



# Annual Report

2023

*A positive difference.*

**+ MESSAGE FROM  
OUR CHAIRPERSON**

**To our valued members:**

As we reflect on the past year and look ahead to the future, I am filled with pride as I share our unwavering commitment to delivering even greater value to our members and giving back to our communities like never before. In 2023, our journey of transformation propelled us to new heights of success, driven by our dedication to serving the needs of our members and strengthening the financial health of our communities. As we look back on the year, I am delighted to highlight a few notable milestones:

**HIGHLIGHTS OF 2023**



**Conducted a comprehensive Voice of Member survey, soliciting valuable input from our members and introducing the Financial Health Score, prioritizing member feedback and well-being at the core of our operations.**



**Completed an extensive analysis of pricing and fee structure, paving the way for the implementation of enhanced member benefits and value-added services in 2024 and beyond, ensuring that our offerings remain aligned with the evolving needs of our members.**



**Bold transformation of our Collections Department to Financial Health & Recovery, signifying a strategic shift from conventional practices towards a profound emphasis on nurturing the financial well-being of our members. Rather than viewing members solely through the lens of delinquency, we recognize every interaction as an opportunity and aim to integrate support services with financial education initiatives, empowering members to navigate their financial journeys with confidence and resilience.**

At Securityplus Federal Credit Union, our members are the cornerstone of everything we do. Trust forms the bedrock of our relationship with you, our valued members. We understand the significance of earning and preserving your trust each day as your financial partner. Your financial well-being and success are the driving forces behind our mission, and we are steadfast in our commitment to providing you with the highest level of service, support and value. As we move forward into the coming year, we are more determined than ever to exceed your expectations and empower you to achieve your financial goals.

Beyond our membership, we recognize our responsibility to the broader community. We acknowledge the pivotal role we play in supporting and enriching the communities we serve, and we are deeply committed to making a positive impact. Through our Corporate Social Responsibility initiatives, strategic partnerships, and volunteer efforts, we will continue to champion initiatives that empower all members of our community to thrive financially. We recognize that access to affordable financial services and resources is essential for creating an equitable society, and we are dedicated to fostering a sense of community where financial empowerment is not just a goal, but a shared reality for all.

As we embark on another year, we remain steadfast to building on our successes and continuing to shape the future of Securityplus Federal Credit Union, ensuring that we remain your trusted financial partner for many years to come. Together, we have the power to make a meaningful difference in the lives of our members and communities, leaving a legacy of compassion, empowerment, and limitless financial opportunity.

Thank you for your continued trust and support.



Sincerely,  
Barbara Cuffie  
*Chair, Board of Directors*  
BoardChair@securityplusfcu.org

**+ MESSAGE FROM  
OUR CEO**

2023 was a testament to the resilience, innovation, and dedication of the Securityplus team. We continued to set a new course for the future while navigating historic challenges and opportunities, all centered on the financial health of our members and community and vision for the future. Together we persevered, learned, and emerged stronger than ever before, with an unwavering commitment to providing our current and future members with exceptional financial opportunities, experiences, and products and services that make a positive difference.

In the following pages, you will see the results of our collective efforts. Our Annual Report showcases our unwavering commitment to your financial well-being and the communities we serve. As a not-for-profit, member-owned Minority Depository Institution (MDI), we have a unique opportunity to make real, lasting change with a shared vision of inclusive financial access and education for all. We recognize our responsibility to our members, our employees, the communities we serve and the environment.

Continuously monitoring various economic factors, we ensure our members receive competitive loan and savings rates, low and no-cost financial services, access to 24/7/365 digital banking, and free financial education and counseling programs. Our renowned commitment to corporate social responsibility and the efforts of our employee resource groups are testaments to our dedication to not only being a trusted financial partner, but also fostering a more sustainable and socially responsible future.

As we reflect on our achievements, milestones, and challenges of 2023, we also look forward with optimism and determination. Our journey continues guided by the principles of integrity, transparency

and member-centricity that define who we are as a credit union. 2024 promises continued transformation focused on enhancing the member experience, growing the credit union, and operating more efficiently. New digital features, streamlined processes, improved accessibility and convenience, and valuable products, services, and resources to better meet your needs and exceed your expectations. Our goal is to deliver innovative services that make managing your finances effortless and focused on your financial health, while operating with increased efficiency.

As we continue to transform our business and how our members experience Securityplus, we will manage challenges and opportunities as we navigate the evolving banking landscape and state of our economy. Adaptability is key, and we are poised to navigate these waters with resilience and innovation, embracing change as a catalyst for growth.

Securityplus is more than just a credit union. We strive to be a financial solutions hub for individuals, families, and businesses. From products and services to resources and guidance, your credit union can meet your diverse needs. Our goal is to empower and enable you, your family, and future generations on your financial journey.

Thank you for your membership in Securityplus. Whether you've been with us for years or just joined the Securityplus family we appreciate your loyalty and the trust you've placed in us.

We are honored to help guide your journey toward financial health and look forward to being a trusted resource for many years to come.



With Gratitude,  
*Tricia Szurgot*  
Tricia Szurgot, MBA, CCE, FLTA  
Chief Executive Officer

## + 2023 TREASURER'S REPORT

Securityplus Federal Credit Union ended 2023 positively with inflation slowing from the 2022 multi-decade highs and the Federal Reserve holding interest rates in the range of 5.25-5.50%. We also implemented the Current Expected Credit Loss (CECL) loan accounting in January 2023 which presented some challenges.

Securityplus achieved a net income of \$3,682,094 and increased its assets to \$579.2 million (M), representing almost a 5% increase from 2022. In addition, Securityplus ended the year with loan balances approaching \$413.6M, representing almost a 3% increase from 2022. This growth is a testament to our prudent financial practices and reflects our continued commitment to enhancing the value we deliver to our members. While investment balances decreased to \$55M, our liquidity ended the year at almost \$80M, a 36% increase from 2022. Securityplus reported total equity of \$51.3M and continued to maintain a strong net worth ratio of 9.54%.

As Treasurer, I am proud of the progress we made during 2023 regarding the CECL implementation, liquidity, and our net income. After our CEO finalized the hiring of our new executive leadership team during 2023, we are now on a great strategic path for continued success in building our financial relationships with you and achieving our strategic goals.



Robert L. Berzanski  
*Treasurer*

I thank all the staff and volunteers for their hard work and dedication throughout the year. Furthermore, I extend my sincere gratitude to you, our valued members, for your continued loyalty and trust. As we look ahead, we remain committed to serving you as your trusted financial partner, offering competitive rates, enhanced member value, exceptional service, and unwavering support towards your financial goals.

### NET INCOME

# \$3,682,094

Increased assets to \$579,278,505,  
representing 4.80% increase from 2022.

### LOAN BALANCES

# \$413,592,663

Representing a 2.80% increase from 2022.

### TOTAL EQUITY

# \$51,251,394

With a strong net worth ratio of 9.54%.

+ 2023

## LOAN REVIEW COMMITTEE'S REPORT

The Loan Review Committee, comprised of dedicated volunteers appointed by the Securityplus Federal Credit Union Board of Directors, plays a pivotal role in ensuring fairness and integrity in the loan approval process.

Throughout the year, the Loan Review Committee diligently reviewed loan appeal requests submitted by members of our credit union. These appeals typically arise when a member's loan application has been denied due to either incomplete financial information or changes in their financial circumstances since the initial application. Our primary objective is to carefully assess each appeal, striving to find a balanced solution that meets the members' needs, while also safeguarding the Credit Union's interests.

As we reflect on the past year, we are proud of the contributions made by our committee members. Looking ahead, we remain steadfast in our commitment to serving our members with the highest standards of professionalism, fairness, and integrity. Together, we will continue to make a positive difference in the lives of our members.

### LOAN REVIEW COMMITTEE:

- › Sheryl Morsell, *Chairperson*
- › Jonas Garland, *Member*
- › Toby Green, *Senior Vice President of Lending*

IN 2023

**The Loan Review  
Committee's efforts  
resulted in a total  
of \$31,000 in loan  
approvals.**

We look forward to continuing to make a positive difference in our members' lives.

## **+ SECURITYPLUS**

# **SUPERVISORY COMMITTEE'S REPORT**

As appointed representatives by the Board of Directors, in accordance with the Federal Credit Union Act, the Supervisory Committee is responsible for ensuring the integrity and soundness of the Credit Union's operations. We are responsible for overseeing the financial reporting process and ensure the accuracy and fairness of the Credit Union's financial statements.

The members of the Supervisory Committee work diligently to fulfill this mandate. We collaborate closely with management and external auditors to uphold the highest standards of transparency and accountability. Additionally, the Supervisory Committee assists the Board of Directors in fulfilling its oversight responsibilities over the following areas:

- The system of internal control,
- The financial statement audit process,
- The Credit Union's process for monitoring compliance with laws and regulations.

In accordance with our duties, the Supervisory Committee directs the Internal Audit Department to conduct comprehensive audits of various operational areas, aimed to evaluate the adequacy of management practices and procedures in safeguarding members' assets and ensuring regulatory compliance. We retained an independent certified public accounting and consulting firm to conduct the annual 2023 financial statement audit and comment on the accuracy and fairness of management and the Board's presentation of the Credit Union's financial statements. We are pleased to note that the audit findings were consistent with our expectations, affirming the Credit Union's compliance with sound financial management practices.

### **IN 2023, THE SUPERVISORY COMMITTEE MANAGED THE FOLLOWING INTERNAL AUDITS:**

- Accounts Payable
- Automatic Clearing House Compliance
- Bank Secrecy Act Compliance
- Branch Operations/New Accounts
- Consumer Lending
- Controls over Wire Transfers
- Dormant Accounts
- Ethics Compliance
- Home Equity Lines of Credit
- Identity Theft Red Flag Compliance
- Indirect Lending
- Information Technology Security & Controls
- Monthly Dividend & Interest Rate Maintenance
- NCUA Call Report Preparation
- Non-Financial Account Maintenance
- Quality Control over Mortgage Lending
- S.A.F.E. Act Compliance
- User Access Controls
- Vendor Management
- Website Regulatory Compliance

Throughout the year, the Supervisory Committee diligently monitored internal controls and compliance processes, reporting any exceptions to management and the Board of Directors. We provided recommendations for corrective actions where necessary and continue to follow up on the implementation of changes to address audit findings and recommendations.

In conclusion, the Supervisory Committee is pleased to report that Securityplus Federal Credit Union is operating in a safe and sound manner, guided by strong internal controls and governance practices. We remain committed to upholding the trust and confidence of our members by ensuring the integrity and stability of our Credit Union.

## **SUPERVISORY COMMITTEE**

**Mitchell J. Edelman**

*Chairperson*

**Dawn R. Fischer**

*Secretary*

**Shonta D. Jackson**

*Member*

**Ronald Thompson**

*Member*

**Karen M. West**

*Member*

**Denise Aviles**

*VP Internal Audit*

**Tamara C. Johnson**

*Internal Auditor*

## **CONTACT US**

If you wish to contact the SC, please address your letter to:

### **Supervisory Committee**

Securityplus Federal Credit Union

P.O. Box 47524

Windsor Mill, MD 21244

Alternately, you may email the Supervisory Committee at:

**scchair@securityplusfcu.org**

**+** FINANCIAL STATEMENTS: DECEMBER 31, 2023 AND 2022  
**STATEMENTS OF FINANCIAL CONDITION**

<b>ASSETS</b>	2023	2022
Cash and Cash Equivalents	\$79,742,939	\$58,793,509
Deposits in Other Financial Institutions	1,241,000	2,680,000
<b>SECURITIES + OTHER INVESTMENTS</b>		
Equity	2,501,808	3,250,156
Available-for-Sale	50,766,531	54,063,929
Held-to-Maturity	199,000	199,000
Other Investments	1,882,473	1,747,340
Loans, Net	407,322,084	398,923,740
Loans Held-for-Sale	668,000	229,171
Accrued Interest Receivable	2,528,754	2,152,818
Premises and Equipment, Net	4,923,586	5,385,208
NCUSIF Deposit	4,068,942	4,369,476
Pension Assets	17,986,949	14,826,911
Other Assets	5,125,572	5,787,415
<b>Total Assets</b>	<b>578,957,638</b>	<b>552,408,673</b>

<b>LIABILITIES</b>	2023	2022
Members' Share and Savings Accounts	\$506,240,729	\$482,720,780
Borrowed Funds	18,850,000	20,778,571
Accrued Expenses + Other Liabilities	7,215,515	6,960,855
<b>Total Liabilities</b>	<b>532,306,244</b>	<b>510,460,206</b>
<b>MEMBERS' EQUITY</b>		
Undivided Earnings	49,889,544	47,469,699
Accumulated Other Comprehensive Loss	(3,238,150)	(5,521,232)
<b>Total Members' Equity</b>	<b>46,651,394</b>	<b>41,948,467</b>
<b>Total Liabilities + Members' Equity</b>	<b>578,957,638</b>	<b>552,408,673</b>

**+ FINANCIAL STATEMENTS: YEARS ENDED DECEMBER 31, 2023 AND 2022**  
**STATEMENTS OF INCOME**

<b>INTEREST INCOME</b>	2023	2022
Loans	\$18,457,397	\$13,630,215
Securities, Interest-Bearing Deposits, & Cash Equivalents	5,149,813	1,787,881
<b>Total Interest Income</b>	<b>23,607,210</b>	<b>15,418,096</b>
<b>INTEREST EXPENSE</b>		
Members' Share + Savings Accounts	4,074,005	1,410,080
Borrowed Funds	308,675	408,624
<b>Total Interest Expense</b>	<b>4,382,680</b>	<b>1,818,704</b>
<b>Net Interest Income</b>	<b>19,224,530</b>	<b>13,599,392</b>
Provision for Loan Losses	3,051,686	907,600
<b>Net Interest Income After Provision For Loan Losses</b>	<b>16,172,844</b>	<b>12,691,792</b>

<b>NON-INTEREST INCOME</b>	2023	2022
Service Charges and Fees	\$3,919,437	\$3,751,671
Other Non-interest Income	1,184,389	1,890,796
Net (Loss) Gain on Equity Securities	316,609	(808,135)
Net Gain (Loss) on Sale of Available- for-Sale Securities	—	(173,974)
<b>Total Non-interest Income</b>	<b>5,420,435</b>	<b>4,660,358</b>
<b>NON-INTEREST EXPENSE</b>		
General and Administrative:		
Employee Compensation + Benefits	8,878,881	8,267,906
Occupancy	1,004,747	1,032,268
Operations	2,883,884	2,743,598
Professional + Outside Services	2,712,631	1,993,415
Loan Servicing	1,363,571	1,081,685
Other Operating Expenses	1,067,471	1,221,419
<b>Total Non-interest Expense</b>	<b>17,911,185</b>	<b>16,340,291</b>
<b>Net Income</b>	<b>3,682,094</b>	<b>1,011,859</b>

These condensed financial statements do not constitute a complete presentation. The complete set of audited financial statements, including the statements of comprehensive income (loss), changes in members' equity and cash flows, and notes to the financial statements are available at the Credit Union office during normal hours of operation. Federally Insured by NCUA



## + SECURITYPLUS IN THE COMMUNITY

At Securityplus, we believe in the power of community. We're on a mission to improve the financial well-being of those we serve, while giving back to those in need. We believe that by aligning our organization with the greater good, we can—and will—leave a lasting and positive impact on our members, employees, and communities alike.

Through the collective efforts of our Employee Resource Groups and Corporate Social Responsibility initiatives, we're fostering a more sustainable and socially responsible future.

### OUR AREAS OF FOCUS:

- Community Engagement
- Diversity, Equity, Inclusion, Belonging & Accessibility
- Financial Wellness
- Sustainability

### OUR IMPACT:

- Held a **Community Shred Event** in which over **22 tons of paper** were recycled and **\$5,000** was raised for the Center for Urban Families.
- Proudly partnered with the American Cancer Society as a Corporate Sponsor for the **Making Strides Walk**. Our amazing Securityplus "Pink Pacers" **raised nearly \$12,000** for the cause.
- Collected over **8 boxes of non-perishable food items** and **raised over \$1,500** as part of our annual **Food Drive** benefiting the Maryland Food Bank.
- Held **Open Dialogue discussions** during Black History Month, Women's History Month and Pride Month in support of our commitment to diversity, equity, inclusion.
- Adopted a 1.7 mile stretch of Painters Mill Road and held **3 highway clean-up days**.
- 12 associates achieved designation as a **Certified Credit Union Financial Counselor**.
- Participated in numerous **community events** such as the Annual Cherry Blossom Festival, the AFRAM Festival, Owe FEST, Afro's 3rd Annual Black Business Matters Expo and the Afro News 5th Annual Tea Party.
- Partnered with A Million Thanks, **writing letters to military members** during Military Appreciation Month.
- Held a **toy drive** for Toys for Tots.
- Hosted **"Pictures with Santa"** events at our branches.



**+ 2023 NUMBERS**  
**SERVING OUR MEMBERS**



**3,673**  
**New Members**



**\$196,131,451**  
**Savings Accounts**



**\$90,327,729**  
**Money Markets**



**\$18,858,950**  
**IRAs**



**\$86,663,444**  
**Checking Accounts**



**\$113,942,241**  
**Certificates**

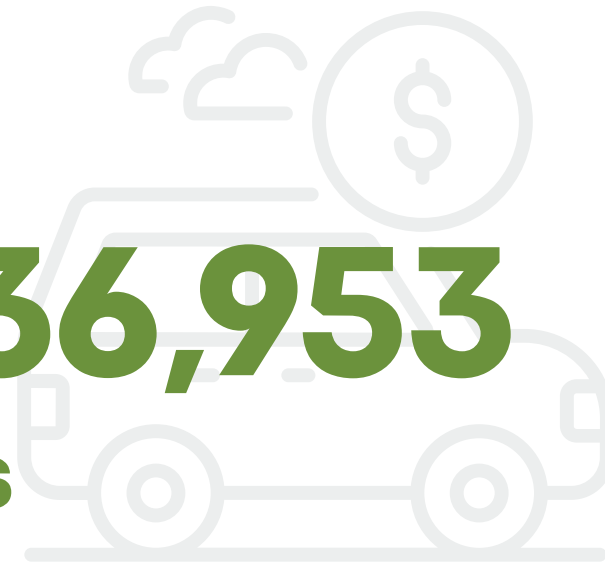


**\$505,923,815**  
**Total Shares**

+ 2023 NUMBERS  
**SERVING OUR MEMBERS**

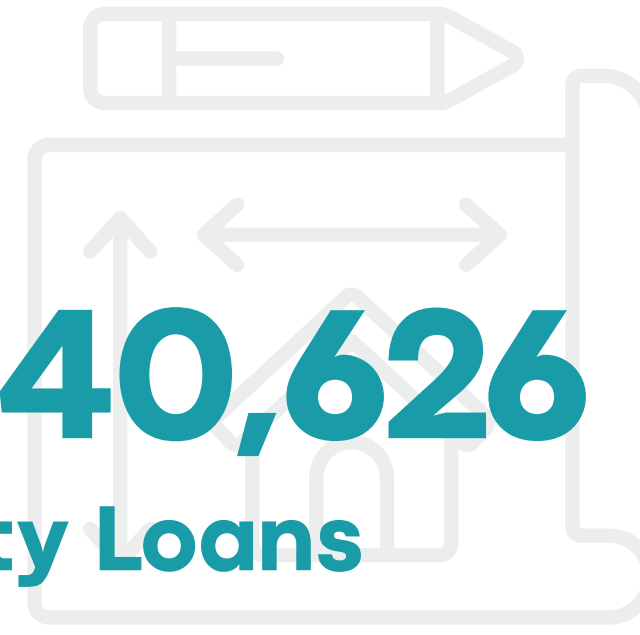
**\$106,536,953**

Vehicle Loans



**\$48,440,626**

Home Equity Loans



**\$61,491,062**

Commercial Loans



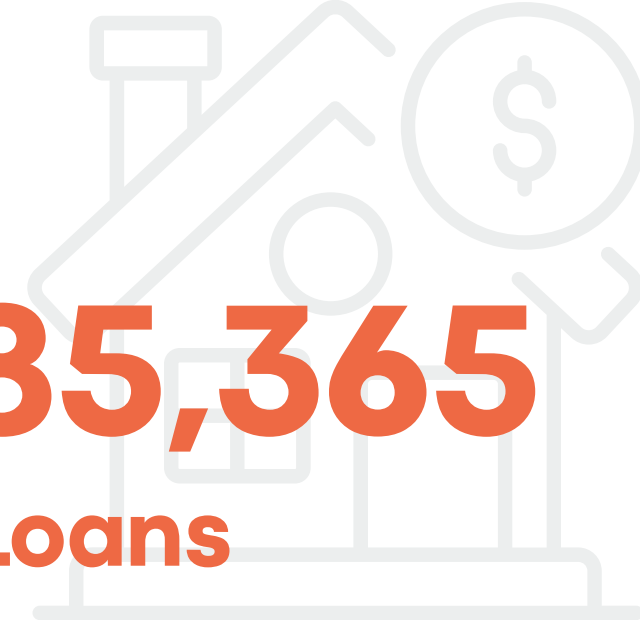
**\$9,714,981**

Personal Loans



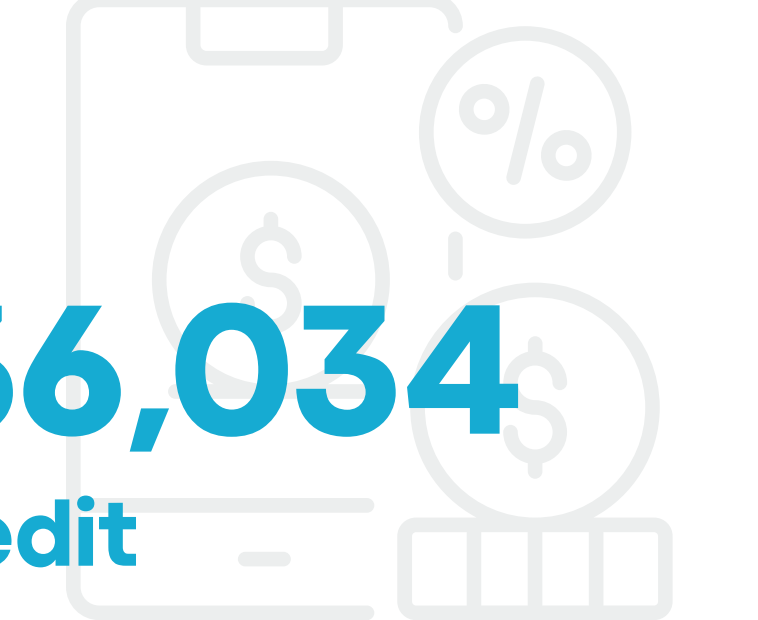
**\$78,585,365**

Mortgage Loans



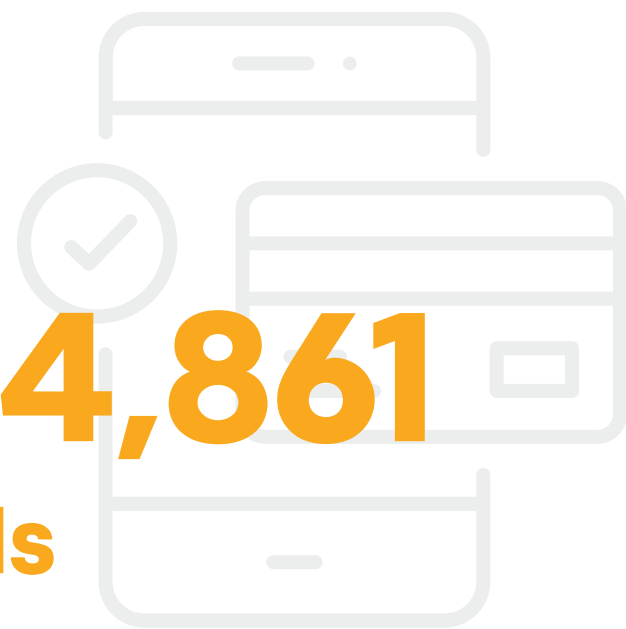
**\$13,236,034**

Lines of Credit



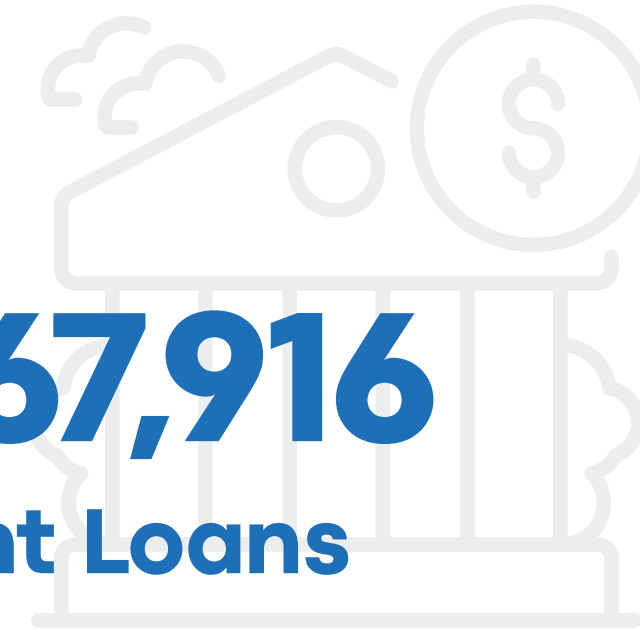
**\$13,934,861**

Credit Cards



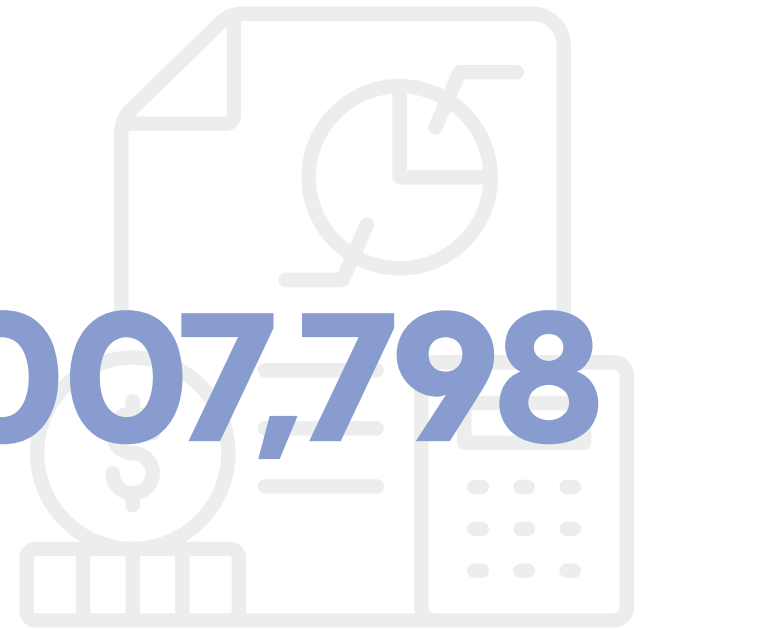
**\$75,067,916**

Government Loans



**\$407,007,798**

Total Loans



+ SECURITYPLUS  
**METRICS & AWARDS**

**KEY PERFORMANCE METRICS**

**6.7%**

MEMBER GROWTH

**19.32%**

LOAN GROWTH

**4.81%**

SHARE GROWTH

**4.8%**

NET INCOME

**CORPORATE AWARDS**

- **Thad Egner, Chief Financial Officer,** recognized as a **'Best in Finance' CFO Award** recipient from the Baltimore Business Journal.
- **Tricia Szurgot, Chief Executive Officer,** has been named a **Top 5 Finalist** for the prestigious **'Outstanding Chief Executive Award'** by the Credit Union Executive Society (CUES).



## + SECURITYPLUS BUSINESS ACCOMPLISHMENTS

- Conducted Voice of Member survey to gather valuable input and introduce the Financial Health Score, prioritizing member feedback and well-being.

- Completed an extensive analysis of pricing and fee structure through a comprehensive fee survey, paving the way for enhanced member benefits and valued-added services in 2024.
- Enhanced member support by implementing new AI phone technology and expansion of Contact Center to offer 24/7/365 support.
- Diversified our product portfolio to provide members with comprehensive financial solutions, ensuring peace of mind and protection against a range of life events, including:
  - › Debt Protection (Death, disability, and involuntary unemployment coverage)
  - › Guaranteed Asset Protection
  - › Auto Advantage Program
  - › Depreciation Protection
  - › Vehicle Protection Plan
  - › Total Loss Assistance
  - › Personal ID Restoration Consulting and Warranty Vault

- Transformation of our Collections Department to Financial Health & Recovery, signifying a strategic shift from conventional delinquency practices towards a profound emphasis on nurturing the financial well-being of our members.
- Improved the digital banking experience by launching numerous enhancements focused on leveraging technology to provide seamless and user-friendly services, including:
  - › **Implemented Prove ID verification**, simplifying the authentication process for members when opening a new account.
  - › **Introduced Finicity ACH Funding**, enabling members to seamlessly link their accounts at other financial institutions to fund a new account.
  - › **Enabled Pay a Loan with a Debit Card feature**, providing members with the convenience of paying their Securityplus loans using a debit card.
  - › **Streamlined the existing Account Opening process** by auto-approving new accounts for existing members, resulting in increased instant approvals and account openings.
  - › **Optimized the new Account Opening process**, making it easier for members to navigate from start to finish.
  - › **Introduced Manage Cards functionality**, allowing members to conveniently control their card status, track spending, receive transaction alerts, set spending limits, and add travel notes.
  - › **Expanded content offerings with News and Educational articles**, providing valuable resources for members to enhance their financial literacy.

- Expanded our cyber security capabilities and implementing new technology protections against cyber-attacks.
- Implemented Decision Engine Optimization (DEO) for Indirect Auto Lending, which enhanced response times to instantaneous.
- Obtained approval as a Small Business Administration (SBA) lender.
- Established new positions dedicated to improving communications, enhancing the digital experience, ensuring the security of member data, and optimizing operational efficiencies to deliver more effective support to our members.

**+** SECURITYPLUS  
**BOARD OF DIRECTORS**



**Barbara Cuffie**  
*Chair*



**Annette Garland**  
*Vice Chair*



**Robert L. Berzanski**  
*Treasurer*



**Ronald Thompson**  
*Secretary*



**Ololade Ademiluyi**  
*Director*



**Jonas Garland**  
*Director*



**DeLori Trice**  
*Director*



**Maurice Thompson**  
*Director*



**Angela Brice-Smith**  
*Director*

+ SECURITYPLUS  
**EXECUTIVE LEADERSHIP TEAM**



**Tricia C. Szurgot**  
*Chief Executive Officer*



**Thad Egner**  
*Chief Financial Officer*



**Jeff Gehris**  
*Chief Operating Officer*



**Toby Green**  
*SVP Lending*



**Brian Holloway**  
*Chief Brand &  
Experience Officer*



**Obi Ndukwe**  
*Chief People & Impact  
Officer*



**Ray Ragan**  
*Chief Information &  
Technology Officer*



**Caitlin Stibitz**  
*SVP Corporate  
Communications &  
Media*

+ SECURITYPLUS  
**SENIOR LEADERSHIP  
TEAM**

**Mike Adams**  
*VP IT Operations & Infrastructure*

**Denise Aviles**  
*VP Internal Audit*

**Ella Bartels**  
*VP Controller*

**Xanella Broadbelt**  
*VP Human Resources*

**Anthony Carpenter**  
*VP Business Services*

**Andria Ford-Scott**  
*Director Financial Health & Recovery*

**Teresa Jennings**  
*VP Digital Experience*

**Charissa Martin**  
*VP Enterprise Risk & Compliance*

**Daniel Passariello**  
*VP Performance Marketing*

**Deborah Rutter**  
*VP Consumer Lending*

**Jack Schiefer**  
*VP Security & Facilities*

**Cheryl Warfield**  
*VP Payment Services*

**Cheryl Wizzard**  
*VP Market Manager*

# Security<sup>+</sup>plus

FEDERAL CREDIT UNION



FEDERALLY INSURED BY  
**NCUA**