

CELEBRATING



YEARS



2021 ANNUAL REPORT

ANNUAL MEETING AGENDA

THE ORDER OF OUR ANNUAL MEETING AGENDA IS FIXED BY SECTION 3.03, ARTICLE D OF OUR BY-LAWS.

The order of business at the annual meeting shall be as follows:

1. Ascertain that a quorum is present.
2. Reading and approval of the minutes of the last meeting.
3. Report of the directors by the chairman of the board of directors, or in his absence by the vice-chairman.
4. Report from the president.
5. Unfinished business
6. New business, other than election of directors.
7. Election of directors.
8. Adjournment

NOTE: Chairman may rearrange agenda if so authorized by vote of members present.

I just became a member of Texas Bay and from start to finish the service has been excellent! In addition to saving me money on my car loan refinance, they helped with transferring my high interest credit cards, a small personal loan, and their insurance team saved me \$57 on my car insurance!

- Larry T.

2021 ANNUAL MEETING ADDRESS

Thoughts from our CEO and our Chairman of the Board

The idea that what doesn't kill you makes you stronger is based on the theory that by going through difficult experiences, people build up their strength for the next, possibly more painful event that may occur.

Reflecting on the last two years, we believe this theory has been tried and tested!

The world has been battling the challenges brought about by the Covid-19 pandemic and the variant strains that have surfaced. We have seen many advances and setbacks with supply chain issues, labor shortages, political and social unrest, to name a few. Not one business has been immune to these issues. In fact, many have failed and closed as a result.

The problems brought on by the pandemic will not be over soon, and there will be many more challenges that we will all have to face. However, through the excellent leadership and tireless work of the Texas Bay Credit Union team, the credit union continues to provide world-class service to our members and grow stronger than we ever have been.

The relationship that we have with our members has never been stronger. We say this with a tremendous amount of pride and confidence because, in

2021, our members have spoken with thousands of Google reviews. As a result of those reviews, we are the #1 5-star rated credit union in the Houston area! Texas Bay not only leads the pack on the ratings, but we also dwarf the competition by the sheer number of reviews! It has energized the staff to give even better service than before. We want to thank all of those who provided us with the valuable feedback that propelled us to this prestigious rating and invite you to see for yourself and read many of the thousands of reviews.

Throughout 2021 we continued our mission to bring you the latest banking technology and new services. We now provide Business Credit Cards, Home Equity Lines of Credit, Zelle® person to person money transfers, to name a few of the new offerings.

The loan growth, deposit growth, and membership growth we have made just in the last 6 to 7 months has set us up for one of the strongest years ever! From a financial strength perspective, we don't know of a better time for this credit union and our members! We have a tremendous amount of momentum in so many areas. We continue to grow in scale, which improves efficiency and provides more resources to advance this credit union well into the future, and allows us to

give more back to you in additional services and products!

In closing, we want to encourage you to take advantage of the many offerings that we have available for you and your families. While you are at it, invite your friends too! We have something extraordinary going on here and some exciting announcements to come in 2022, and we don't want you to miss a thing!

Here's to a Joyous New Year and Prosperous 2022!



Jesse Gutierrez
CEO



Rudy Wright
Chairman



2021 Highlights



zelle
THIS IS HOW MONEY MOVES®

Launched person to person transfers with Zelle®

#1

Google ★★★★★
Credit Union in Houston

Became Houston's #1 ★★★★★
credit union based on over 2,000
5-star reviews



Our new website that launched in December 2020 earned a 1st place Cornerstone Pinnacle Award



Implemented a scheduling platform on our website which allows members to schedule appointments and reduces wait times in branches.



Launched business credit cards



Began offering Home Equity Lines of Credit (HELOC)



\$2,500 Texas Bay Scholarships awarded to 3 deserving high school seniors

\$SAVE WIN®

Began offering Save to Win Certificate of Deposit accounts. Over \$1,500 in winnings have been awarded to members.



Donated over 1,800 toys to our Toys for Tots drive

2021 By the Numbers



50,005
members
served



296,148 texts, and
calls served by our
Call Center



\$13,307,484
average per month
in loan production



39,393 members
served by our
virtual tellers



12 giveaways on
social media

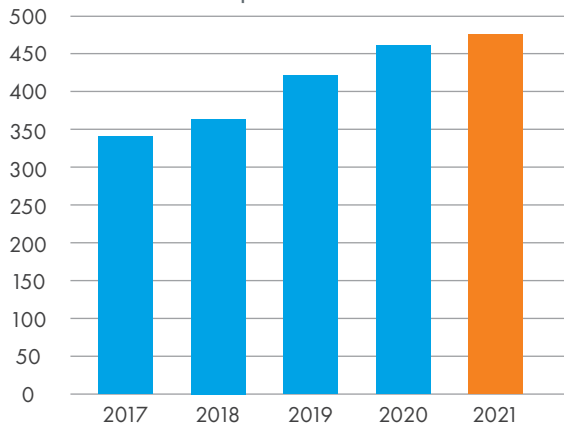


205% increase in
reviews compared
to 2020

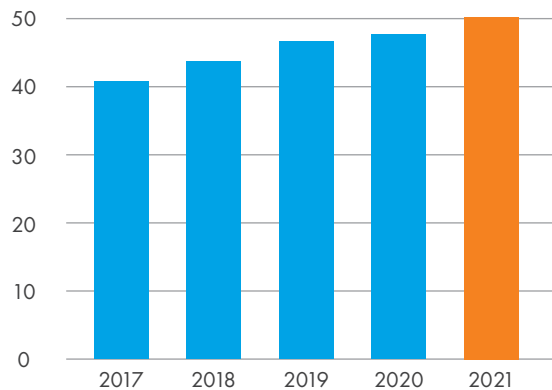


1,020 five star
reviews

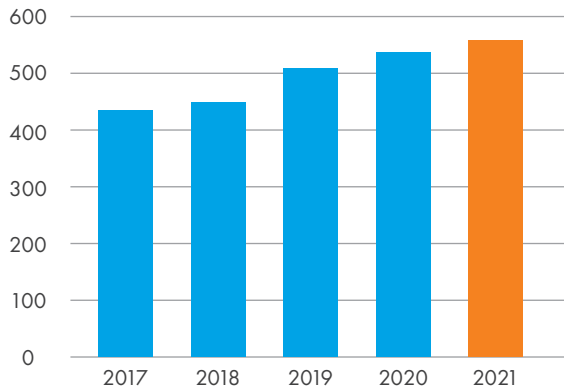
Total Deposits in Millions



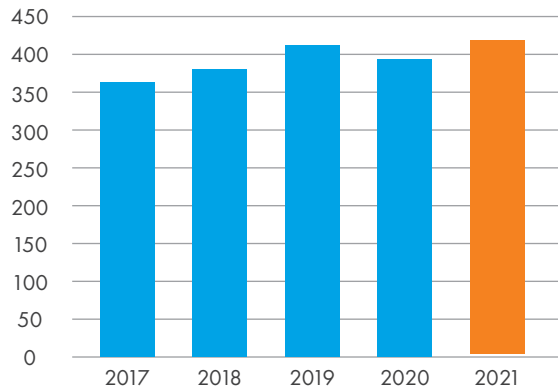
Total Members in Thousands



Total Assets in Millions



Total Loans in Millions



Maria and Nelly were wonderful! It was smooth sailing opening up my business account.

I never understood people saying they had a relationship with their credit union until now. I feel like part of the family here.

- Violet R.

Assets

	2020	2021
Loans	\$392,493,953	\$416,553,744
Allowance for Loan/ODP Losses	(4,596,375)	(4,252,824)
Accounts Receivable	18,749,828	15,071,493
Cash on Deposit	62,821,224	66,529,048
Investments	44,311,809	33,966,828
Other Assets	23,789,585	31,746,311
Total Assets	\$537,570,025	\$559,614,600

Liabilities

	2020	2021
Payable & other Misc. Liabilities	\$30,042,334	\$26,319,146
Share Accounts	455,937,183	478,242,685
Reserves	49,705,290	51,590,000
Net Income	1,885,219	3,462,769
Total Liabilities & Equity	\$537,570,025	\$559,614,600

Income & Expense Statement

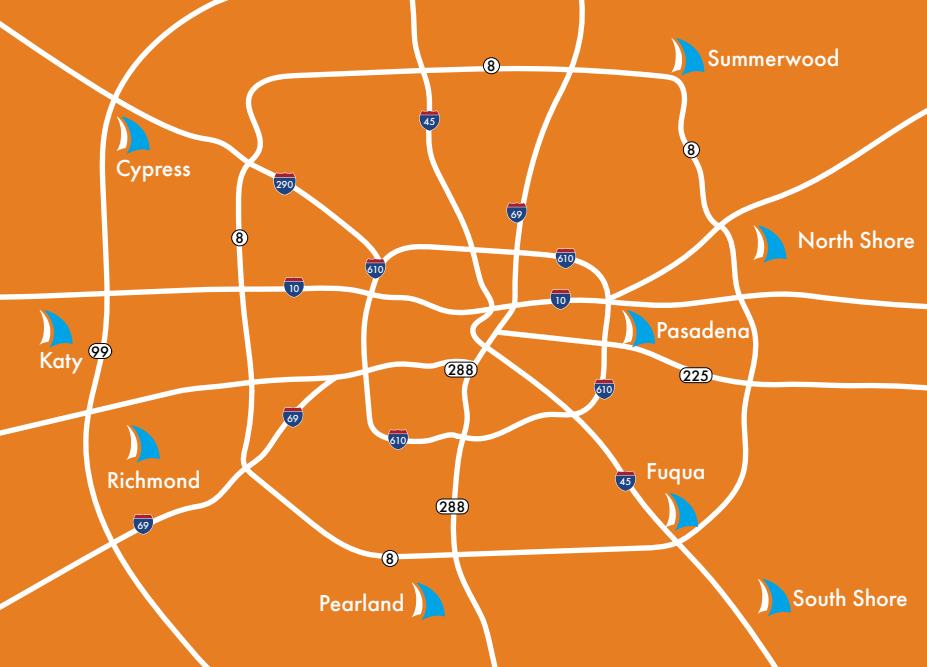
	2020	2021
Interest on Loans	\$22,841,670	\$22,232,328
Income on Investments	802,260	487,561
Total Interest Income	23,643,930	22,719,890
Fee & Other Income	\$11,797,521	\$13,703,499
Total Income	\$35,441,451	\$36,423,389
Operating Expenses	\$25,116,313	\$28,127,662
Provision for Loan/ODP Losses	4,679,472	2,509,002
Dividends	3,839,231	2,305,122
Total Expenses	33,635,016	32,941,786
Non-Operating Income	78,784	-18,834
Net Income	\$1,885,219	\$3,462,769

Changes to Leadership Team

Bret Hoda, Vice President of Lending

Charlotte Yocom, Vice President of Marketing & Business Development

Osman Ulhaq, Vice President of Strategic Development



Fuqua (Main Office)

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Phone: 713.852.6700 • Fax: 281.464.9230
Website: TexasBayCU.org

North Shore

15763 Wallisville Rd.
Houston, TX 77049

Summerwood

12310 W. Lake Houston Pkwy
Houston, TX 77044

Pasadena

1301 Highway 225
Pasadena, TX 77506

South Shore

6640 South Shore Blvd.
Suite 100
League City, TX 77573

Pearland

11555 Magnolia Pkwy.
Suite 170
Pearland, TX 77584

Richmond

18320 West Airport Blvd.
Suite 100
Richmond, TX 77407

Cypress

9212 Fry Rd.
Suite 100
Cypress, TX 77433

Katy

4747 FM 1463
Suite 1000
Katy, TX 77494

If you want to experience the difference between a bank and a credit union, Texas bay is the place to go. I applied for a car loan and got approved the same day. They will fight for you and make sure that you're getting the best deal. Huge thanks for all the help!

-Jan H.

President & CEO, Jesse Gutierrez

Executive Vice President & CFO, Syed Dinar

Vice President Branches & Operations, Brandy Guzman

Vice President Lending, Bret Hoda

Vice President Back Office & Facilities, Brian Ellis

Vice President Marketing & Business Development, Charlotte Yocom

Vice President Human Resources, Chelly DeLeon

Vice President Training & Compliance, Jeremy Bratton

Vice President Strategic Development, Osman Ulhaq

Vice President Mortgages, Roseanna West

2021 INDEPENDENT AUDITOR'S REPORT

The Board of Directors is primarily responsible for overseeing the overall safety and soundness of Texas Bay Credit Union as well as the organization's adherence to operating policies, procedures, and regulations.

Each year, the Board reaffirms their commitment to ensure your credit union is financially stable and maintains the highest member service standards possible.

The Board oversees the annual audit performed by an independent auditing firm. Nearman, Maynard, Vallez, CPAs, P.A. performed an audit of the credit union's financial statements as of June 30, 2021 and 2020 which was reviewed by the Board with no exceptions. Additionally, the Board oversees a number of third party on-site audits of each branch and the review of member account records to verify their accuracy.

As a result of these combined efforts, I am proud to report that Texas Bay Credit Union and its assets remain financially sound and secure.

Rudy Wright, Board Chairman

Board of Directors 2021

Next Elections

Chairman, Rudy Wright
Vice-Chairman, Tom Merchant
Secretary, Raymond Andrews
Treasurer, John Swanson

2023 - 2026 - 2029
2022 - 2025 - 2028
2023 - 2026 - 2029
2022 - 2025 - 2028

Directors

Larry Clowers
Mark Wygant
Mike Cacciotti
Wayne Otwell
Jeff Barba

2023 - 2026 - 2029
2024 - 2027 - 2030
2022 - 2025 - 2025
2024 - 2027 - 2030
2024 - 2027 - 2030

Advisory Directors

Curt Burnett
Alejandro Hernandez

Leadership Team 2021

Texas Bay

CREDIT UNION

TexasBayCU.org

