



Riverbank

FEDERAL CREDIT UNION



2024 Annual Report

Riverbank FCU Board of Directors



Lynn Pellerano, Chairperson

Lynn was a Windsor Locks resident through high school and then left the area to pursue career options – one of which was the Air Force Reserves. She served six years in the active reserves, one year being on active duty during the Persian Gulf War. She has spent all of her working years outside of the military in management roles in the restaurant, retail and financial services industries. She has been employed at MassMutual in Springfield, MA since 2001 and is currently a Director in the Operations area. Lynn is also a two-time graduate of Bay Path University in Longmeadow, MA. She started supporting RFCU as a Supervisory Committee member in 2011, served as the Supervisory Committee Chairperson and Director. She currently serves as the Chairperson of the Board of Directors. Lynn is married to her wife Amber and they share a home in Enfield, CT with their fur babies.



Michael Wrabel, Vice Chairperson

Mike is a life-long resident of Windsor Locks. He served as the Director of Public Works for the towns of Windsor Locks, Simsbury and Longmeadow MA for a total of 37 ½ years. Mike graduated from WLHS in 1970. He then attended Eastern Connecticut State University and graduated with a BA in Biology (1974), and earned a Master of Public Administration degree from the University of Hartford (1985). Mike is a 39 year member of the Windsor Locks Lions Club. He joined the RFCU Supervisory Committee in 2017, became Secretary of the Board in 2022 and is currently the Vice Chairperson of the Board. He also volunteers as a member of the Windsor Locks Athletic Hall of Fame committee and as a Trustee of the Windsor Locks War Veterans' Memorial (Memorial Hall). Mike has 4 adult children, all married, and 11 grandchildren.



Barbara Padegimas, Secretary

Bobbie has been a member of RFCU since moving to Windsor Locks from Springfield in the early 80's. She raised 3 daughters in town, and spent several years coaching girls' soccer in town. She recently retired from a 25-year career in nursing, having worked long term health care as well as utilization review for an insurance company. In her retirement, Bobbie enjoys trips to California to visit her grandsons. She's taught herself how to complete jigsaw puzzles and help out with accounts receivables/payables at her husband's company.



Peter Juszczynski, Treasurer

A member of the credit union since 1986, Peter started his service as part of the Supervisory Committee in 2014, and became a Board Member in 2019. Peter serves as Treasurer of the Board, as well as Chairman of the Personnel Committee. Professionally, Peter has served as Windsor Locks Tax Collector since 2014, and as President of the Hartford County Tax Collectors Association from 2018-2022. Peter is also a certified instructor for the Certified Connecticut Municipal Committee. Peter and his wife Jennifer reside in Windsor Locks.



Charla Stetson, Director

Charla lived most of her life in Windsor Locks. She holds a degree in Business Administration with a focus in Finance from Cambridge College. Prior to her career at Riverbank FCU, she worked in management roles in food service and then in logistics. She started at RFCU in 2011 as a Teller/ Member Services Representative. She has served in the roles of Member Services Manager, BSA Officer, VP of Operations, and is now the President/ CEO. She was appointed to the Board of Directors in 2023. Charla enjoys volunteering with Trees for Windsor Locks, and spends all of her free time riding and training horses.

Report of the Chairperson

Dear Members,

Riverbank Federal Credit Union maintained a strong financial position throughout 2024. Your credit union's assets increased by approximately \$1 million, ending the year at nearly \$85 million in assets. We continued to serve the lending needs of our members with 279 new loans and 13 new lines of credit. We remain one of the preferred lenders in the area, and provided numerous loans for members to purchase homes, automobiles, consolidate debt and make home improvements. Economic conditions continued to influence members' spending and borrowing habits in 2024. However, there was an improvement in members' savings rate as shares increased by 1.08%.

The National Credit Union Administration (NCUA) considers Riverbank Federal Credit Union to be a well-capitalized institution, ending 2024 with a capital position of 9.02%. Your credit union received a CAMELS 1 rating from NCUA's exam concluded in February 2024. This is the highest achievable rating for Capital Adequacy, Asset Quality, Management, Earnings, Liquidity, and Sensitivity to Market Risk. We opened 314 new share accounts throughout the year. Our initiative to spread membership concentration outside of Windsor Locks was successful nearly half of all new accounts coming from other towns. Your credit union provides members with a full suite of banking services, including financial counseling and investment services.

Americans experienced some relief from inflation in 2024. There was a surge in the Consumer Price Index early in the year, but the year-over-year inflation rate of 2.9% marked disinflation for the last three quarters. The Federal Reserve lowered the Federal Funds rate three times in 2024, closing the year at 4.50%. The Fed seeks to bring inflation down to its 2% target, and continued quantitative tightening throughout 2024 by reducing its balance sheet. The Fed remains in an evaluative position as the next rate reduction is expected sometime in the second or third quarter of 2025.

The national unemployment rate held steady around 4% throughout 2024. Hourly wages grew by 3.9% year over year. An average of 186,000 jobs were added per month in the U.S., beating the average of 160,000 jobs per month over the last decade. The healthy labor market continued to fuel consumer spending in 2024. Consumer spending is the primary driver of the economy, and personal consumption expenditures made up 68% of the nation's GDP. Debt comprised a significant proportion of consumer spending, leading to a record high in household debt by the end of 2024.

Home prices continued the upward climb that started during the pandemic. December 2024 marked 21 consecutive months of record highs. Supply increased throughout the year, with 12.1% more active listings in the fourth quarter than in 2023. Homeowner equity generally grows with home values, and Connecticut is among the top three states for equity growth in 2024. The automobile industry held steady with a 3.9% growth rate in new car sales and about 1% growth in used car sales. Affordability remains a challenge for Americans, with prices approximately 29% higher than 5 years prior. Your credit union disbursed nearly \$500,000 in first mortgages, \$2.5 million in home equity loans, and \$1.9 million in auto loans, helping members achieve their financial goals.

Riverbank Federal Credit Union continued to improve services in 2024. We enhanced our youth account programs, adding debit cards for ages 13 and over, and age specific online financial wellness courses with rewards. We added online ACH origination for our members to initiate funds transfers between financial institutions through online banking. Your credit union instituted a Learning and Technology center in the front office for members, and redesigned the landscaping in the front of the building.

Your credit union supports many charitable causes each year and demonstrates the guiding principle of "People Helping People." In 2024, we made donations to 11 different local organizations and initiatives. We also awarded our annual scholarship to a Windsor Locks High School Senior and continued our sponsorship of Banzai Financial Literacy materials for 4 local schools.

I would like to thank all members for your continual support of the Credit Union. I also thank my fellow Board members, Supervisory committee members, and the Staff and Management for the continued success of the Credit Union.

Respectfully Submitted,

Lynn Pellerano
Board Chairperson

Report of the Credit Committee

The primary goal of the Credit Committee at Riverbank Federal Credit Union is to fulfill the borrowing requirements of the community it serves. The Committee ensures that loans are provided to members, while also exercising caution to protect the deposits of its members. Whether assisting with the purchase of a new vehicle, financing a home, consolidating debt, or accessing home equity, we are dedicated to offering our members prompt, personalized, and cost-effective service.

In 2024, the Credit Committee and Loan Officers evaluated 441 loan applications, approved 292 new loans and lines of credit, and successfully funded over \$7.5 million. The total includes 234 consumer loans and 58 residential loans. Loan approvals are determined by the member's creditworthiness, repayment ability and collateral, if applicable.

Our collaboration with Allanach Mortgage Group remains a valuable source of revenue for the Credit Union. In 2024, we generated \$10,483.64 in earned income. They provide our members with a range of mortgage loan options, including FHA, VA, and USDA loans. We also offer a selection of mortgage terms, spanning from 8 years to 30 years.

Each year, the Credit Union prioritizes offering cost-effective financing options to our members, ensuring our rates remain highly competitive. In 2024, we introduced a range of special loan rates throughout the year, including debt consolidation loan in January, auto loan special in February, free appraisals for home equity in September, a Military Veterans' special on all consumer loans in November and a holiday loan special in December.

We consistently urge members who have loans with other lenders to benefit from our competitive rates by transferring their loans to the Credit Union. Our Meet-or-Beat program remains effective in assisting numerous members in securing the most favorable rates available.

The Credit Union strives to show understanding and compassion towards all our members. Often, individuals face financial difficulties due to circumstances beyond their control. To assist borrowers in maintaining their loan payments, we utilize various strategies such as extensions, deferrals, modifications, and troubled debt restructure. Additionally, we provide debt consolidation loans to help lower monthly payments. However, it is important to note that we cannot assist every member in need. Despite these challenges, our ongoing commitment to support our members has led to a year-end delinquency ratio of 0.08%.

The Credit Union remains committed to providing a Financial Wellness Program designed to help our members effectively manage their finances, enhance their credit scores, and prepare for their future. This initiative fosters greater financial resilience. By utilizing these services, members can build confidence and cultivate positive financial habits, such as consistent saving, efficient money management, and decreasing debt. Our Certified Financial Counselors are dedicated to helping members develop a healthier relationship with their finances. This service is available to all members at no cost.

Riverbank Federal Credit Union is dedicated to safeguarding our members' assets while offering a reliable source of affordable credit. We are continually working to enhance our members' financial health by delivering real savings opportunities through our diverse loan products. Our objective is to uphold our promise of providing an extensive array of exceptional credit services that cater to our members' needs, all while ensuring the safety and stability of the Credit Union.

Respectfully submitted,

Dolores P Rodrigues

Vice President of Lending



Report of the Treasurer

As of December 31, 2024, Riverbank Federal Credit Union's total assets were \$84.9 million, representing an increase of \$1 million. The Credit Union ended 2024 with its regular reserve and undivided earnings at \$7.6 million representing a net worth ratio of 9.02%.

In 2024, the Credit Union's loan portfolio decreased by \$1.22 million to \$33,824,387. The real estate portfolio had a decrease of \$1.5 million mainly in the first mortgages. This decrease was due to payoffs, and low housing inventory and high interest rates which decreased the new application rate. Consumer loans increased by over \$358,000.

The total shares increased by approximately \$820,000. The investment portfolio grew by \$1.1 million and has sustained its balance of \$40 million for the fourth year.

The Credit Union's net income increased by \$51,000 year-over-year, to \$313,876. Investment income increased by \$289,722 due to new short-term investments repricing at a higher rate of 5%.

The Federal Reserve had three rate cuts bringing the federal funds rate to a range of 4.25% to 4.50%. These cuts followed a 14 month period where the rate remained unchanged. Riverbank Federal Credit Union's net capital increased by 17 basis points from the previous year and continues to be viewed as "well-capitalized" by our regulators. Riverbank Federal Credit Union ended the year financially stable and is looking toward a successful 2025.



Statement of Condition

For the Years Ended December 31, 2024

2023

ASSETS					
	Residential mortgage loans		26,936,145.00		28,487,441.00
	Member business loans		145,137.00		174,130.00
	Consumer loans		6,743,105.00		6,384,839.00
	Less: allowance for loan losses		-225,921.00		-238,260.00
	Net loans		33,598,466.00		34,808,150.00
	Cash and cash equivalents		4,356,051.00		3,227,536.00
	Investments		43,399,949.00		42,280,833.00
	Accrued income receivable on loans		97,443.00		92,875.00
	Accrued income receivable on investments		202,405.00		154,200.00
	Premises and equipment		1,040,715.00		1,116,757.00
	Prepaid expenses		78,494.00		115,029.00
	Real estate acquired by foreclosure		0.00		0.00
	National Credit Union Share Insurance Fund				
	(NCUSIF) capitalization deposit		777,584.00		767,434.00
	Other assets		1,432,341.00		1,409,382.00
		Total assets	84,983,448.00		83,972,197.00
LIABILITIES					
	Notes payable		0.00		0.00
	Dividends payable on shares		6,556.00		10,534.00
	Accounts payable, escrows and other liabilities		790,709.00		826,229.00
		Total liabilities	797,265.00		836,763.00
SHARES AND MEMBERS' EQUITY					
	Share and club accounts		35,097,326		33,568,577
	Savings Plus and IRA shares		7,485,138		8,725,289
	Certificates		16,147,099		15,647,180
	Sharedrafts		17,792,150		17,760,949
		Total shares	76,521,713		75,701,995
	Regular reserve		538,355		538,355
	Undivided earnings		7,126,115		6,895,085
		Total equity	7,664,470		7,433,439
Total liabilities and members' equity			84,983,448		83,972,197

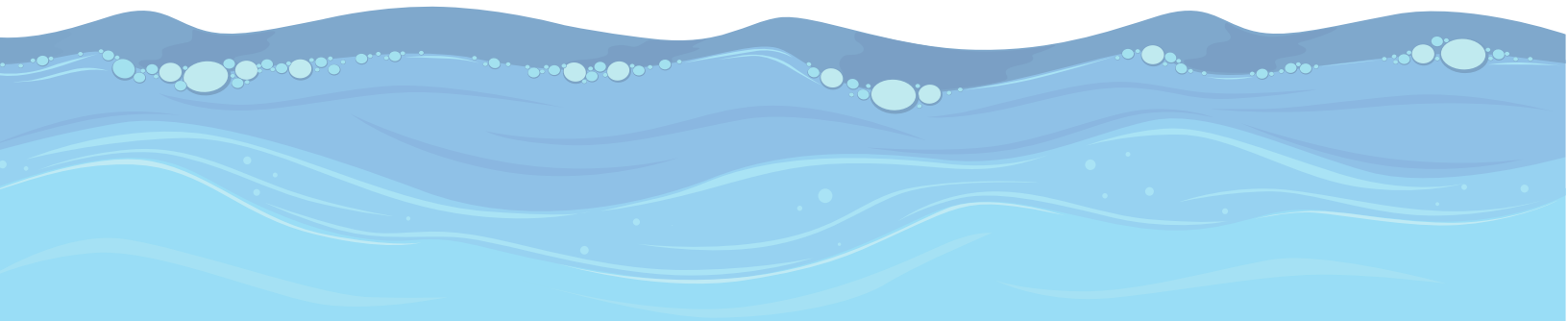
Statement of Operations

For the Years Ended December 31,

2024

2023

Operating Income				
Residential Mortgage Loans		1,282,274.00		1,272,214.00
Member Business Loans		12,045.00		13,344.00
Consumer Loans		541,209.00		429,500.00
Investments		1,098,469.00		808,747.00
Fee Income		572,639.00		597,101.00
Other Operating Income		72,512.00		44,862.00
	Total Operating Income	3,579,148.00		3,165,768.00
Interest Expense				
Dividends on Shares		588,129.00		333,000.00
Other Borrowed Money		0.00		0.00
	Total Interest Expense	588,129.00		333,000.00
	Net Interest Income	2,991,019.00		2,832,759.00
Provision for Loan Losses		72,922.00		12,440.00
	Net Interest Income after			
	Provision for Loan Losses	2,918,096.00		2,820,318.00
Operating Expenses				
Compensation and Benefits		1,574,413.00		1,522,437.00
Office Occupancy and Operations		804,218.00		778,253.00
Other General and Administrative		209,211.00		268,939.00
Examination and Supervision		16,378.00		12,918.00
	Total Operating Expense	2,604,220.00		2,582,547.00
Non-operating Income (Expense)				
Gain (Loss) on sale of repossessed assets		0.00		25,092.00
	Net Income	313,876.00		262,864.00



Riverbank FCU Supervisory Committee

Kelly Miffitt, Chairperson

Kelly has worked in finance for many years, specializing in the areas of AP, AR and payroll. She has been an active member of RFCU since 2002 and joined the Supervisory Committee in 2020. Kelly was raised in Windsor Locks and graduated from WLHS. She enjoys volunteering, in order to give back to the community where she grew up.

Christopher Hayden

Christopher Hayden is a longtime member of Riverbank FCU, and joined the Supervisory Committee in 2024. He is a graduate of Manchester Community College where he studied Environmental Science. Chris is passionate about the environment, having volunteered for the Manchester Land Conservation Trust and currently serving as Chairperson for Trees for Windsor Locks. Chris attended Windsor Locks High School and has lived in Windsor Locks for over 20 years. He has held leadership roles in the food service and automotive industries, and is the owner of Sapphire Detailing CT, LLC. Chris enjoys spending time with his dog, building with legos, and weather forecasting.

Gail Parley

Gail has been an active member of RFCU since 1999. She served as para-educator in the Windsor Locks school system for over 10 years. Gail has lived in Windsor Locks for over 40 years, where she raised five children. As a parent she was involved with Water Jets and soccer programs, served as a Girl Scout leader for 12 years, and also taught CCD at Saint Mary's Parish. In her retirement, Gail enjoys reading, spending time with her family, and serving on the Supervisory Committee.

Riverbank FCU Staff

Marquita Abrams

Accounting Assistant
4 Months of Service

Pat Javorski

Chief Operating Officer
17 Years of Service

Tara Schiralli

Member Services Representative
3 Years of Service

Angela Siana

Loan Officer
1 Year of Service

Shaquanna Applewhite

Member Services Supervisor
2 Years of Service

Debbie Marconi

Vice President - HR & Marketing
22 Years of Service

Duarte Cabral

Vice President - IT
8 Years of Service

Lorela Mine

Member Services Representative
6 Months of Service

Matthew Soovajian

IT Assistant
3 Years of Service

Charla Stetson

President/ Chief Executive Officer
13 Years of Service

Zenaida Garcia

Loan Officer
4 Years of Service

Alison Nolan

Universal Solutions Specialist
7 Years of Service

Rachel Thompson

Member Services Representative
5 Months of Service

Lisa Hadden

Senior Teller
1 Year of Service

Melanie Robinson

BSA/ Compliance Specialist
9 Years of Service

Erica Walter

Member Services Representative
1 Month of Service

Holly Hanson

Lending Supervisor
10 Years of Service

Dede Rodrigues

Vice President - Lending
5 Years of Service

Alysha Wanczyk

Member Services Manager
3 Years of Service

Report of the Supervisory Committee

The Supervisory Committee is composed of three qualified Credit Union members who are appointed by the Board of Directors at the organizational meeting which follows the Annual Meeting. The Committee meets often and attends Board Meetings regularly.

The Committee hires an independent audit firm to conduct the annual and internal audits each year. The firm of Doeren Mayhew was selected to complete the audit for 2024 on behalf of the Supervisory Committee. The annual audit reviews the statements of financial condition, related statements of income, member's equity and cash flows for the year ending December 31, 2024 and also compared the results to 2023. Audits are conducted in accordance with auditing standards generally accepted in the United States of America. The standards require that the auditing firm plan and perform the audit to obtain reasonable assurance that the financial statements are free of material misstatements. The audit includes examining, on a test basis evidence supporting the amounts and disclosures in the financial statements. The audit also includes assessments of the accounting principles used and significant estimates that were made by Management, as well as evaluating the overall financial presentation.

The 2024 financial audit is currently in progress as of April 2024. Riverbank Credit Union has consistently achieved good results in this exam over the past several years. As a result of the findings and conclusions reached during the 2023 audit, and in conjunction with meeting with the auditors, it is the opinion of the Supervisory Committee that the financial interests of members are well protected. Credit Union business was conducted in a professional manner and was in compliance with appropriate Federal regulations. A clean opinion with no material findings is anticipated for 2024.

For the year ending December 31, 2024, additional internal audits were conducted in the areas of ACH (Automated Clearing House), BSA (Bank Secrecy Act), the Safe Act, Fair Lending, Real Estate Lending, OFAC (Office of Foreign Assets Control), Online Banking, Website, and more, in order to ensure proper controls and procedures were followed. Completed audit results were presented to the Supervisory Committee and to the Board of Directors, whereupon any findings were addressed. All employees and volunteers receive annual training in BSA.

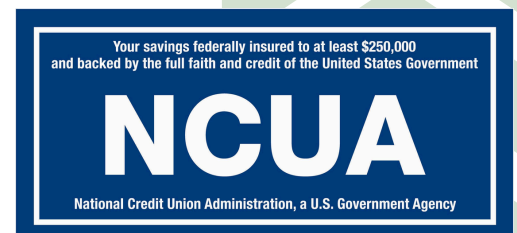
For several years, Castlegarde, Inc. has conducted an annual information security audit on site at the Credit Union. The firm also provides quarterly external penetration testing. All results are reported to the Supervisory Committee and the Board of Directors. In 2024, and for the past several years, the Credit Union's audit results have exceeded standards. All employees and volunteers receive annual training in Information Security.

Besides supervising the annual audit performed by Doeren Mayhew and the other internal audits, the Supervisory Committee members perform their own monthly audits to ensure that proper procedures are followed. These audits include reviewing teller cash drawer and vault audits, new and closed accounts, employee and officer accounts, overdrawn share accounts, membership and loan files, account dormancy, member complaints, file maintenance, and supervisory overrides.

Respectfully Submitted,

Kelly Miffitt
Supervisory Committee Chairperson

Gail Parley
Christopher Hayden
Supervisory Committee Members



President's Message

The past several years have been turbulent economically, socially, politically – all the ways that effect our everyday lives. Throughout this time, the expectation for a return to normalcy has diminished, as we begin to accept that our new normal is a state of continual change. One constant in the lives of our members and community is the unwavering dedication and service of Riverbank Federal Credit Union.

At Riverbank, our vision is to expand our products and services to meet the needs of existing and future members while staying true to our core values and principles. Our core values drive the decisions we make, how we serve members, and how we work together as a Riverbank family. Respect, Integrity, Value, Empathy, and Reliability are the core values that guide your credit union. These strong moral and ethical standards have enabled Riverbank to serve the town of Windsor Locks and all of Hartford County for over 80 years, and you can count on us to remain a pillar of this community for many years to come.

To make a difference, core values and principles depend on the people that bring them to life. Riverbank FCU has a rich history of leadership, volunteers, and staff that have gone above and beyond to make your credit union what it is today. Our current staff is exceptionally talented. Eight employees hold certifications including Certified Credit Union Financial Counselor, Certified Credit Union Development Educator, and Certified Business Lending Professional. Many hold advanced degrees of higher education, with two employees currently pursuing degrees. We applaud all of our staff and volunteers that undertake professional development to better support Riverbank's mission of service.

The most important part of our legacy and future is you, our Members. You are our purpose and the heart of everything we do. Thank you for your trust and loyalty. Thank you for referring your friends and family to Riverbank. Thank you for choosing Riverbank Federal Credit Union as your unwavering partner to help you navigate the changing financial world around us.

Gratitude Always,
Charla Stetson
President/ CEO



RESPECT
INTEGRITY
VALUE
EMPATHY
RELIABLE

Supporting our Community in 2024

WL Lion's Club – RFCU was a sponsor at the Lion's Club 28th Annual Bradley Road Race.

WL Little League – RFCU Sponsored one of the towns' Little League teams.

WL Springfest – Staff volunteers attended this community event at Veterans Memorial Park to share info and giveaways from RFCU.

WL Youth Services Bureau Shattered Dreams – RFCU made a donation to support the Shattered Dreams program that offered WL High School students a real-life experience to teach students about the risks of drinking, texting while driving, being under the influence, and the responsibility of making mature decisions when lives are involved.

WL Dollars for Scholars – Vincent P. was the 2024 recipient of the RFCU annual scholarship.

WL Project Graduation – a donation was made to support the substance and alcohol-free party for the 2024 graduating seniors.

WL Athletic Hall of Fame – sponsored their annual Golf Tournament. The WL Athletic Hall of Fame honors the athletes and supporters for Windsor Locks sports at their annual induction ceremony.

Junior Achievement – Credit Union staff volunteered with Junior Achievement to conduct financial literacy and entrepreneurship education.

Stuff the Bus – Staff and members donated to WL Social Service's drive to provide school supplies to children who struggled to afford them.

Shred Day – a free paperwork shredding day at RFCU with a collection of non-perishable food donations for the WL Food Bank.

WL Youth Services "Trunk or Treat" – staff participated with other local businesses and organizations in town giving out treats to children for Halloween.

Pine Meadow & Rise Transition Academy – donation to Teachers' Appreciation Day.



THANK YOU TO EVERYONE WHO MADE OUR SHRED DAY SUCH A SUCCESS! IT TOOK 3 CARS TO BRING ALL THE DONATIONS TO THE WL FOOD PANTRY!



Forever in our hearts

