

BMI Federal Credit Union In The Community



BMI FCU donated \$970 to Columbus Dog Connection



We donated fans during the hot summer months to LifeCare Alliance to help seniors beat the heat.



Sharon Custer accepts the Community Corporate Partner Award from Mental Health America of Franklin County



We donated a portion of all Skip-A-Pay Fees in Nov. & Dec. to Faith Mission. A check was presented for \$1670.



The BMI FCU Staff assembled holiday gift bags for area seniors. The bags were given out during Meals On Wheels stops by local volunteers.



Staff and members donated to the Salvation Army Toys for Tots.

Branch Locations

Corporate /Dublin Office
6165 Emerald Parkway
P.O. Box 3670, Dublin, OH 43016

Grandview Branch
760 Kinnear Rd.

Upper Arlington Branch
750 Bethel Rd.

Westerville Branch
2 S. Cleveland Ave.

Battelle Branch
Available to Battelle Staff only

Electronic Branch
www.bmifcu.org

Online Loan Applications
with 24/7 approvals

BMiWay
24/7 Online Banking

BMiMobile
24/7 access via your mobile phone

Management

2010 Board of Directors

Kay Cooke, Chair
Brad Ashbrook, Vice Chair
Anne Broad, Treasurer
Steve Phillips, Secretary
George Dailey
Jodi Beekman
L. Ben Freudenreich
Steve Krzykoski
Gwen Von Holten

Directors Emeritus

Jack Conner
Denny Hockman
Phil McRury

Associate Directors

Bill Esch
Melita Garrett
James Ramey

Supervisory Committee

Jack Black
David Arnold
Stephanie Heffron
Elizabeth Oakley

Executive Management Team

Sharon Custer, President and CEO
Bill Allender, Executive Vice President
Connie Capuano, VP Business Development
Mike Clark, VP Operations
Ray Porter, VP of Finance
Jen Erb, Director of Human Resources
Melissa Gleadle, Controller
Greg Hopp, Director of Technology
Cindy LeBrun, Director of Member Services
Rob Bachman, Director of Lending

BMI FEDERAL CREDIT UNION
2010 ANNUAL REPORT





REPORT FROM THE
President
AND THE **Chairman**

"BMI is regarded to have excellent member service among member relationships. Some BMI member relationships will drive further for BMI due to great, personable service, where BMI staff knows their names."

In the fall of 2010 the officials of BMI Federal Credit Union utilized the services of an expert in the financial services industry to conduct a member survey. The purpose of the survey was to assess the overall satisfaction of BMI FCU members with the quality of service delivery and with the financial products provided by their Credit Union. The statement above came from the Executive Summary of the member survey findings. It's a very powerful statement. It's also reflective of the efforts made by the officials, management and staff of BMI FCU to provide exceptional service to our members.

According to the member survey, after excellent member service, members rank low/less fees as the second most important item they value in their BMI FCU membership. Fees became a national issue after regulatory changes (CARD Act) effective in February 2010 resulted in many large banks increasing their credit card fees and reducing lines of credit. BMI FCU used this opportunity to point out the advantages of a BMI FCU credit card in our "Box the Banker" campaign. Members got the message and BMI FCU credit card balances increased \$2.3M in 2010. Low loan rates were ranked by our mem-

bers as the third most important item in the survey. Low mortgage rates and reduced prices on houses/condos provided just the right incentives for our members to refinance or purchase a new home in 2010. During the year BMI FCU provided over \$32M in mortgages to our members. It is not prudent to hold in our loan portfolio long-term mortgage loans with extremely low fixed rates. These loans were sold to the Federal Home Loan Bank of Cincinnati, but the servicing was retained by BMI FCU. That means BMI FCU members always maintain the relationship with their Credit Union for payments and any other issue that may arise related to their mortgages. Providing excellent member service is always a priority for BMI FCU.

While high deposit/share rates are ranked the fifth most important item in the member survey, the officials of your Credit Union have always been extremely sensitive to the importance of providing competitive deposit rates. Total deposits grew \$11M in 2010. One of the fastest growing savings accounts at BMI FCU is our Change Jar Account. Change Jar works like an electronic piggy bank.



**2010 BMI FCU
Scholarship Winners**

(L to R, Ashton Brooker, Jennifer Means, Brian Gryzbowski-Cuff & Sarah Hambley)

(continued)

Debit card transactions are rounded up to the next dollar and the difference is deposited into the member's savings account. Nearly 2,700 members are enjoying the convenience of this easy savings service.

One of the most important questions on the member survey was "Overall, would you recommend BMI FCU to your eligible family members or co-workers?" The answer was "yes" from 91% of the survey respondents. Here is a comment from one of our members:

"I have been a member for 30 years and have always found the staff very friendly, professional, and helpful. I have never experienced any rude behavior or lack of concern for my questions. BMI is by far the best of any banking experience I have ever had."

The officials, management and staff of your Credit Union are very proud of the comments received in our member survey and are committed to maintaining that high level of member service. Thank you for the opportunity to serve you.

In 2010 BMI FCU was honored by **Columbus C.E.O. Magazine** for being voted the #1 Credit Union in Central Ohio for three years in a row.



**2010
Hall of
Fame
Recipient**



Connie Capuano

The BMI Federal Credit Union Hall of Fame recognizes individuals or corporations who have made significant contributions to our Credit Union or to the community and members the Credit Union serves. We would like to congratulate Connie Capuano, our 2011 inductee into the BMI Federal Credit Union Hall of Fame.

Mrs. Capuano was BMI FCU Vice President of Business Development/Communications until her retirement in February 2011. During her 12 years in this role with BMI FCU Mrs. Capuano was instrumental in expanding BMI FCU's field of membership to over 350 employee groups in Central Ohio. She also developed relationships that resulted in BMI FCU's merger of five smaller credit unions. Her primary focus during her tenure at BMI FCU was to build relationships with the companies we serve. Mrs. Capuano also served the Central Ohio community as a Board member of Mental Health America of Franklin County. In recognition of her dedication to BMI FCU and to her community we are very pleased to induct Connie Capuano in the BMI Federal Credit Union Hall of Fame.

balance sheet

	12/31/2010	12/31/2009
ASSETS		
Cash & Due From Others	\$2,926,875	\$3,828,710
Interest Bearing Deposits	15,502,541	29,017,372
Cash & Cash Equivalents	18,429,416	32,846,082
Time Deposits	58,864,944	37,852,920
Securities Available for Sale	53,109,655	30,324,059
Securities Held to Maturity	-	-
Loans to Members	213,465,915	227,161,037
Allowance for Loan Losses	(2,195,649)	(4,772,351)
Net Loans	211,270,266	222,388,686
Net Premises & Equipment	13,231,189	13,728,647
Accrued Interest Receivable	1,081,552	1,072,921
Capital Participation Certificates	900,100	900,100
NCUSIF Deposit	2,723,143	2,626,792
Other Assets	5,564,331	4,371,721
TOTAL ASSETS	\$365,174,596	\$346,111,928
LIABILITIES		
Members' Shares	292,099,382	281,170,310
Other Liabilities	43,717,924	36,831,924
TOTAL LIABILITIES	\$335,817,306	\$318,002,234
MEMBERS' EQUITY		
Statutory Reserve	\$6,768,645	\$6,768,645
Retained Earnings	21,979,966	20,771,824
Other Comprehensive Income	608,679	569,225
Total Members' Equity	29,357,290	28,109,694
TOTAL LIABILITIES & MEMBERS' EQUITY	\$365,174,596	\$346,111,928

income statement

	12/31/2010	12/31/2009
INTEREST INCOME		
Loans	\$13,173,426	\$14,168,655
Time Deposits, Securities & Negotiable Certificate of Deposit	1,799,038	1,548,607
Interest Bearing Deposits & Federal Funds Sold	28,687	71,591
TOTAL INTEREST INCOME	\$15,001,151	\$15,788,853
INTEREST EXPENSE		
Members' Share Accounts	\$3,301,857	\$4,416,537
NET INTEREST INCOME	\$11,699,294	\$11,372,316
Provision For Loan Losses	(2,279,866)	(3,192,885)
NET INTEREST INCOME AFTER PROVISION	\$9,419,428	\$8,179,431
OTHER INCOME		
Fees	\$2,079,325	\$2,149,106
Gain (Loss) On Investments	0	0
Gain (Loss) On Disposition of Assets	(363,797)	(195,482)
Gain (Loss) On Loans Sold to FHLB	408,376	231,195
Other Income	2,426,980	3,589,405
TOTAL OTHER INCOME	\$4,550,884	\$5,774,224
OTHER EXPENSE		
Salaries & Employee Benefits	\$5,297,043	\$5,248,225
Occupancy & Equipment	1,424,190	1,595,891
Advertising & Marketing	222,902	204,893
Card Processing	506,416	498,227
Other Expenses	5,311,619	4,062,034
TOTAL OTHER EXPENSE	\$12,762,170	\$11,609,270
NET INCOME	\$1,208,142	\$2,344,385

These financial statements are as presented by Management for 2009 and 2010 fiscal years, not audited financial statements. Complete audited financial statements are available upon request.