

ANNUAL

REPORT

A TRADITION OF SERVICE



APCU

Atlanta Postal Credit Union
A TRADITION OF SERVICE



Mission Statement



To help our members achieve financial success by providing exceptional products and service

Service Promises

I promise to be mindful of your time with fast, efficient, courteous, and friendly service.

I promise to demonstrate integrity in all of my interactions.

I promise to always treat you with dignity and respect.

I promise to work with fellow employees throughout the credit union to ensure you receive the best possible products, service, and solutions.

I promise to safeguard the security and confidential nature of your financial information.

I promise to greet you with a smile and thank you for your business when your transaction is completed.

I promise to deliver on our mission to help you achieve financial success by providing exceptional products and service.



Chairman's Report

It is my honor and privilege to report on the resilience and success shown by your credit union in 2020.

*Donald A. DeCinque
Chairman of the Board*

Atlanta Postal Credit Union began the year with excitement – entering a new decade with a bold strategy and enthusiasm for the future of the organization. Then, COVID-19 landed on our doorstep in March. The pandemic seemed likely to ruin our plans, and it would have been understandable to give up on the year. Instead, the team at APCU launched into action embracing physical as well as financial wellness on behalf of our members.

First, to keep our members and staff safe, we temporarily closed our credit union lobbies, but continued to provide personal service by appointment, through our drive-throughs, and over the phone. During these early days of statewide closures, APCU took steps to ensure our lobbies would be ready to reopen safely when the time came. In a matter of weeks, our doors were once again open with safety protocols in place, such as plexiglass at the teller line, six-foot markers to ensure social distance and hand sanitizing stations. We also instituted frequent deep cleaning and periodic fogging to cleanse the air.

Back at our headquarters, executives and support staff were protected through similar sanitation measures, mask requirements and rotating schedules that allowed everyone to continue working as dozens of individuals were equipped to do their jobs remotely. Through these efforts, the credit union has not skipped a beat in meeting the financial needs of members during the pandemic. On the contrary, we managed to do even more, with pandemic relief programs designed to assist our members through this economic uncertainty.

In the meantime, APCU forged ahead with major initiatives, achieving goals that would have been challenging even without a global pandemic and worldwide recession. These included launching a new, community-facing brand (Center Parc Credit Union, a division of APCU), opening two new branches, and creating a major new partnership with Georgia State University – among others. As our peers around the country delayed major projects and endured financial setbacks, they looked at APCU in amazement, wondering how we were able to make so much progress during a time of extraordinary disruption.

The answer is simple – APCU comes from a place of tremendous stability, resulting from disciplined financial management and steady guidance for nearly 10 decades.

In closing, I would like to thank my fellow Directors, as well as the executives and staff of APCU, for their tremendous perseverance and steadfast pursuit of both the financial and physical health of our membership. And thank you, our members, who have made it all possible through your nearly 100 years of patronage.



Charles M. Head
President and Chief Executive Officer

President and CEO Report

In 2020, COVID-19 delivered a shock to the collective system like nothing we could have predicted. Fortunately, APCU was prepared. Preventative measures helped our credit union withstand external attacks. Careful financial management, astute investment in technology, and a laser focus on member interests were key elements to our health and resiliency. In 2020, APCU's commitment to wellness – financial and physical – intensified, enabling the organization to carry on and even thrive in the face of momentous challenges.

The most outwardly visible accomplishments of 2020 came from our launch of a new brand – Center Parc Credit Union, a division of APCU. With Center Parc, APCU is better positioned to connect with the community, bringing the credit union's value proposition to more people who need it. For a financial institution, growth is imperative, as expenses constantly increase while the mandate to optimize value to members remains the highest priority. Unlike many of our peers, APCU did not shed its identity but rather, augmented it with a brand that people understand is accessible to them. As part of the secondary brand launch, APCU opened two Center Parc branches in Walmart stores in Chatham County, Georgia, during 2020 and developed a community engagement program centered around community wellness – both financial and physical. Center Parc will open a flagship free-standing branch later this year in Chatham County.

In Atlanta, APCU debuted Center Parc with its announcement of a 15-year partnership with Georgia State University, which has the largest number of students and alumni in the state. The agreement confers Center Parc Credit Union naming rights to the historically-significant football stadium, built for the 1996 Olympics and serving as home to the Atlanta Braves baseball team for two decades. The partnership will extend beyond athletics, to include financial literacy and engagement with surrounding neighborhoods. A new Center Parc branch will open early this year down the street from the stadium. We also re-branded our downtown Atlanta branch to Center Parc Credit Union.

While these expansion activities may sound like a lot for a financial institution to accomplish during a year, it is by no means all that APCU achieved. Major member-facing projects were executed, such as converting to a new, feature-rich debit card program that includes contactless payment technology and instant issuance for new and replacement cards; improvements to home/mobile banking capabilities; expansion of surcharge free ATMs to a total of 70,000 nationwide; and enhancements to our credit/debit rewards programs.



In response to the temporary closure of branch lobbies, APCU deployed online appointment booking – a service so popular that we continued it after reopening. We launched new products, such as a very competitive Money Market Account to complement our savings and certificates of deposit accounts, and a Renewal Checking account for members who need a helping hand after experiencing a money-management setback.

Internally, APCU deployed updated technology to improve communication and efficiencies; expanded remote work capabilities to ensure the credit union could run uninterrupted in the midst of the global pandemic; and enhanced technology security to protect member information and funds in the face of ever-increasing fraud and hacking events. We met our compliance and regulatory obligations without exception despite unusual operating circumstances such as having our auditors, examiners and even some staff working remotely.

Meanwhile, APCU's mission to fulfill members' financial needs was evident in record-setting loan volume during the year. In 2020, the credit union funded over \$219 million in consumer loans while also setting records in mortgage and business lending. To further assist members with the impact of the pandemic, our Loan Servicing department processed a record number of loan modification requests and loosened the requirements for the skip-a-pay program.

I hope you will join me in feeling pride in all that APCU achieved this past year – and in recognizing how the stability of nearly 100 years of solid performance prepared the credit union to reach its goals even in the face of unprecedented obstacles.

In closing, I would like to say I recognize the essential role member support has played in building this healthy organization. Everything we do at APCU is for the benefit of our members and future members, and I am confident the credit union has laid the groundwork for an outstanding 2021. No matter how much the world around us changes, we remain fully committed to the postal community and to the credit union movement promise of "people helping people." Thank you for trusting APCU as your financial steward now and in the future.



Credit Committee Report

Katherine S. Brown
Credit Committee Chairman

During a time when people became hesitant to go out in public, the credit union's ability to meet member borrowing needs remotely through online and mobile applications increased in importance. Our experienced Lending Service Representatives continued to work with members over the phone as well. The team helped members obtain funds needed for important purchases, refinance existing loans to bring down payment amounts, access the U.S. government's Paycheck Protection Program, and even skip payments when things got tight.

The global pandemic also drove rates down, which accelerated borrowing activity among certain segments of the membership. In fact, APCU experienced record-setting loan growth across several lending categories, including consumer and mortgage loans, which were approximately \$219,000,000 and \$155,000,000, respectively.

At APCU, we strive to save members money whenever we can, through low rates and fees, and by offering products they need at the best prices. In 2020, the credit union saved members hundreds of thousands of dollars by offering valuable protection for their vehicles. Our Guaranteed Asset Protection program, Warranty Plan, and Debt Protection coverage saved members \$364,719, \$853,998, and \$289,146, respectively. These affordable programs provide peace of mind and urgent assistance for people facing unexpected expenses, especially during uncertain times.

All of this activity kept APCU's Credit Committee very busy in 2020, as they met weekly to review and audit member loan applications. The Committee's purpose – to ensure loans are made prudently, equitably, and within APCU's Board-approved lending policies – was unwavering during the tumultuous year.

As Chairperson of the Credit Committee, I am privileged to serve with hard-working volunteers: J.T. Middlebrooks, Tim Payne, Roy Rainwater, and Betty Ranson. They are all genuinely dedicated to improving the financial strength of every credit union member.

On behalf of the Credit Committee, I also wish to thank APCU's dedicated lending management and staff, whose dedicated efforts impact the lives of thousands of APCU members each year.

We all look forward serving you, our members, in 2021.

The credit union philosophy of people helping people took on even greater significance in 2020, as APCU continued to provide exceptional rates and service during the midst of a global pandemic that touched the lives of every member. When businesses began to close as a result of this public health crisis last spring, APCU stepped up to provide members with pandemic relief, loan forbearance and reduced or eliminated fees.





David 'Jabo' Patterson
Audit Committee Chairman

Audit Committee Report

APCU's Audit Committee is a volunteer group comprised of Board-appointed credit union members. The Committee assists the Board of Directors by validating the integrity of the credit union's financial statements, internal controls, internal and external auditors and compliance with legal and regulatory requirements.

The Audit Committee works diligently to make certain members' assets are secure through the implementation of sound financial policies, procedures and controls. To that end, the Committee regularly collaborates with APCU's management team and external auditors, such as Mauldin & Jenkins, Certified Public Accountants and Consultants, to examine every aspect of the credit union's operation.

The National Credit Union Administration (NCUA), and the Georgia Department of Banking and Finance (GDBF) are the credit union's regulatory bodies. These organizations conducted their annual examinations in June 2020 – doing so virtually for the first time due to travel restrictions caused by COVID-19 pandemic. The NCUA and GDBF presented their final report to the Board at its regularly scheduled August 2020 meeting. The report states that the overall condition of the credit union remains satisfactory. Our external auditors, Mauldin & Jenkins, performed their preliminary examination of APCU operations in October 2020. The final report will be delivered to the Board during the second quarter of 2021.

The Audit Committee also takes an active role in the credit union's Risk Management Committee (RMC0). The RMC0 committee reviews and evaluates APCU's potential areas of operational, transactional, credit, strategic, reputation and compliance risk. Controls are developed by department heads to mitigate any identified risks in their areas of responsibility.

As Chairman, I am very fortunate to have had a highly-qualified team of individuals serve with me on the Audit Committee in 2020. I want to thank each of them for their outstanding performances during the past year. The Committee members who served are Janet Spruell, Vanessa Meek and Jimmy Peck. Joining the Committee in January 2021 is Rebecca Deese. I would also like to recognize the excellent work done by APCU's Audit Manager, Kimberly Higgins, whose contribution was essential to the positive reports received by the Committee.

It is the opinion of the Audit Committee that APCU continues to be financially secure and operates in a manner that is consistent with the credit union's long history of prudent financial management. Your Board of Directors continue to establish strong policies and make business decisions formulated to preserve members' assets. As in past years, President Head and APCU staff performed their duties diligently and professionally while keeping safety and soundness in the forefront.

The Committee members are proud to be part of the APCU organization, and we look forward to working with the Board, volunteers, management, staff, and members in the coming year.



Financial Report

Statement of Financial Condition as of December 31, 2020

Assets	
Loans	\$1,621,376,072
Loan Reserves	(8,212,161)
Cash	3,886,578
Investments	689,668,308
Land and Building	1,199,406
Other Fixed Assets	2,920,712
Other Assets	105,902,333
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Total Assets	\$2,416,741,248

Liabilities and Equity

Accrued Dividends Payable	\$102,557
Accounts Payable	24,940,276
Notes Payable	0
Shares and Deposits	2,120,780,050
Reserves and Undivided Earnings	270,918,365
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Total Liabilities and Equity	\$2,416,741,248

Statement of Income as of December 31, 2020

Income	
Interest on Loans	\$68,738,484
Income from Investments	3,784,018
Other Income	13,809,926
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Total Gross Income	\$86,332,428

Distribution of Income

Dividends on Shares	\$6,287,543
Interest on Deposits	18,474,228
Interest on Borrowed Money	0
Provision for Loan Losses	5,997,106
Required Reserve Transfer	0
Transfer to Undivided Earnings	4,544,515
Expenses	51,029,036
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Total Income Distribution	\$86,332,428



APCU Branch Listings

MAIN OFFICE

3900 Crown Road • Atlanta, GA 30380-0001

DECATUR BRANCH

520 W. Ponce DeLeon Avenue • Decatur, GA 30031

NORTH METRO BRANCH

1605 Boggs Road • Duluth, GA 30096-4600

NDC BRANCH

1800 James Jackson Pkwy NW • Atlanta, GA 30369-9751



BIBB COUNTY BRANCH

515 Mulberry Street, Suite 100 • Macon, GA 31201-6306



SOUTH DEKALB BRANCH

2801 Candler Road, Suite 81 • Decatur, GA 30034

ASHEVILLE BRANCH

591 Brevard Road, Suite 232 • Asheville, NC 28806



FLOYD COUNTY BRANCH

3040 Martha Berry Hwy NE • Rome, GA 30165



MUSCOGEE COUNTY BRANCH

6270 Bradley Park Drive • Columbus, GA 31904

Center Parc Branch Listings



DOWNTOWN ATLANTA BRANCH

101 Marietta Street, NW, Suite 140 • Atlanta, GA 30303



SAVANNAH BRANCH

6000 Ogeechee Road • Savannah, GA 31419



POOLER BRANCH

160 Pooler Parkway • Pooler, GA 31322

CONTACT US:

MEMBER SERVICE

REAL ESTATE DEPARTMENT

24-HOUR LENDING CENTER

CARD SERVICES

(404) 768-4126 • (800) 849-8431

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Board of Directors

Donald A. DeCinque, Chairman

David Disharoon, Secretary

Katherine S. Brown

Mike Cantrell

Charles M. Head

Vanessa Meek

J.T. Middlebrooks

David 'Jabo' Patterson

Bud Wilkinson

Royce Jackson, Director Emeritus

H. Preston Mulkey, Director Emeritus

Moses M. Spence, Director Emeritus

Audit Committee

David 'Jabo' Patterson, Chairman

Vanessa Meek

Jimmy Peck

Janet Spruell

Rebecca Deese

Credit Committee

Katherine S. Brown, Chairman

J.T. Middlebrooks

Tim Payne

Roy G. Rainwater

Betty Ranson

