



The IBMSECU Quarterly Digest

Helping Your Dollars Make Sense Since 1969

Dear Members,

It was another record-breaking year for your credit union in 2017 as we surpassed the \$1 billion mark in total assets. We ended the year with total assets at \$1.079 billion. We also managed an all-time high in loans, member shares and deposits. With that record growth, our income was very strong and increased our net worth position. This means your deposits are more safe and sound than they have ever been. Our net worth ratio grew to 11.3%, which keeps us in the “well capitalized” category with over \$122 million in reserves. Our loan delinquency and net charge-off ratios are below our peer credit unions because of our strong asset quality. Financially, we are in the best position we have ever been. In 2017, we funded a record \$322 million in loans to our members and added 3 new Florida branch locations. Meeting our members’ needs with service excellence is just one way we say thank you for being a member of IBMSECU.

Financially, IBMSECU is a very sound institution. Unfortunately, there are areas out of our control; it seems every day we hear of another security breach or a member’s identity being stolen. We are working hard to continue keeping your identity and personal data safe and secure. One of our 2018 goals is to enhance our security and provide an affordable identity theft product that can benefit every member. Our new myChoice checking account affords you that opportunity.

We want and need your deposits. We are paying an above market dividend rate on this checking account that provides a quality identity theft protection product. We are pledging to “Make a Difference” in our members’ lives by improving our operational efficiencies and providing the products and services you need and want—all within the framework of delivering the personalized member service that you have come to expect and most certainly deserve.

The year of 2018 will be an exciting year, one where we show you how we can make a difference in your life. We will never miss an opportunity to stop and listen to you about your wants and needs. Our pledge is to continue serving you with the commitment to our core values: trust, respect, accountability, compliance and compassion. We have a tremendous staff that lives these core values with every transaction and contact point you have with YOUR credit union. Thank you for your membership, and thank you for being a vital part of IBMSECU.

Sincerely,
Michael L. Miller
President/CEO

Say Hello to Text Banking

IBMSECU believes that true financial freedom means being able to do everything from checking account statuses to viewing recent transactions with ease. With our Text Banking services, you have the power to control your accounts at your fingertips.

Text Commands allow you access to useful mobile features, including:

- Balances for specific accounts or all accounts at once
- Recent transactions
- A full list of Text Command options
- Additional support information and much more

Federally insured by NCUA.

TEXT BANKING TEXT COMMANDS:

ACCTS—Get a list of all accounts.

BAL—Get the balance for all accounts.

BAL [YOUR ACCOUNT TYPE] eg: BAL S1—
Get account balance for a specific account.

HIST [YOUR ACCOUNT TYPE] eg: HIST S1—
Recent transactions for a specific account.

MORE—Get next set of balances or transactions.

MENU—List available options.

HELP—Get additional support information.

STOP—Cancel Text Banking for current phone number.

Text Banking is a FREE service for all IBMSECU members, however, please check with your wireless carrier regarding text message and data rates that may apply. May not be compatible with all mobile devices.

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Election Notice

If you have an interest in being considered for election to the IBMSECU Board of Directors, an information package is available from the Nominating Committee. This package, among other items, describes the responsibilities of a Director and the qualifying requirements considered by the Nominating Committee in selecting candidates for nomination. To obtain a copy of the information package, please contact Brad DeBauche at: Brad DeBauche, Nominating Committee Chairman, IBMSECU, P.O. Box 5090, Boca Raton, FL 33431-0890. The Nominating Committee is accepting applications for the 2018 election. Completed applications must be received by February 6, 2018. To receive an application form, please contact Brad DeBauche at nominatingcommittee@ibmsecu.org, at the mailing address above or by calling 561.982.4713.



Member Discounts*

As a member of IBMSECU, you can save up to \$15 on TurboTax® – the #1 best-selling tax software. With TurboTax, you'll get your taxes done right and your biggest possible refund, guaranteed. And with NEW TurboTax Live, you can have a live CPA or EA by your side to answer questions and review your tax return. [Start TurboTax today and save!](#)

Everyone loves to save, especially on products and services you use every day. That's what Love My Credit Union Rewards is all about. Members have saved nearly \$2 billion in discounts from valued partners through Love My Credit Union Rewards. You can also save with the **Sprint Credit Union Cash Reward** program:



Sprint   **LOVE MY CREDIT UNION REWARDS**

\$100 cash reward
with every new line activated with **Sprint!**

Current customers will receive a \$50 cash reward for every line transferred into Sprint Credit Union Member Cash Rewards. Plus, get a \$50 loyalty cash reward every year for every line.**

To find out more and learn about other valuable discounts, visit www.ibmsecu.org or LoveMyCreditUnion.org. You get all these offers and discounts just for being a member of IBMSECU.

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** Sprint Credit Union Member Cash Rewards Offer Ends 12/31/2018. Avail. for eligible credit union members and member employees (ongoing verification). New lines req. activation at point of sale. Max 15 lines. Sprint acct must remain active and in good standing for 31 days to receive Cash Reward. Cash Reward issued by CU Solutions Group. Allow 6-8 wks for Cash Reward to be deposited to your Credit Union acct. If the Cash Reward does not appear after 8 wks, visit lovemycreditunion.org/sprintrewards. Other Terms: Offers/ coverage not avail. everywhere or for all phones/networks. May not be combinable with other offers. Offer, terms, restrictions, and options subject to change and may be modified, discontinued, or terminated at any time without notice. Restrictions apply. © 2016 Sprint. All rights reserved. Sprint and the logo are trademarks of Sprint.



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Credit Where It's Due

IBMSECU has been recognized by Forbes Magazine in its "America's Great Business Minds – Centennial Celebration" edition and awarded a superior 5-star rating by BauerFinancial, Inc.

IBMSECU CEO, Michael Miller, was recently interviewed by Forbes on the tactics used to save members money and improve their lives. [The Forbes article](#), entitled, "Saving People Money, Improving Their Lives," focused on what sets IBMSECU apart from other financial institutions, their Service Excellence.

CHECK US OUT ON

ForbesCustom

Foundation

Our Mission To You

IBMSECU's mission is to deliver Service Excellence to the Membership and the communities we serve while ensuring the safety and soundness of the Credit Union. IBMSECU prides itself in supporting our communities. Do you know about our 501(c)3 non-profit organization, The Southeast Credit Union Foundation, Inc.? The mission of the Southeast Credit Union Foundation is to improve the lives of children and families in the communities we serve. Visit our Community tab online to see how we support the communities we are in: <https://www.ibmsecu.org/community/southeast-credit-union-foundation>.

The Southeast Credit Union Foundation strongly believes in investing in the success of young minds. The SECU Scholarship Program is just one way we give back to the community. We award students scholarships that will give them the assistance and motivation to further their education.



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Testimonials



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IBMSECU has a personal touch. The associates are very helpful and treat their customers with respect. IBMSECU gave me an opportunity to build my credit history when other big banks didn't. Their services are efficient and I just love how the checking, savings, and credit accounts are integrated in that you can transfer money from and to any account at the comfort of your home. And when one deposits money, it is available immediately. Many thanks for a commendable service.

— George Kariuki

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