



2019 ANNUAL REPORT



Helping turn dreams into reality.

EXECUTIVE SUMMARY

At Telhio Credit Union we are full of **BIG DREAMS.**



And not just for ourselves, but for our members. In 2019, we challenged ourselves to be bolder and better, creating and evolving our product solutions that allow our members to be with us at any stage in their life. From our new Tap app that helps members save on everyday expenses to a brand new checking account that protects, we created innovative financial options to help our members live an easier life that is both financially beneficial and rewarding.

In 2019, we made even greater strides in our involvement with local charitable organizations. We proudly served organizations like the March of Dimes, West Chester Boys & Girls Club, Habitat for Humanity and Autism Speaks. We continued our commitment to education by increasing the amount of our Telhio Scholarship award to help student members achieve their goals. Through our community efforts, we taught over 500 children the science of money and raised \$150,000 for the Ronald McDonald House Charities. We also collected \$60,000 in food and goods at the Telhio Day at the Ohio State Fair.

Telhio Credit Union has helped turn dreams into reality since 1934, and we aren't stopping any time soon. This year we shared our dreams with the world by creating a stellar commercial that was broadcast on YouTube, Connected TV, and cable television in the Columbus and Cincinnati markets. Our impressions soared over 2,340,000 with 48,650 clicks and we ran 9,948 thirty-second commercial spots on broadcast and cable television.

As we move through 2020 you can expect big things from us. We are enhancing our branch locations with spaces for community events, developing new financial solutions for our members, and continuing to have an active presence in the communities who support us as a cooperative.

Thank you for being a loyal member of Telhio. We look forward to continuing to serve you with our products and services that meet your needs and exceed your expectations.



NOMINATING COMMITTEE.

This year's nominating committee recommended five candidates to fill the open positions for the 2020 Board of Directors. This year's election was uncontested so the following individuals were elected by affirmation: Henry Chang, Kathy Foor, Andy Marfurt, Renee Rainey, and Mitch Rhodus. For this year's election, there were 53,684 eligible voting members. 625 proxy votes were cast by Telhio's membership and certified by E Space Communications.



TREASURER'S REPORT.

Treasurer: Denise Herrmann

Fiscal year 2019 showed continued capital growth along with a healthy loan portfolio.

Telhio remains a well-capitalized, safe and sound financial institution, with a capital ratio of 10.09%, which is an increase of 7.09% compared to 2018. Telhio reported a low delinquency of 0.42%, while maintaining a strong loan to share ratio of 83.49%. Additionally, the Credit Union managed a healthy net income of approximately \$6.1 million for 2019.

I would like to remind you that your credit union is regulated and monitored by state and federal agencies in addition to the formal audit by our outside auditing firm, Lillie and Company, LLC. The State of Ohio's Division of Financial Institutions and the National Credit Union Administration are active partners of your federally insured credit union. Simply put, your credit union remains in regulatory compliance and maintains its high standards of financial stability and service to you, our member.

I encourage each of you to understand the financials of your credit union. The staff has copies of Telhio's audited financials available to any member at all offices and via Telhio's web site, www.telhio.org. If you have any questions, please feel free to contact the staff or any board member of Telhio.

2019 FINANCIAL STATEMENT.

BALANCE SHEET

ASSETS

Cash & Equivalents	\$140,367,839
Investments	\$36,882,493
Loans Net of Allowance	\$617,499,169
Property & Equipment Net	\$26,839,294
Other Assets	\$13,315,340
Total Assets	\$841,632,297

LIABILITIES & CAPITAL

Shares and Certificates	\$729,401,687
Borrowings & Other Liabilities	\$27,208,996
Total Equity	\$85,021,614
Total Liabilities and Equity	\$841,632,297

INCOME STATEMENT

Interest Income	\$34,258,367
Interest Expense	(\$7,382,455)
Provision for Loan Loss	(\$1,642,270)
Net Interest after Provision	\$25,233,642
Non-Interest Income	\$13,203,036
Operating Expenses	(\$32,300,419)
Net Income	\$6,136,259
Unrealized Gain/Loss	(\$498,013)
Comprehensive Income	\$6,634,272

GROWTH

In Numbers

Last year we helped turn dreams into reality for our members. From money-saving apps to financial literacy programs, 2019 was spent creating more opportunities for all our members young and old.

MONEY MAMMALS KIDS CLUB

- Teaching children 11 years and younger how to save, share, and spend money the smart way.

MONEY IQ FINANCIAL EDUCATION THROUGH EVERFI

- Offers short, interactive learning courses designed to help our members gain knowledge and feel more confident about their finances

TAP THE APP

- New checking account options that offer a mobile app to help members with everyday expenses
- Access to roadside assistance, cell phone protection coverage, health and hotel savings, and discounts at retailers to help members save money on shopping and travel.

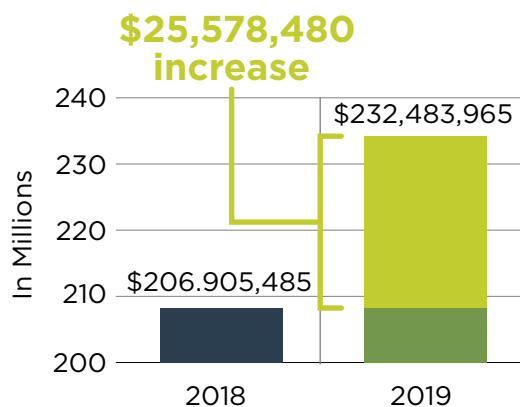
"We want to give our members and Ohio the best financial options possible and added perks that are both beneficial and rewarding."

Leslie Bumgarner, CEO of Telhio Credit Union



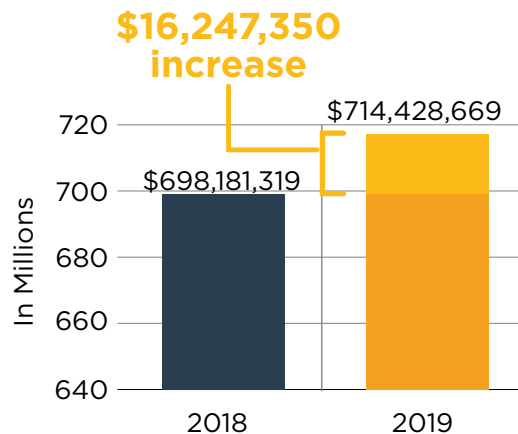
CD GROWTH

Over \$25 mil increase in CD's



DEPOSIT TOTALS GROWTH

Over \$16 mil increase in total deposits



We helped members by lending over **\$48 MILLION IN AUTO LOANS**, putting over 2,000 vehicles on the road last year. The average deposit amount **INCREASED BY \$1,000 PER MEMBER** in 2019. In addition, we helped over **900 OHIO FAMILIES FIND OR CREATE THEIR DREAM HOME** with a Telhio mortgage or home equity.

Our

PARTNERS.



Love My Credit Union®
rewards



Telhio GIVES BACK.

2019 RECAP EVENTS & CHARITABLE

As an organization, Telhio believes in being an active presence in the communities who support us as a cooperative; we don't exist without your trust and continued loyalty. Our charitable efforts in 2019 perfectly aligned with our tradition of giving back to our community and supports our core values of caring, commitment and integrity.



Committed to a Culture of **EXCELLENCE.**

At Telhio, we believe proud, valued employees create proud, valued members. That's why we are committed to developing a pathway of growth for our employees that provides opportunities and promotions within the Telhio community.

In 2019, Telhio Credit Union had:



38

new hires



31

internal promotions



17

employees who celebrated milestone anniversaries

CREATION OF THE COLUMBUS OPERATIONS CENTER (COC)

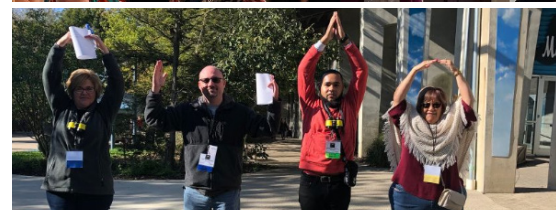
To support the way we work today, as well as more accurately express our brand message and mission, we've created a new, more open workspace for our staff. By providing workplace flexibility, this modern, open space gives us the agility to meet evolving business needs and accommodate today's rapidly changing work environment.

CONGRATULATIONS, LESLIE!

In September 2019, Telhio Credit Union CEO and Ronald McDonald House Charities of Central Ohio Board Member Leslie Bumgarner was honored with the Vickie Easterday Spirit of Community Award. This award is an annual recognition for the top supporter for RMHC of Central Ohio. Leslie is an amazing leader, and has made an indelible mark on this charity.

ALL EMPLOYEE DAY AT THE COLUMBUS ZOO

In October 2019, Telhio held its annual Employee Day at the Columbus Zoo! Highlights included a team scavenger hunt, a meet and greet with baby zoo animals, and a magic show!



Dreaming for the **FUTURE.**

The future is bright at Telhio and we have big plans to make our credit union the best it can be. We have a vision to improve the lives of our members and to continue to build a strong institution that provides extraordinary service and innovative financial solutions.

LOOKING FORWARD TO 2020:



Continuing our designation as a
PROUD COLUMBUS BLUE JACKETS PARTNER



NEW TELHIO.ORG WEBSITE
Updated site with enhanced online application technology



NORTHLAND VILLAGE BRANCH REMODEL
with Community Room



HUTZELMAN SQUARE BRANCH WITH COFFEE SHOP
and Technology Advancements

LOCATIONS.

TELHIO CREDIT UNION - DOWNTOWN COLUMBUS

96 North Fourth Street, Columbus, OH 43215

TELHIO CREDIT UNION - FAIRFIELD VILLAGE GREEN

950 Deis Drive, Fairfield, OH 45014

TELHIO CREDIT UNION - GAHANNA / NEW ALBANY

5380 N. Hamilton Road, Columbus, OH 43230

TELHIO CREDIT UNION - GROVE CITY

4236 Buckeye Parkway, Grove City, OH 43123

TELHIO CREDIT UNION - HAMILTON PARK (WEST)

601 Park Avenue, Hamilton, OH 45013

TELHIO CREDIT UNION - NORTHLAND VILLAGE

1795 Morse Road, Columbus, OH 43229

TELHIO CREDIT UNION - REYNOLDSBURG

8010 East Broad Street, Reynoldsburg, OH 43068

TELHIO CREDIT UNION - WORTHINGTON

6851 N. High Street, Worthington, OH 43085

TELHIO CREDIT UNION - WEST CHESTER BRANCH

7237 Cincinnati-Dayton Road, West Chester, OH 45069