




# 2024 Annual Report

Autos Mortgages Credit Cards Home Equity Loans  
All Terrain Vehicles Personal Loans Motorcycles RVs  
First Time Home Buyers Travel Trailers Vacant  
Land Loans Autos Mortgages Credit Cards Home  
Equity Loans All Terrain Vehicles Personal Loans  
Motorcycle RVs First Time Home Buyers Travel  
Trailers Vacant Land Loans Autos Mortgages  
Credit Cards Home Equity Loans All Terrain Vehicles  
Personal Loans Motorcycles RVs First Time Home

I  my Credit Union





# **Chairman's Report 2023**

**Jocelyne Driscoll-Gillespie, Chair  
Board of Directors**

Choosing OFCU means placing your trust in a financial institution that prioritizes its members above all else. With a steadfast commitment to sound decision-making, OFCU balances conservative principles with a forward-thinking approach, ensuring your financial future is secure and prosperous. Our innovative strategies are designed to meet the evolving needs of our members, providing a solid foundation built on trust and expertise. By entrusting your money and investments with OFCU, you're choosing a partner dedicated to your financial well-being and growth.

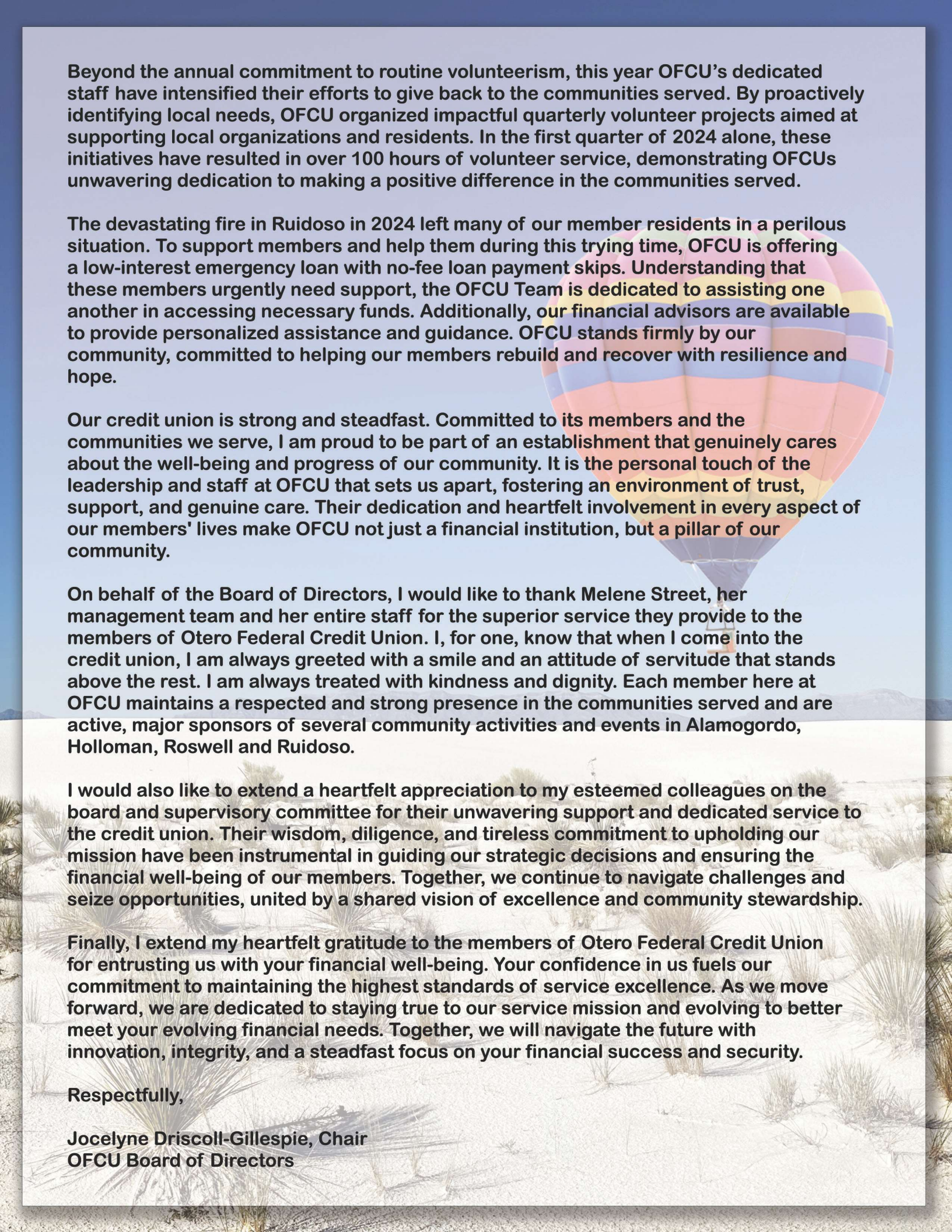
Maintaining our leadership in the financial markets of southern New Mexico, OFCU continues to deliver exceptional value and innovative financial solutions to our members, ensuring their financial success and stability. Our membership is 34,284 strong. Significantly, OFCU ended 2023 with assets totaling \$459,461,281, an increase of \$14,852,555 growth over 2022. Also notable to add, our Net Worth stands at 14.19%, reflecting a robust financial foundation, while our Return on Assets (ROA) is a commendable 0.72%. These promising numbers underscore our credit union's strength and financial health, instilling confidence among our members and stakeholders alike. They are a testament to our prudent management and strategic initiatives aimed at ensuring long-term sustainability and prosperity. As we continue to grow and innovate, these metrics reaffirm a commitment to delivering exceptional value and stability to our community and members.

Under the guidance of our management team, OFCU has been actively driving positive growth and innovation for the future. We have continued to enhance our new core system, implemented in the first quarter of 2023. This strategic advancement not only streamlines our operations but also significantly elevates the quality of service we provide to our valued members.

Further, Zelle, a person-to-person payment option, has been a great success with our members, making the ability to securely transfer money with ease—a benefit we can each appreciate. Likewise, the rollout of our new phone system has introduced a suite of advanced features, enabling us to assist our members more efficiently and promptly. This enhancement significantly improves our communication capabilities, ensuring that our members receive timely and superior service.

Discovering fraudulent activities on our debit cards can be a distressing experience for anyone. However, OFCU's updated debit card dispute filing system offers us a sense of security and peace of mind. This advanced system provides a seamless, user-friendly process for reporting and resolving fraudulent transactions swiftly and efficiently. With OFCU, you can trust that any fraudulent activity will be addressed promptly, protecting your finances and ensuring your continued confidence in our services.





Beyond the annual commitment to routine volunteerism, this year OFCU's dedicated staff have intensified their efforts to give back to the communities served. By proactively identifying local needs, OFCU organized impactful quarterly volunteer projects aimed at supporting local organizations and residents. In the first quarter of 2024 alone, these initiatives have resulted in over 100 hours of volunteer service, demonstrating OFCU's unwavering dedication to making a positive difference in the communities served.

The devastating fire in Ruidoso in 2024 left many of our member residents in a perilous situation. To support members and help them during this trying time, OFCU is offering a low-interest emergency loan with no-fee loan payment skips. Understanding that these members urgently need support, the OFCU Team is dedicated to assisting one another in accessing necessary funds. Additionally, our financial advisors are available to provide personalized assistance and guidance. OFCU stands firmly by our community, committed to helping our members rebuild and recover with resilience and hope.

Our credit union is strong and steadfast. Committed to its members and the communities we serve, I am proud to be part of an establishment that genuinely cares about the well-being and progress of our community. It is the personal touch of the leadership and staff at OFCU that sets us apart, fostering an environment of trust, support, and genuine care. Their dedication and heartfelt involvement in every aspect of our members' lives make OFCU not just a financial institution, but a pillar of our community.

On behalf of the Board of Directors, I would like to thank Melene Street, her management team and her entire staff for the superior service they provide to the members of Otero Federal Credit Union. I, for one, know that when I come into the credit union, I am always greeted with a smile and an attitude of servitude that stands above the rest. I am always treated with kindness and dignity. Each member here at OFCU maintains a respected and strong presence in the communities served and are active, major sponsors of several community activities and events in Alamogordo, Holloman, Roswell and Ruidoso.

I would also like to extend a heartfelt appreciation to my esteemed colleagues on the board and supervisory committee for their unwavering support and dedicated service to the credit union. Their wisdom, diligence, and tireless commitment to upholding our mission have been instrumental in guiding our strategic decisions and ensuring the financial well-being of our members. Together, we continue to navigate challenges and seize opportunities, united by a shared vision of excellence and community stewardship.

Finally, I extend my heartfelt gratitude to the members of Otero Federal Credit Union for entrusting us with your financial well-being. Your confidence in us fuels our commitment to maintaining the highest standards of service excellence. As we move forward, we are dedicated to staying true to our service mission and evolving to better meet your evolving financial needs. Together, we will navigate the future with innovation, integrity, and a steadfast focus on your financial success and security.

Respectfully,

Jocelyne Driscoll-Gillespie, Chair  
OFCU Board of Directors



# *Thank You* **Holloman Air Force Base**



**Department of the Air Force**  
**2023 Distinguished**  
**Credit Union of the Year!**





# FCU HUNT 4 HAPPINESS





**34,284 Members**  
as of December 31, 2023

**Asset Size \$459M**  
as of December 31, 2023



OFCU sponsored **196 student Educational Awards.**

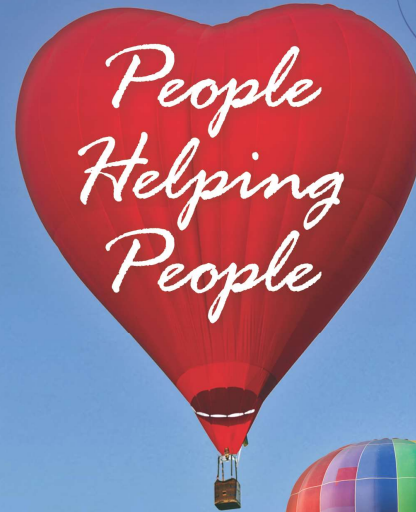
OFCU Donated & Sponsored over **\$43K** to our communities during 2023.

OFCU reached **240 individuals** in Financial Literacy.

OFCU staff volunteered over **735 hours** during 2023.

OFCU saved members over **\$42K** with discounted rates.

OFCU celebrated Cheers to **70 Years** with **70 Giveaways** during 2023.



**Net Worth 14.19%**  
as of December 31, 2023

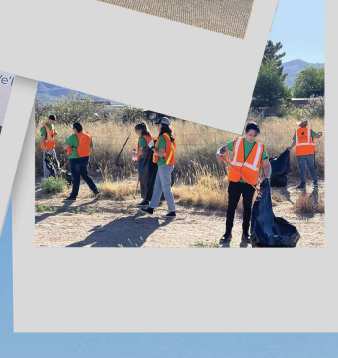
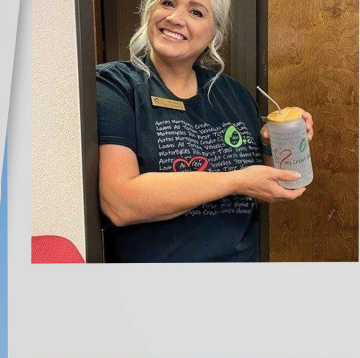
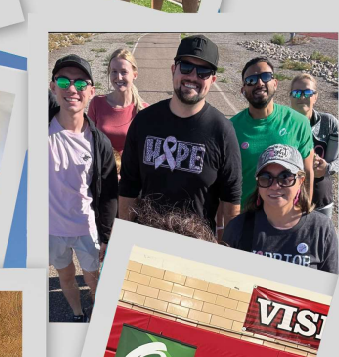
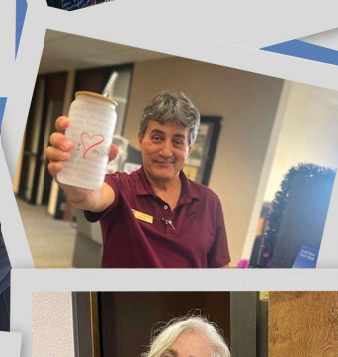
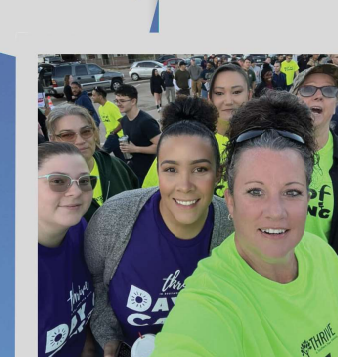
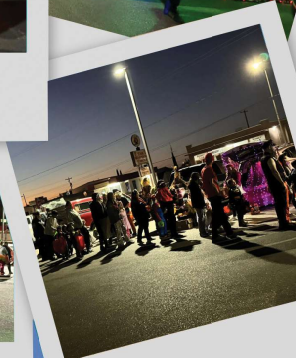
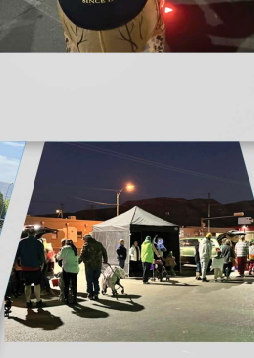
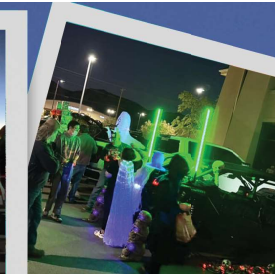
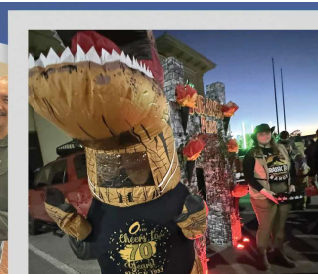
OFCU's Construction donated **2,102 cans & non-perishable food items.**

OFCU awarded **24** scholarships to 10 different area High Schools.

Dept of the Air Force **2023 Distinguished Credit Union of the Year!**









# **Supervisory Committee Report 2023**

**Linda Dusak, Chair  
Supervisory Committee**



During the past year, the Supervisory Committee of Otero Federal Credit Union (OFCU) has diligently fulfilled its responsibilities in accordance with regulatory requirements and best practices. Our committee is composed of five dedicated members, appointed by the Board of Directors, who bring diverse expertise in oversight and risk management.

As part of the oversight process, the Committee independently selects a certified public accounting firm to perform an opinion on the Credit Union's financial statements. Management is responsible for the financial statements and the financial reporting process, including internal controls. In fulfilling its oversight responsibilities, the Committee reviewed the financial statements in the annual report, including a discussion of the quality, not just the acceptability, of the accounting principles; the reasonableness of significant judgments; and the clarity of disclosures in the financial statements.

The Committee also reviewed audits conducted by its own internal auditor, and an independent IT security and information audit. Based on the results of these audits and the Committee's own observations, we conclude the health of OFCU remains robust, as evidenced by strong asset growth, stable net income, and prudent management of liquidity. We are confident in the strength and stability of OFCU and remain committed to our duty to safeguard the interests of our members and uphold the highest standards of integrity and compliance.

We extend our gratitude to the Board of Directors, management team, and staff for their dedication and collaboration throughout the year. Together, we look forward to continuing to service our members and communities.

Respectfully,

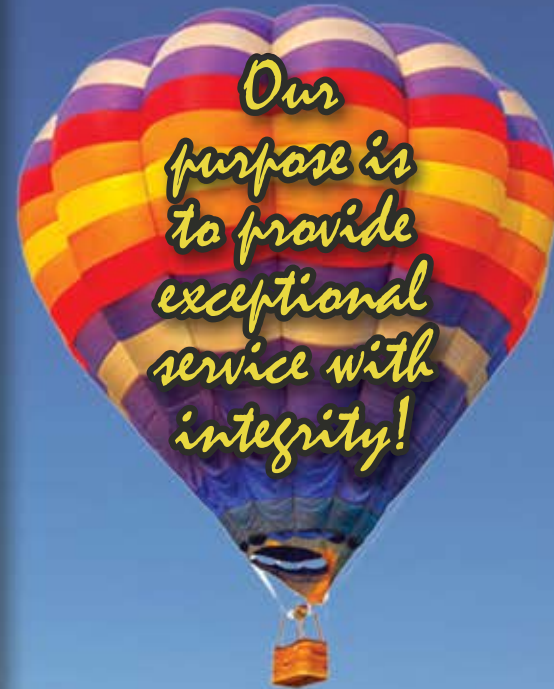
Linda Dusak  
Chair, Supervisory Committee





<b>BALANCE SHEET (unaudited)</b>	December 31	
	2023	2022
<b>ASSETS:</b>		
Net Loans to Members	\$ 256,401,960	\$ 259,033,214
Cash & Investments	\$ 175,814,306	\$ 159,311,865
Land & Buildings	\$ 8,695,894	\$ 8,956,009
Furniture & Equipment	\$ 2,546,526	\$ 2,707,075
Accrued Income	\$ 1,300,335	\$ 984,812
All Other Assets	\$ 14,702,260	\$ 13,615,750
<b>TOTAL ASSETS</b>	<b>\$ 459,461,281</b>	<b>\$ 444,608,726</b>

<b>LIABILITIES AND EQUITY:</b>		
Members' Shares	\$ 396,380,817	\$ 388,336,327
Accrued Expenses and other Liabilities	\$ 2,964,249	\$ 2,569,403
Undivided Earnings	\$ 64,682,630	\$ 62,078,872
Unrealized Gains (Losses) on Investments	\$ (5,647,423)	\$ (9,501,892)
Accumulated Other Comprehensive Income/(Loss)	\$ 1,081,008	\$ 1,126,015
<b>TOTAL LIABILITIES &amp; EQUITY</b>	<b>\$ 459,461,281</b>	<b>\$ 444,608,726</b>



# 2023 Treasurer's Report

Melene Street, Treasurer  
Board of Directors

<b>STATEMENT OF INCOME &amp; EXPENSE</b>	December 31	
	2023	2022
<b>INCOME:</b>		
Interest on Loans	\$ 12,255,134	\$ 10,158,114
Interest on Investments	\$ 2,891,668	\$ 1,550,363
Fee and Other Income	\$ 5,559,472	\$ 6,865,190
<b>GROSS INCOME</b>	<b>\$ 20,706,274</b>	<b>\$ 18,573,667</b>
<b>EXPENSES:</b>		
Dividends to Members	\$ 3,014,903	\$ 930,221
Operating Expenses	\$ 12,763,122	\$ 11,807,802
Provision for Loan Loss	\$ 1,489,623	\$ 809,337
Interest-Borrowed Money	\$ -	\$ 12,536
<b>TOTAL EXPENSES</b>	<b>\$ 17,267,648</b>	<b>\$ 13,559,895</b>
<b>OTHER INCOME/EXPENSE:</b>		
Net Non-Operating Gains (Losses)	\$ (198,970)	\$ (185,788)
<b>NET INCOME</b>	<b>\$ 3,239,656</b>	<b>\$ 4,827,984</b>

Your  
Community  
Credit Union  
Since  
1953.



## Locations

**Main Office, Alamogordo**  
1200 E. 10th St.

**Northside Office, Alamogordo**  
3300 N. White Sands Blvd.

**Holloman Office, HAFB**  
Bldg. 786

**Ruidoso Office**  
25984 US Hwy 70

**South Main Office, Roswell**  
1900 S. Main

**North Main Office, Roswell**  
2211 N. Main

**Lending Center, Alamogordo**  
3300 N. White Sands Blvd.

**Service Center**  
(575) 434-8500 or  
(800) 376-9000

**OFCU Phone Assistance Line (OPAL)**  
(575) 434-8596 or  
(855) 903-2749

## Board of Directors

**Jocelyne Driscoll-Gillespie**  
Chair

**Grace Gonzalez**  
1st Vice Chair

**Linda Dusak**  
2nd Vice Chair

**Harry Bloom**  
Secretary

**Melene Street**  
Treasurer

**Michael Keedy**  
Member

**Thomas Shoaf**  
Member

**Leonard Ekman**  
Associate Member

**Lenora Barr**  
Associate Member

## Supervisory Committee

**Linda Dusak**  
Chair

**Mary Jo Drake**  
Vice Chair

**Sammy Telles**  
Secretary

**Helen Burton**  
Member

**Pam McCarty**  
Member

## Executive Management

**Melene Street**  
President/CEO

**Elsa Montoya**  
Chief Operations Officer

**Aaron Populo**  
Chief Lending Officer

**Hector De La Fuente II**  
Chief Information Officer

**Joy Jencks**  
Chief Financial Officer

# Follow us on social media!

Keep up with the latest news, alerts and events in your community by following us on social media!



Otero Federal Credit Union

2.4K likes • 2.6K followers

Call Now

Liked

Message

## Notice To Members Member Account Verification

The Supervisory Committee has engaged CliftonLarsonAllen, LLP Certified Public Accountants, to complete the annual audit of Otero Federal Credit Union. In conjunction with the audit, the auditors will select a sample of members share and loan accounts to verify account balances directly with the account owner by letter. If your account has been selected as part of the auditing process, you will receive a letter from CliftonLarsonAllen, LLP requesting information on a designated account.

Members with multiple accounts may receive more than one letter.

Letters will come from the Minneapolis Service Center of CliftonLarsonAllen via US mail. Members will not be asked to verify their account information by any other means, including electronic.

Should you have any questions, call Elaina Orwoll our Internal Auditor, at (575) 443-7004 or 1-800-376-9000 Ext. 17004.

## Privacy Notice

Special Notice to our members: OFCU's Notice of Privacy Practices for Credit Union Members is located on our website at <https://www.oterofcu.org/home/privacy>. You can also click on "Privacy Policy" at the bottom of any OFCU website page to view our promise to you. A paper copy can and will be mailed to you at your request. To request a copy of our Notice of Privacy Practice please call 1-800-376-9000.



**Federally Insured By NCUA**

NCUA