A man in black athletic gear is captured mid-air, jumping over a pile of logs. He is wearing a black long-sleeved shirt, black shorts, and a black headband. The background is a blurred outdoor setting with other people and trees. A red vertical bar is on the left side of the image.

# 2019 Annual Report



# Year in Review



**\$1.074B**  
Total Assets



**\$3.867M**  
Net Income\*



**9.60%**<sup>1</sup>  
Net Worth



**0.45%**  
Return on Assets



**\$709.34M**  
Total Loans



**70.45%**  
Loan Growth



**66.01%**  
Loan to Assets



**0.76%**  
Delinquency Rate



**\$924.15M**  
Total Shares



**82,838**  
Total Members



**65.2%**  
Member Growth



**3.38%**  
Expense Ratio

<sup>1</sup>This marked the 28th consecutive year where the credit union held a net worth ratio of 9.44% or higher.

*Note: Above numbers and ratios reflect the combined balance sheet after the merger with Bridgewater Credit Union.*

## Milestones:

**February 1, 2019:** Merrimack Valley Credit Union and Bridgewater Credit Union officially became one legal entity. Bridgewater Credit Union became a division of Merrimack Valley Credit Union.

**May 15, 2019:** To celebrate the merger, Merrimack Valley Credit Union held a Shoe Drive in March and April, ultimately collecting nearly 4,000 pairs of shoes from employees and members. The gently-used shoes and a matching \$10,000 donation were awarded to two local non-profit organizations.

**October 2, 2019:** Merrimack Valley Credit Union was voted the Merrimack Valley's 2019 Best Bank and Best Credit Union by Eagle-Tribune readers.

**November 4, 2019:** Merrimack Valley Credit Union completed the systems conversion of Bridgewater Credit Union's computer system and accounts.

**December 9, 2019:** Members voted in favor of the merger with Ocean Spray Employees Federal Credit Union.

*On the Cover: Executive Vice President, Brad Egan, jumps over the final obstacle, the fire wall, before crossing the finish line at the Spartan "Beast."*

# Community Engagement

## Spartan Race



A group of employees participate in the Spartan "Super" race. This is a 9-mile course with 25 obstacles.



Vice President of Residential Lending, Dante DiMassa, inches his way under the barbed wire crawl obstacle.



President & CEO, John Howard, successfully rings the bell completing the "Z-Wall" obstacle.



Marketing Coordinator, Olivia Pink, holds on tight as she inches her way across the "Z-Wall" obstacle at the Spartan "Beast."



Bridgewater Teller, Mallory Pryor, competes in the 40 lb. bucket carry.



AVP Marketing & Online Channels, Theresa Hayes, tackles the "Z-Wall."

## Stepping out with the Valley Stars



Community Liaison Manager, Digna Jhonson, dances the Rumba at Emmaus Inc's "Stepping out with the Valley Stars." MVCU has been a sponsor for the fundraising event since it's very beginning!



Digna Jhonson and Senior Vice President of Marketing, Yean-Ai Long, are all smiles after Digna took to the stage.

Merrimack Valley Credit Union sponsored more than 70 local charities and non-profit organizations in 2019.

## Random Acts of Kindness



Fairhaven Branch Manager, Jon Bewsher, snaps a picture with the Fairhaven Fire Department after bringing them a well-deserved Italian lunch.



A group of employees visited the Maternity Department at Brockton Hospital to deliver baskets filled with newborn essentials for their Healthy Beginnings program.



Haverhill Branch Manager, Kim DuSombre, dropped off gift cards for the hardworking staff at the Haverhill Boys and Girls Club.



Lawrence Teller Operations Supervisor, Jennifer Reyes, delivers a bag full of gloves, hats and scarves to Lazarus House to be given to some of the homeless in the city.



Mortgage Loan Officer, Amanda Prew, and Mortgage Underwriting Manager, Wendy Guarino, visited Father Bill's & Mainspring Homeless Shelter in Brockton to deliver warm clothing for the winter months.

## Wags and Woofles



Pit Terrier mix, Comet, smiles at the camera as he awaits the arrival of his forever family.



A kitten gets some sleep during a busy day of adoptions.



A happy family brings home their new kitten. All 15 kittens were adopted that day.



An employee from the MSPCA at Nevins Farm smiles with one of their guinea pigs.



Nicholas Bubba poses with his new family!

## Boston Marathon



Consumer Underwriter, Matt Medeiros, runs in his first Boston Marathon on the Boston Children's Hospital team.



Matt poses with hearts from the "Chain of Hearts" fundraiser which raised over \$2,000 for Credit Unions Kids at Heart.



Plastow Branch Manager, Carrie Fitzgerald, stops along the running route to pose with Plastow's FSR Kelly Tracy and Teller Operations Supervisor, Dale Dyer.



Carrie Fitzgerald shows off her muscles with two other teammates. This is Carrie's sixth time running in the Boston Marathon.

## Shoe Drive



John Howard and Team members from the Fairhaven branch present GiftstoGive with a check for \$2,437 as a part of the shoe drive.



John Howard, President/CEO, presented a check to Kelly Granahan and Bridget Shaheen of Lazarus House Ministries as a matching gift for the shoe drive.



Lawrence Teller Operations Supervisor, Jennifer Reyes, donates shoes for the Lazarus House.



Methuen Branch Manager, Wendi Moreau, and FSR, Jackie LaPorte, contribute to the shoe drive with their own pairs of shoes.



Bridgewater Branch Manager, Jim Kruskall, counts the number of weekly shoe donations.

Nearly 4,000 pairs of gently-used shoes and \$10,000 were donated to two local non-profit organizations in our company-wide Shoe Drive.

our Members and our Employees. To them, and their families that make up our vibrant communities, we devote one hundred percent of our abilities, positively affect their lives and their financial success. Our passion and commitment has no boundaries and we serve. We do so with spirit, dignity, and gratitude. We all, we pledge to earn their trust. We make above profit, not just our giving principle. Best employment h

# Financial Results

	<b>2018</b>	<b>2019</b>
<b>ASSETS</b>		
Loans	\$ 416,150,725	\$ 709,336,992
Loan Loss Allowance	(2,013,228)	(4,073,407)
Notes Receivable	1,009,670	(3,835,643)
<b>Net Loans</b>	<b>\$ 415,147,167</b>	<b>\$ 701,427,942</b>
Cash & Receivables	\$ 4,683,029	\$ 23,874,670
Investments	193,464,850	313,663,421
Accrued Income	357,598	875,307
Prepaid & Deferred Expenses	788,669	1,312,828
Fixed Assets (Net)	7,434,015	15,843,492
Other Assets	3,343,971	9,005,383
Deposit in NCUISF	5,149,573	8,572,333
<b>TOTAL ASSETS</b>	<b>\$ 630,368,872</b>	<b>\$ 1,074,575,376</b>
<b>LIABILITIES AND EQUITY</b>		
FHLB Borrowings	\$ -0-	\$ 41,206,998
Accounts Payable	12,333,607	3,516,785
Dividends Payable	747	-0-
Accrued Expenses	710,691	1,371,950
Shares	553,728,903	924,154,406
Regular Reserve	9,357,881	9,357,881
Undivided Earnings	57,992,693	61,860,575
Equity Acquired from Merger	6,740	31,950,953
Unrealized Gain/Loss on Investments	(3,762,390)	1,155,829
<b>Total Liabilities and Equity</b>	<b>\$ 630,368,872</b>	<b>\$ 1,074,575,376</b>

## OPERATING INCOME

	<b>2018</b>	<b>2019</b>
Interest on Loans	\$ 15,448,481	\$ 29,228,537
Income from Investments	4,349,457	7,207,010
Fees and Charges	4,346,745	6,127,048
Miscellaneous Operating Income	1,290,997	(395,760)
<b>Total Operating Income</b>	<b>25,435,680</b>	<b>42,166,835</b>

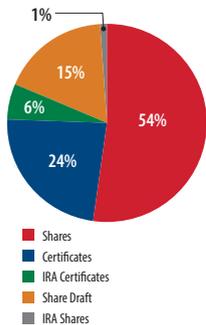
## OPERATING EXPENSES

	<b>2018</b>	<b>2019</b>
Compensation	\$ 6,630,178	\$ 11,311,751
Employee Benefits	1,948,256	2,866,466
Travel & Conference Expense	132,038	374,671
Association Dues	80,652	95,299
Office Occupancy Expense	1,513,587	2,480,976
Office Operation Expense	3,867,001	7,012,865
Marketing Expense	596,913	994,021
Loan Servicing Expense	994,264	1,535,381
Professional & Outside Services	297,404	1,437,510
Provision for Loan Losses	933,820	1,414,156
MSIC Insurance	499,757	48,140
NCUA Operating Fee	157,654	230,222
Cash Over and Short	(6,725)	(5,086)
Interest on Borrowings	157,153	527,807
Annual Meeting Expense	3,910	-0-
Miscellaneous Operating Expense	19,222	452,726
<b>Total Operating Expense</b>	<b>17,825,086</b>	<b>30,776,905</b>
Income Before Dividends	7,610,594	11,389,930
Dividends Expense	3,389,175	7,522,050
<b>NET OPERATING INCOME</b>	<b>\$ 4,221,419</b>	<b>\$ 3,867,880</b>

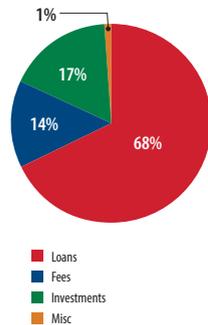
## Highlight:

The combined financial results demonstrate a well-capitalized credit union with a net worth of over \$100 million.

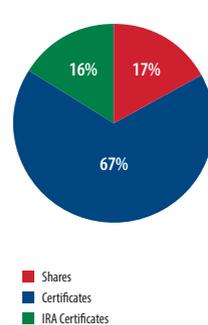
### Deposit Accounts



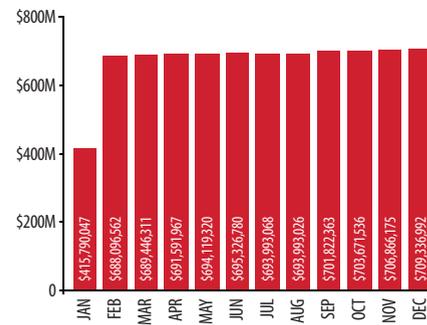
### Operating Income



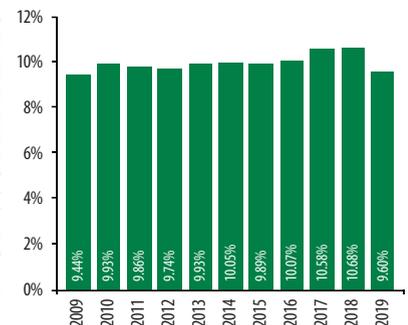
### Dividends Paid



### Total Loans



### Net Worth Ratio



# Message from the President/CEO



To Our Members,

We had another great year in 2019 with net income of \$3.8 million and total assets exceeding \$1 billion. With the completion of the Bridgewater Credit Union and Ocean Spray EFCU mergers, we now serve over 82,000 members across 10 branches, making us one of the top-ten largest credit unions in Massachusetts.

Your financial wellness is at the heart of what we do, and our number one priority is meeting your financial needs. In 2020 we will be upgrading our digital banking services and other offerings to make it easier for you to bank with us, so please stay in touch through our website and newsletter to learn more about these services.

As always, we appreciate your continued and loyal membership. We are also thankful for the guidance of our volunteer Board of Directors and the dedication of our employees.

Warmest regards,



John J. Howard



## Board of Directors

Domenic Mazzocco, *Board Chairman*  
Bernard J. Mulholland, *1st Vice Chairman*  
Art O'Dea, *2nd Vice Chairman*  
Maureen Ronayne, *Secretary*  
Mukesh Davé, *Treasurer*  
David London, *Assistant Treasurer*  
Alan Dakers, *Director*  
Alex Oski, *Director*  
Augustine S. Longo, Jr., *Director*  
Catherine M. DeBurro, *Director*  
David K. Thomas, *Director*  
Heidi Sullivan, *Director*  
Leon M. Pratt, *Director*  
Mary K. Briand, *Director*  
Michael M. Saylor, *Director*  
Peter Mills, *Director*  
Ronald J. Guilmette, *Director*  
Stephanie Sousa, *Director*

## Senior Management

John J. Howard, *President/CEO*  
Michael Valley, *Executive Vice President, Chief Financial Officer/Chief Operating Officer*  
Brad Egan, *Executive Vice President, Chief Lending Officer & Corporate Strategy*  
Anthony Marino, *Senior Vice President, Organizational Development*  
Michael Pliskaner, *Senior Vice President, Information Technology*  
Yean-Ai Long, *Senior Vice President, Marketing*  
Annette Yee, *Vice President, Member Growth*  
Cherie Lisee, *Vice President, Risk Management*  
Christine Ronca, *Vice President, Retail Banking*  
Dante DiMassa, *Vice President, Residential Lending*  
John Himmel, *Vice President, Collections*  
John MacKenzie, *Vice President, Finance*  
Louis Serio, *Vice President, Information Technology*  
Robert Cabral, *Vice President, Consumer Lending Manager*  
Robert Piepenburg, *Vice President, Commercial Lending*  
Tracy Mermet, *Vice President, Human Resources*  
Anita Parker, *AVP, Compliance*  
Theresa Hayes, *AVP Marketing & Online Channels*  
Cheryl Crowley, *Senior Executive Assistant to the President*  
Susan Ferreira, *Executive Assistant to the Board of Directors*