

# 2024 ANNUAL REPORT







“We celebrate our heritage,  
acknowledge our present achievements,  
and embrace the future  
with confidence.”

**TUCSON FEDERAL**  
CREDIT UNION



# President & CEO Letter to the Membership

Dear Valued Members,

It is with great pleasure that I present to you the annual report for Tucson Federal Credit Union (TFCU). This past year has been marked by significant financial achievements and strategic advancements, all of which underscore our unwavering commitment to serving our membership and the Pima County community.

TFCU's robust financial performance has provided the necessary foundation to execute a comprehensive growth strategy designed to enhance member value and ensure long-term sustainability. A key component of this strategy is the expansion of our branch network, aimed at increasing accessibility and convenience for our members.

In 2025, we will inaugurate new branches in Oro Valley and Rita Ranch (Vail area). This expansion represents the initial phase of a broader initiative to address the challenge of limited financial access, particularly within underserved communities. We are committed to embedding ourselves within these communities, providing essential financial services and fostering economic empowerment.

Complementing our branch expansion is a strategic branch modernization program. All existing TFCU branches will undergo renovations to create a contemporary, engaging, and personalized member experience. By integrating traditional banking practices with innovative technologies and design, we aim to enhance member interactions and provide tailored solutions.

TFCU remains deeply committed to its role as a responsible corporate citizen. We have continued to provide substantial support to numerous non-profit organizations throughout Pima County, recognizing their invaluable contributions to the community's well-being.

Our members are the cornerstone of TFCU's success. We extend our sincere gratitude for your continued loyalty and trust.

We are embarking on an exciting period of growth and innovation, grounded in our rich history and guided by our core values. We remain mindful of our origins in the basement of Tucson High School in 1937, and the spirit of collaboration that defined our founding continues to inspire us.

We celebrate our heritage, acknowledge our present achievements, and embrace the future with confidence. We are dedicated to meeting our members where they are, contributing to the vitality of our community, and making a positive impact on Pima County.

This is our purpose, and it is with profound appreciation that we look forward to a future of continued success.

Sincerely,

**Matthew Gaspari**

President/CEO,  
Tucson Federal Credit Union





# OUR BOARD OF DIRECTORS



**Mike Herrier**  
Chair



**Deb Alter**  
Vice Chair



**Emily Rodriguez**  
Secretary



**Paul Mayfield**  
Treasurer



**Bryan Benz**  
Director



**Edward Smith**  
Director



**Cori Rodriguez**  
Director



# A Letter from the Chairman

Dear Tucson Federal Credit Union Members,

As Chairman of the Board of Directors, I am pleased to share a summary of Tucson Federal Credit Union's strong performance this past year. We are proud to report substantial financial growth. Through prudent management and strategic initiatives, we have increased our net worth, strengthened our capital reserves, and expanded our assets. These achievements provide a solid foundation for TFCU's future, ensuring we can continue offering competitive products and services while maintaining our financial health. This growth directly benefits you, our members, allowing us to reinvest in the credit union and better serve your evolving financial needs.

The Board of Directors is deeply committed to staying at the forefront of innovation and technology in the financial industry. We recognize the rapid pace of change and the importance of adapting to meet our members' evolving needs. To this end, we actively participate in seminars, conferences, and workshops to deepen our understanding of emerging trends, cutting-edge technologies, and best practices. This ensures we can effectively represent your interests and guide TFCU in adopting solutions that enhance your banking experience and provide you with the most up-to-date tools and resources.

Looking ahead, the Board recently participated in a comprehensive strategic planning session for 2025 thru 2027. This session outlined a clear vision for TFCU's future, emphasizing growth through innovation, continued investment in our community, and the modernization of our branch network. These branch remodels are designed to create more welcoming, efficient, and technologically advanced spaces, ultimately enhancing your in-branch experience and allowing us to serve you more effectively.

At TFCU, the security of your information is paramount. We understand the trust you place in us and take this responsibility seriously. We continue to invest in the latest technology and security protocols to proactively detect and prevent fraud, ensuring your information remains safe and protected.

Thank you for your continued membership and trust in Tucson Federal Credit Union. We are committed to serving you and look forward to a future of continued growth and shared success.

Sincerely,

**Mike Herrier**

Chairman of the Board  
Tucson Federal Credit Union





# Supervisory Committee Letter

The Supervisory Committee (SC) continues to direct the credit union's audit activities by taking a systematic and disciplined approach to evaluating and improving its risk management, control, and governance processes. The SC also outsources financial, control, policy, and procedural audits to ensure that they are sufficient to safeguard member assets.

Outsourcing audits have been demonstrated to be a productive, efficient, and effective audit process. Doeren Mayhew CPA, who was previously engaged to evaluate Credit Union's policies, procedures, and overall operations, merged with TFCU Audit's firm: Nearman, Maynard, Vallez, CPA. SC approved Doeren Mayhew as TFCU's external audit partner for three years. The audit firm's responsibility is to audit the financial statement of Tucson Federal Credit Union, which comprises the statement of financial condition as of March 31, 2024, and the related statements of income, comprehensive income, changes in members' equity, and cash flows for the year.

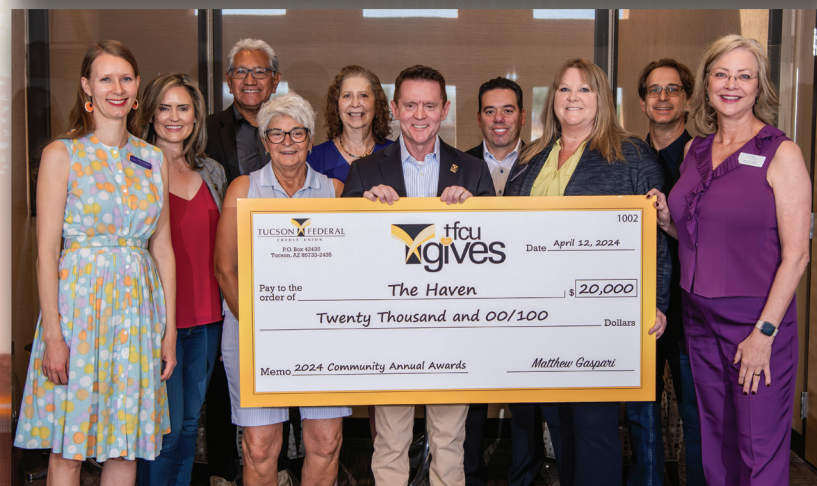
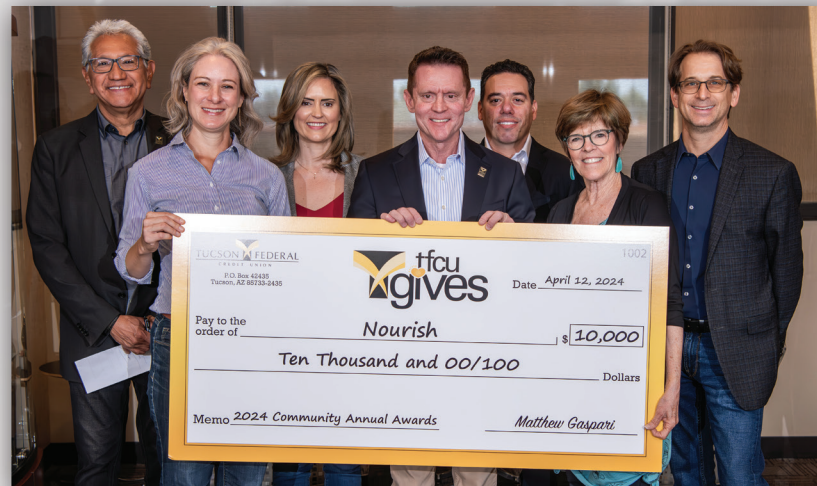
TFCU engaged BPM, one of the top 100 accounting firms, to conduct an IT Security Assessment of the internal and external networks to ensure compliance with the appropriate regulations and our policies and procedures.

A committee member attends monthly Board and Enterprise Risk Management/Asset Liability Management meetings for ongoing updates. The Supervisory Committee also conducts surprise cash count audits at each branch at least once a year. Monthly, they review the Suspicious Activity Report to maintain awareness of the various frauds and scams facing the credit union. The Supervisory Committee members attend educational conferences and webinars to keep up with industry developments.

Svetlana Pitman  
Supervisory Committee Chair









# COMMUNITY IMPACT 2024

136

18

59

59



## TOTAL ORGANIZATIONS SERVED\*

\*non-duplicates



## FINANCIAL EDUCATION

# OF SESSIONS 506

# OF PARTICIPANTS 2,156



## VOLUNTEERING

# OF EMPLOYEES 82

# OF ORGANIZATIONS 52

# OF HOURS 1,160



## DONATIONS

FINANCIAL IMPACT **\$243,047\***

\*CASH = \$195,740

+

IN-KIND = \$47,307

# OF ORGANIZATIONS  
SUPPORTED 59



# FINANCIALS

"Loan growth surged this year, driven by home equity and auto loans, while a ramped-up business lending program provided vital support to the local economy."

**\$749,397,620**

**Total Assets**

**\$639,416,187**

**Total Deposits**

"Member deposits showed healthy growth of 3.3%, largely driven by the popularity of our share certificates."

**\$459,432,886**

**Loans**

**\$212,468,776**

**Investments**

**\$77,361,851**

**Capital**

"Capital experienced a robust 24% increase, primarily fueled by a year of strong net income."

**\$11,946,781**

**Net Income**

"A strong net income empowers the credit union to expand its reach and serve more people throughout Pima County in the coming years."

**\$13,420,073**

**Other Operating Income**

**\$7,884,537**

**Provision for Credit Losses**

**\$28,608,057**

**Operating Expenses**

**\$31,821,589**

**Net Interest Income**



# TUCSON FEDERATION





# CELEBRATE! CREDIT UNION







THANK  
YOU