



2021 ANNUAL REPORT



Enriching Lives.
Fulfilling Dreams.

nymeo.org | 855-436-4100

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MEETING AGENDA

CALL TO ORDER
Charles Yancey, <i>Board Chairman</i>
VERIFY QUORUM
Charles Yancey, <i>Board Chairman</i>
APPOINT SECRETARY FOR ANNUAL MEETING
Charles Yancey, <i>Board Chairman</i>
APPROVAL OF 2021 ANNUAL MEETING MINUTES
Charles Yancey, <i>Board Chairman</i>
BOARD ELECTION RESULTS
Douglas Thornton, <i>Legal Counsel</i>
CHAIRMAN’S REPORT
Charles Yancey, <i>Board Chairman</i>
PRESIDENT/CEO’S REPORT
Vicki Johnston, <i>President/CEO</i>
QUESTIONS FROM MEMBERS
MOTION TO ADJOURN:
Charles Yancey, <i>Board Chairman</i>



ANNUAL MEETING MINUTES

April 28, 2021

I. CALL TO ORDER

The meeting was called to order by C. Yancey, Chairman, at 6:00 pm via Zoom Webinar.

II. MINUTES

Motion made by Kristina Morgan (Member and Chief Operations Officer), seconded by Eric Black (Member and Director of Compliance and Risk) to approve the minutes from April 29, 2020. With 100% participation and unanimous approval from the members in the Zoom poll, the motion passed, the meeting minutes were approve as presented.

III. BOARD

Nymeo's Legal Counsel, Douglas Thornton, explained the results of the Nominating and Recruitment Committee actions with regard to the open positions on the Board of Directors. The notice of the Nominating Committees actions was previously provided to Nymeo's membership. The Committee nominated Charles Yancey (Director) and Edward Brown (Director) to serve for the two open positions on the board. No nominations by petition were received by Nymeo on or before the due date of March 21, 2020. He explained that the Nymeo Bylaws states that the election for open Board of Director positions would not be conducted by ballot and there would not be nominations from the floor when there was only one nominee for each position to be filled. Therefore, since there was one nominee for each available position, there were no contested seats for the Board of Directors, and a formal election was not conducted, parliamentary rules apply, and the two nominees were elected by acclimation. There were no questions or comments from members.

IV. CHAIRMAN'S REPORT

Chairman Charles Yancey presented the Chairman's Report as printed in the Annual Report distributed at the meeting. A motion and second were made to dispense with the reading of all reports. The motion carried.

V. PRESIDENT'S REPORT

Vicki Johnston explained Nymeo Strong was the message to members and employees during 2020 and continuing in 2021. Since the beginning, Nymeo has seen lots of changes in the world and had built up its reserves for times like the COVID-19 pandemic. Nymeo continued to focus on members and use the credit union model "people helping people" to get through this time. She stated Nymeo is guided by fundamental values such equality, fairness, and mutual self-help. Nymeo is committed to equity and diversity in hiring, promotion, procurement, and lending practices. 2020 was a year of finding new ways to remain strong and continue to focus on strategic objectives such as growth and providing new enhanced products and services to members. Nymeo supported members with skipped loan payments, waived fees, assistance loans, financial counseling, budgeting tools, and participating in the Small Business Association Payroll Protection Program. The pandemic put pressure on the drive-thru lanes with longer wait times and on the ATMs. In early 2021, Nymeo added additional drive-thru lanes at the Thomas Johnston and Buckeystown Branches and were in the process of replacing ATMs in Buckeystown, Bank Street, Thomas Johnson and Westridge locations.

VI. QUESTIONS FROM THE FLOOR

There was one question through the registration process. How can Nymeo encourage the cooperate business model, specifically different Co-Ops in the community? V. Johnston answered one way to support the cooperate business model was encourage other Co-Ops in the community to get together, to schedule a meeting to find out the needs of those Cooperatives. If there was an ability to come together to share resources.

The member, James Wagner, followed up with more explaining he was a member of the Common Market and wanted to know more about how businesses can be run by its members and share its ideas. C. Yancey thanked Mr. Wagner for his question and insight on cooperatives and their working together.

With no further questions or business to attend to C. Yancey asked for a motion for adjournment.

A motion made by Kristina Morgan (Member and Chief Operations Officer), seconded by Eric Black (Member and Director of Compliance and Risk), with 100% participation and unanimous approval from the members in the Zoom poll, the motion passed, the meeting adjourned at 6:23 PM.

Nymeo Federal Credit Union Board of Directors



Charles W.C. Yancey
Chairman



Edward Brown, Ph.D.
Vice Chairman



Isaac Yoon
Treasurer



Jeanice Brown Thomas
Secretary



Elizabeth Duffy
Board Member



Richard Allen
*Board Member and
Supervisory Committee*





Message from the Chairman and President/CEO

Dear Member:

In another difficult year of COVID our **Mission**, *To provide our members a lifetime of superior financial services* and our **Vision**, *To be our members trusted financial partner for life and a force for good in the communities we serve*, has never been more important. Since our credit union was founded 88 years ago, we continue to be laser focused on people helping people.

Our members have confirmed that we are indeed focused on people helping people, and we care deeply about them and their families.

- “They’re very helpful and courteous. 🍷 banking with this establishment.”
- “I’m very glad to be your customer!” “Yes, my teller even recognized me after being away during the pandemic 🌟.”
- “I had a crisis and the representatives at the branch went above and beyond to help me resolve my problem. They were friendly, compassionate, and offered excellent customer service right from the start. Walked out feeling relief. Thank you.”
- “I applaud Nymeo for having a staff that employs the 3 C’s of customer service (Commitment, Coordination, Cooperation). I retired after 37 years at NBS/NIST. The credit union at NBS/NIST has been incredible to the financial well-being of my family and our children.”
- “I was helped with a difficult task and was successful. I could not have gotten the results I needed without all the help and guidance I received. NYMEO is my bank and my friend.”
- “I’d never met that teller before. She’s very friendly. Thanks, Nymeo, love ya guys!”
- “Heidi and her team are always the ray of sunshine needed in the dark days of this pandemic. I know my money is safe at this branch and the transaction will always be right.”
- “I lost my wallet and was happy to be able to get new cards right away. Teller was very helpful and understanding during this stressful time for me.”

Enriching Lives. Fulfilling Dreams.

2021 was a year that we continued to enrich our members’ lives with a focus on enhancing our products and services with the support of our Board of Directors. The Board of Directors sets the strategic direction and they engaged in strategic planning exercises throughout the year ensuring to stay abreast of all the changes occurring in our industry. The Board appointed Strategic Planning Committee helped shape our new Value Proposition and our Brand Promise in 2021.

We ended 2021 with a strong capital ratio of 9.63% and continued growth in assets and deposits. Nymeo continues to be a financially strong institution prepared and ready to help you and your family today and tomorrow. We opened 1,473 new accounts and originated over \$69M in new loans in 2021. We worked to enhance our digital products with online and mobile banking that provided you with additional functionality.

Our Net Promoter Score remained strong as did Top Box Satisfaction Score. We implemented a new survey tool that will allow us to continue to hear from you about your experiences with our products and services. We will use your feedback to continue making changes and improvements. Based on member surveys in 2021, we added additional drive thru lanes at the Buckeystown branch and the Thomas Johnson branch. We replaced aging ATMs at our Buckeystown, Bank Street, Thomas Johnson and Westridge branches.

Here are what our new and longtime members have told us.

- “To whom it may concern, to begin the staff was very courteous and attentive to my every need and concern. I apologize I’m not good with remembering names but the young man that assisted me made it a very joyous and fun experience. He was most knowledgeable about what I was trying to do and made it a easy transition. I left there feeling like I just became a member of an organization that will benefit me and my family for a long time.”
- “All the people I've dealt with at Nymeo have been very helpful from the time I opened an account with them when they were located at NIST to now. My granddaughter wanted to open an account with them for her first job because she has heard me say how nice and helpful they have always been to me.”
- “Nymeo always provides prompt accurate support. I've never had any issues and as far as I can tell I will always continue to do my banking with Nymeo!!”
- “I am a new member and recently when I visit the branch everyone is very friendly and informative. always a great experience. Thanks.”
- “The process was quick and painless. Therefore, is one of the reason I have been a customer for so long.”
- “My children have accounts and unless I am forced to look elsewhere this is where I will always do my banking. Very professional and straight to the point which is what a customer likes when it comes to any financial transaction. Thank you Nymeo!”
- “The system is easy and secure to access. The procedures are clear for making transactions. I have been banking with Nymeo (and its predecessors) for 50 years.”
- “LOVE Nymeo! Always easy to maneuver. Have been a member since 1978 and have never had a problem. Thank you!”

Our online/mobile banking offers:

- Apply for a loan
- The ability to change an address, phone or email
- Transfer to/from another financial institution’s account
- Transfer to/from Nymeo accounts
- Transfer to another person or business
- Pay bills in one place
- Set up recurring transfers to loans or shares

- Set account alert notifications
- Set Debit Card alert notice and turn the card off or on if suspected to be lost
- View statements/tax documents
- View cleared check images
- Deposit checks
- Open a certificate and a club account
- Send us a message

Our members are really enjoying the flexibility of online/mobile banking as reflected in the survey comments.

- “Overall, very professional staff. Also, online banking is easy and fast. Thank you Nymeo!”
- “I don’t live near Nymeo or any of its branches so online banking is a must for me and Nymeo does it well.”
- “I live out of state so being able to deposit a check with a couple of pictures is a great help.”
- “I used mobile banking app to deposit paper checks. The mobile app did this easily and thus saves me a trip.”
- “You made this so easy didn’t even have to come in person! Awesome service.”
- “You make banking easy to navigate, and this is coming from always learning new things senior citizen.”

From Here. For You.

Nymeo is proud to be a local community financial institution in Frederick and Montgomery County Maryland. We live and work in these communities and our brand promise to you is To serve you as our community’s financial ally during all of life’s moments, whenever you need it and wherever you are.

We have stood by you our members during the past 88 years during good and bad times and as we continue to grow, we want to ensure you that we are growing to be able to continue to provide you and your family the great services of a credit union for the next 88 years.

Nymeo’s employees are a strong and empowered team. Nymeo was recognized for the 2021 Healthiest Maryland Business Wellness at Work Program at the Standout level. We have been recognized by American Banker as The Best Credit Union to Work For again! Nymeo members voted us the Best Credit Union again in the Frederick News Post’s Best of the Best competition.

As part of the community a team of Nymeo employees participated in the United Way Day of Action, and we proudly continued to participate with the Maryland Food Bank in our Swipe out Hunger program where every time our members swipe their debit card Nymeo donates a half a cent for the school pantry programs right in our communities. With this program from July 2020 to June 2021, Nymeo contributed over \$11,000 to our communities to help decrease food insecurities. Nymeo held a virtual food drive in partnership with the Maryland Food Bank and Manna and returned to our volunteer efforts serving lunch at the Frederick Rescue Mission.

Embracing the Future

Looking toward the future, we remain committed to you our loyal members and plan to provide you with

continued enhancements and new services you are asking for. Our value proposition to you is Banking just for you. Whenever you want it or wherever you are, our award-winning smiles are here to serve all your financial needs.

Here are some of the great things we have in store for you in the coming year:

- A new online loan origination system and account opening system
- Expand the small business merchant lending partner network
- Expand student loan product offerings
- Offer a new and enhanced credit card
- Continue to enhance the online/mobile banking functionality
- Offer additional financial counseling services at our branches
- Ensure we are helping businesses and their employees with financial education and services

Our brand promise to you is *To serve you as our community's financial ally during all of life's moments whenever you need it and wherever you are.* We have and will continue to be here for you and your family; you can count on us! We want to thank you for your loyal membership and support of Nymeo.

Charles W.C. Yancey
Chairman of the Board

Victoria M. Johnston
President/CEO



A Nymeo team supported
United Way's Live United Initiative, supporting
the recovery, reimagining, and rebuilding
of communities across Frederick County.

2021 Highlights

Serving our Community



New ATMs

were installed. Four branches now have new machines.



Extra Drive Thru Lanes

were created to help with faster and safer transactions, especially during COVID.



\$69 Million Loans

were originated to members.



Fees

were eliminated or lowered on Balance Transfers, Cash Advances and Overdrafts.



Credit Card Rewards Program

was improved and now easier to access in online banking.



Best of the Best Credit Union

was awarded to Nymeo by Frederick New Post readers, once again.



Community Outreach

Nymeo contributed over \$11,500 to the Maryland Food Bank to help decrease food insecurities in our communities.

Supervisory Committee Report



The Supervisory Committee is the members' representative under the Federal Credit Union Act. The Committee consists of three Nymeo members, appointed by the Board, who meet quarterly to perform the duties of assuring the accuracy of financial statements and the adequacy of internal control procedures of Nymeo and its subsidiary. The Committee retains outside firms to provide independent assessments of our financial statements and internal control procedures.

Since 2016, the Supervisory Committee has retained the accounting firm of Deleon & Stang, to conduct annual audits of the consolidated financial statements and to express an opinion about the financial condition of Nymeo. These audits, most recently for the year ended December 31, 2021, are conducted in accordance with auditing standards generally accepted in the United States.

These standards require that the audit be performed in such a way as to obtain reasonable assurance about whether the consolidated financial statements are free of material misstatement. A set of condensed results is included in this report; please contact Tim McLoraine at tmcloraine@nymeo.org to arrange to access a complete copy of the audit.

We know that Covid-19 has made the past two years challenging to many of our members and would like to remind you that the Supervisory Committee serves as your representative to Nymeo. As such, we assist members if they experience a problem of any kind with their Nymeo statement or the services provided by Nymeo. We do ask that you first try and address any issues with Nymeo staff, but if you have an issue that is not addressed to your satisfaction, please contact the Supervisory Committee at the following address:

**Supervisory Committee
Nymeo FCU
5210 Chairmans Court
Frederick, MD 21703**

Please do not use this address for other contacts or transactions as this may cause a significant delay in response and/or processing.

Richard Allen
Chairman, Supervisory Committee

Treasurer's Report



2021 was another year of serving members during uncertain conditions while investing in technology and solutions to improve your member experience. Multiple projects to improve technological and digital solutions were initiated in 2021 impacting every department in the credit union. These strategic initiatives are in part, due to the many survey responses from members where your feedback is instrumental in our delivering the solutions and services you want us to provide. Some of the most significant initiatives will not be complete until 2022 and we are looking forward to the improvements they will bring to serve your financial needs.

Total Assets grew by \$21 million to \$349 million at year end 2021 while our Capital Ratio ended the year at 9.63%. While loan payoffs outpaced our new loans in 2021, we originated over \$69 million in new loans during 2021.

Net income for 2021 was \$1.5 million which was an increase of \$1.1 million over 2020. The provision for loan losses in preparing for potential loan losses due to Covid was a major expense in 2020. Our actual experience for loan losses was much lower than expected allowing us to reverse those earlier provisions which substantially contributed to increasing net income compared to 2020.

Nymeo's financial strength remains strong with more than \$33 million in equity and a capital ratio of 9.63% which is above the National Credit Union Administration's (NCUA) definition of well-capitalized credit union of 7%.

We look forward to a successful 2022 and our continued commitment in delivering the financial tools and resources you need to achieve your financial success.

Isaac Yoon
Treasurer

OUR YEAR IN IMAGES



NYMEO FEDERAL CREDIT UNION FINANCIALS

FOR THE YEARS ENDED DECEMBER 31, 2021 AND 2020

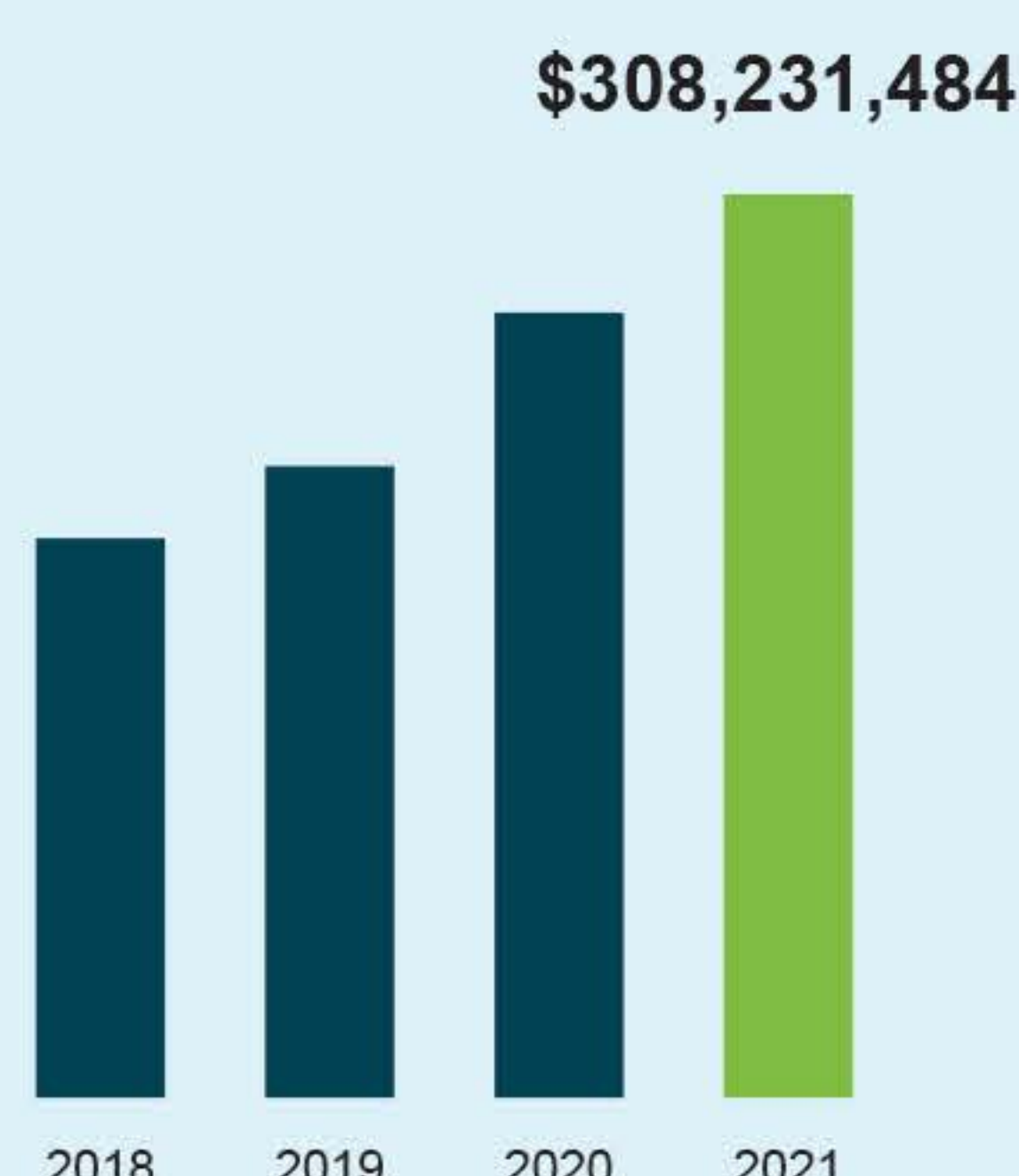
CONSOLIDATED STATEMENTS OF COMPREHENSIVE INCOME	2021	2020
INTEREST INCOME		
Loans to members	\$ 8,733,239	\$ 9,332,978
Investments	<u>1,351,161</u>	<u>1,813,361</u>
Total interest income	10,084,400	11,146,339
INTEREST EXPENSE		
Members' shares and savings accounts	584,329	1,111,667
Borrowed funds	<u>102,099</u>	<u>90,910</u>
Total interest expense	<u>686,428</u>	<u>1,202,577</u>
Net interest income	9,397,972	9,943,762
PROVISION (RECOVERIES) FOR LOAN LOSSES	<u>(60,798)</u>	<u>1,573,563</u>
Net interest income, after (recoveries of) provision for loan losses	<u>9,458,770</u>	<u>8,370,199</u>
NON-INTEREST INCOME		
Service charges and fees	1,119,052	1,116,524
Other non-interest income	<u>2,003,984</u>	<u>2,217,631</u>
Total non-interest income	<u>3,123,036</u>	<u>3,334,155</u>
NON-INTEREST EXPENSE		
Compensation and employee benefits	5,230,123	5,291,517
Office operating costs	2,601,564	2,579,301
Office occupancy costs	3,191,902	3,399,315
Net loss on disposal of assets	<u>15,251</u>	<u>1,795</u>
Total non-interest expense	<u>11,038,840</u>	<u>11,271,928</u>
Net income	<u>1,542,966</u>	<u>432,426</u>
OTHER COMPREHENSIVE INCOME		
Net unrealized (losses)/gains on investments classified as available-for-sale	<u>(893,254)</u>	<u>456,786</u>
Comprehensive income	<u>\$ 649,712</u>	<u>\$ 889,212</u>

NYMEO FEDERAL CREDIT UNION FINANCIALS

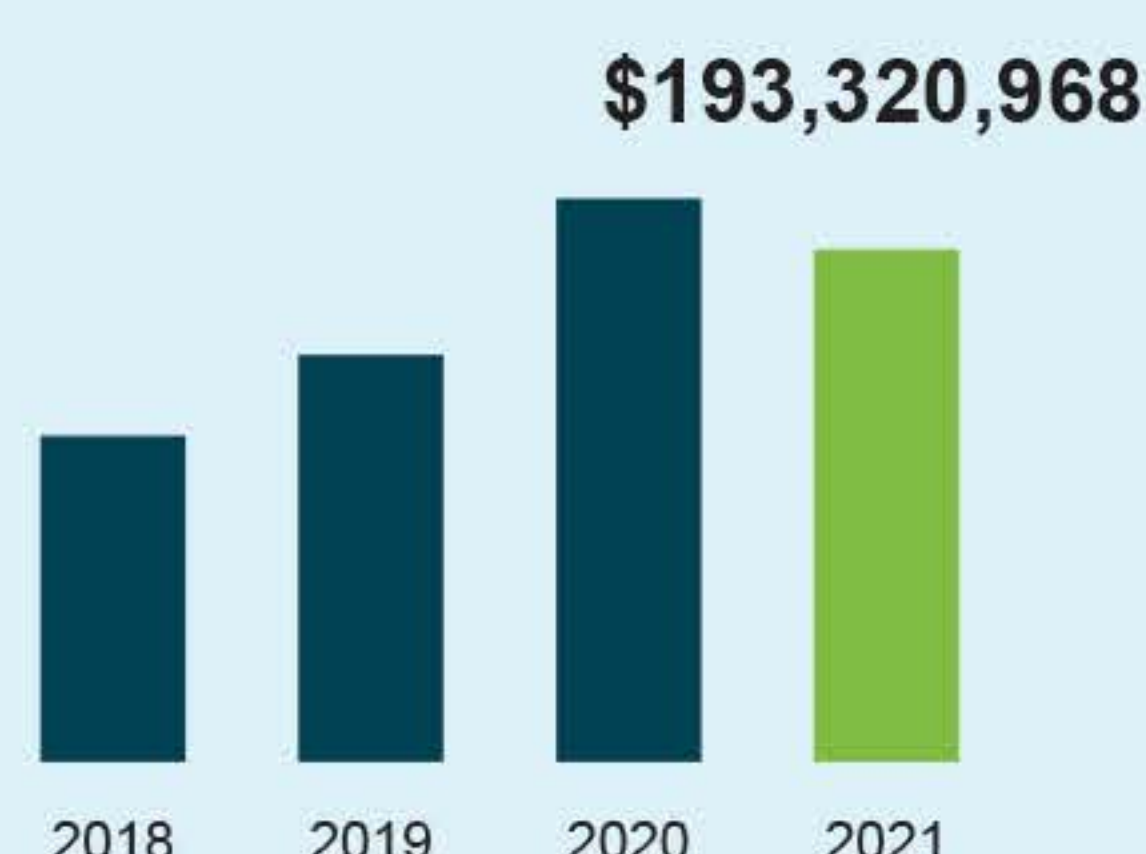
AS OF DECEMBER 31, 2021 AND 2020



ASSETS



MEMBER SHARES



MEMBER LOANS

CONSOLIDATED STATEMENTS OF FINANCIAL CONDITION

2021

2020

ASSETS

Cash and cash equivalents	\$ 35,336,016	\$ 31,262,311
Deposits in other financial institutions	18,625,000	30,038,000
Investments:		
Available-for-sale, at fair value	83,474,293	47,189,394
Other investments, at cost	1,284,333	1,394,197
Loans held for sale	-	1,375,581
Loans to members, net of allowance for loan losses	193,320,968	200,648,279
Accrued interest receivable:		
Loans	643,069	732,429
Investments	761,494	509,312
Prepays and other assets	9,749,556	9,198,302
Premises and equipment, net	3,358,169	3,391,485
NCUSIF deposit	2,700,933	2,496,167
TOTAL ASSETS	\$ 349,253,831	\$ 328,235,457

LIABILITIES AND MEMBERS' EQUITY

Liabilities:		
Members' share and savings accounts	\$ 308,231,484	\$ 287,143,799
Borrowed funds	5,000,000	5,000,000
Accounts payable and other accrued liabilities	2,694,737	3,413,760
Accrued interest payable	13,987	13,987
Total liabilities	315,940,208	295,571,546
Members' Equity:		
Regular reserve	1,920,098	1,920,098
Undivided earnings	31,527,195	29,984,229
Accumulated other comprehensive (loss) income	(315,121)	578,133
Equity acquired from business combination	181,451	181,451
Total members' equity	33,313,623	32,663,911

TOTAL LIABILITIES AND MEMBERS' EQUITY

\$ 349,253,831 \$ 328,235,457

The condensed financial statements presented herein do not constitute a complete set. The complete set, including the statements of changes in members' equity and cash flows and notes to the financial statements, is available in the Credit Union office.

855-436-4100 | nymeo.org
Equal Opportunity Lender | Federally Insured by NCUA

Buckeystown Branch

5301 Buckeystown Pike
Frederick, MD 21704

TJ Branch

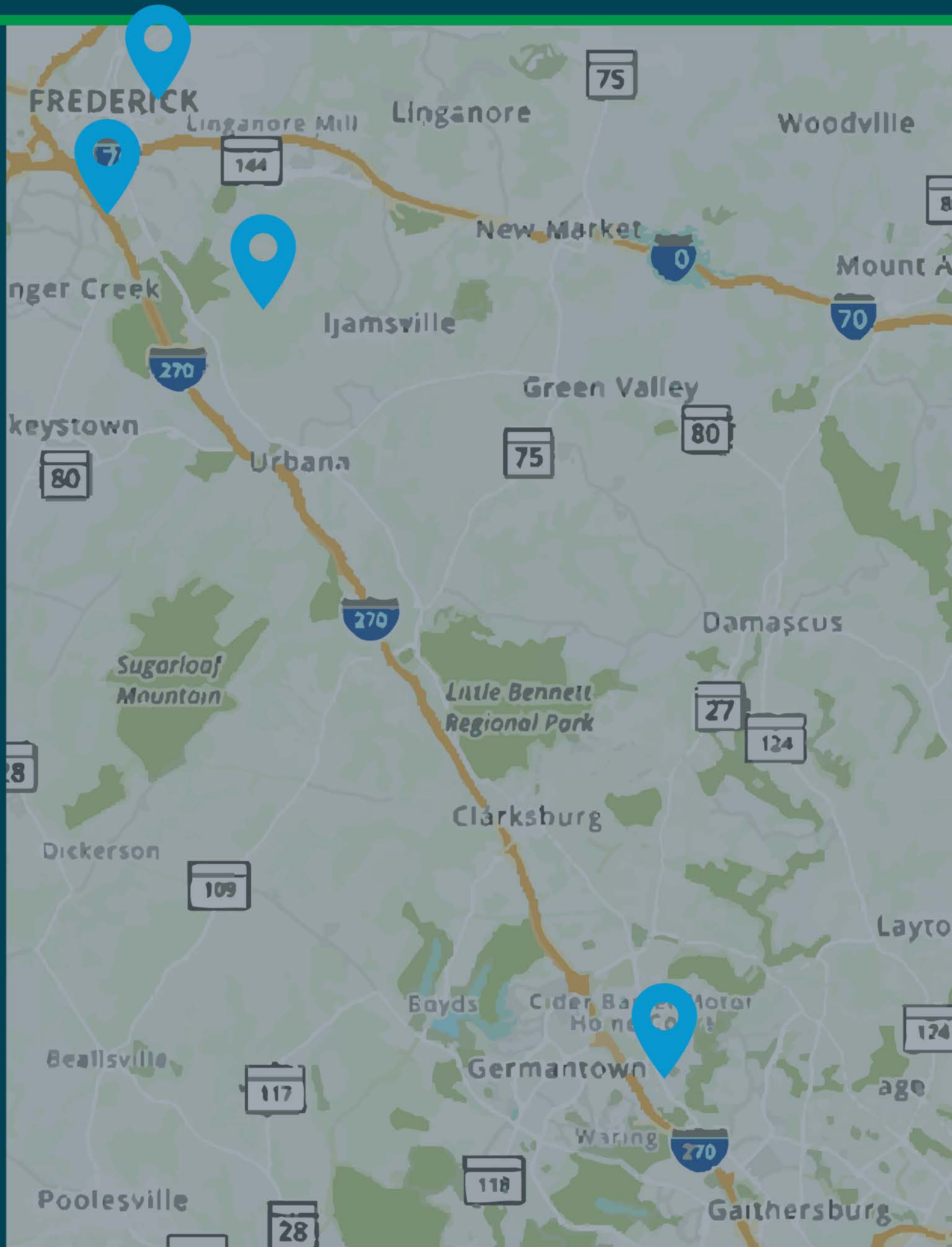
Thomas Johnson
193 Thomas Johnson Drive
Frederick, MD 21702

Westridge Branch

1041a W Patrick Street
Frederick, MD 21702

Bank Street Branch

1 Bank Street Suite 100
Gaithersburg, MD 20878



Connect With Us

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CREDIT UNION JOURNAL

**2021 Best Credit Unions
to Work For**

