER
Arlene Blaschke	LOAN OFFICER
Shawn Osgood	LOAN OFFICER
Kimberley Allain	CREDIT RESOLUTION
Karina Durrell	LOAN SUPPORT SPECIALIST

INFORMATION TECHNOLOGY

Earl Chip Clary Jr.	IT MANAGER
April Canwell	SYSTEMS ANALYST

ACCOUNTING

Kim Fletcher	ACCOUNTANT
Vicki Peary	ACCOUNTANT

BALANCE SHEET

As of December 31, 2015

ASSETS

Cash & Equivalents	\$ 7,380,936
Investments	\$ 24,982,195
Loans	\$ 46,478,543
Accrued Interest	\$ 116,283
Fixed Assets	\$ 818,308
Other Assets	<u>\$ 1,356,920</u>
Total Assets	\$ 81,133,185

LIABILITIES

Accounts Payable	\$ 314,185
Accruals	\$ 192,594
Settlement Accounts	<u>\$ 180,673</u>
Total Liabilities	\$ 687,452

SHARES & DEPOSITS

Regular Shares	\$ 36,446,118
Money Markets	\$ 5,579,282
Share Drafts	\$ 10,313,765
Clubs	\$ 4,326,407
IRAs	\$ 3,351,738
Share Certificates	<u>\$ 10,752,755</u>
Total Shares & Deposits	\$ 70,770,065

EQUITY

Regular Reserves	\$ 545,958
Undivided Earnings	\$ 2,679,799
Other Comprehensive Income	\$ (39,403)
Equity Acquired Through Merger	\$ 6,273,856
Net Income (Loss)	<u>\$ 215,458</u>
Total Equity	\$ 9,715,071

Total Liabilities, Shares & Equity \$ 81,133,185

INCOME STATEMENT

As of December 31, 2015

INCOME

Interest on Loans	\$ 2,118,041
Income from Investments	\$ 311,187
Other Operating Income	<u>\$ 751,632</u>
Total Income	\$ 3,180,860

EXPENSES

Payroll & Taxes	\$ 1,117,961
Employee Benefits	\$ 172,176
Office Occupancy	\$ 95,273
Office Operations	\$ 367,481
Loan & Share Servicing	\$ 492,639
Professional & Outside Services	\$ 33,867
Travel & Conferences	\$ 63,334
Advertising & Promotion	\$ 43,676
Depreciation	\$ 161,513
Other Expenses	\$ 40,029
Provision for Loan Losses	<u>\$ 140,951</u>
Total Operating Expenses	\$ 2,728,900

Gross Income	\$ 451,960
Dividend Expense	<u>\$ (236,502)</u>
Net Income	\$ 215,458

AUGUSTA

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ON THE WEB

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