

LIFE.

MADE AFFORDABLE.

2017 ANNUAL REPORT

CHARTWAY[®]
FEDERAL CREDIT UNION 



OUR VISION

SERVING OUR COMMUNITIES TO MAKE YOUR LIFE AFFORDABLE.

OUR MISSION

THE CHARTWAY FAMILY OF MEMBERS AND EMPLOYEES **INVESTS IN THE GOOD OF OUR COMMUNITY.** THROUGH OUR SHARED VALUES AND GOALS OF **LIVING AFFORDABLY AND BEING FINANCIALLY OPTIMISTIC,** TOGETHER WE PROSPER – THROUGH SERVICE RELATIONSHIPS AND **PROVIDING SOUND FINANCIAL OPPORTUNITIES.**

OUR VALUES

PROMOTING THE PHILOSOPHY OF **PEOPLE HELPING PEOPLE.**

EXCEEDING THE EXPECTATIONS OF THOSE WE SERVE.

BUILDING POSITIVE, LIFETIME RELATIONSHIPS BUILT ON RESPECT, COURTESY, AND INTEGRITY.

INSPIRING OUR EMPLOYEES AND VOLUNTEERS IN THE PURSUIT OF EXCELLENCE.

IMPROVING THE COMMUNITIES WE SERVE.



VIEWING OUR REPORT ONLINE?

Click the link above to watch a video.

CHARTWAY[®]
FEDERAL CREDIT UNION 

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MESSAGE FROM THE CHAIRMAN AND PRESIDENT & CEO

A STRONG FOUNDATION AN EXCITING FUTURE

At Chartway, we're driven by a desire to make life affordable for our members, to serve our communities, and to make ongoing investments that strengthen the member experience and our financial foundation. Guided by our Vision, Mission, and Values, we're proud to report that in 2017, we were able to build on our foundation while also making strong strides in preparing for the exciting future ahead.

That's why – in this year's Annual Report – we're honored to review several meaningful milestones and to discuss the strategic plans we have to build on our Life. Made Affordable. vision in the year ahead and beyond.

ENHANCING VALUE FOR OUR FAMILY OF MEMBERS

We started 2017 by bringing all of our brands together under one shared name: Chartway. Given that the only difference between our brands had been the visual identity – the names and the logos – uniting under one name allowed us to operate with less complexity, deliver a more consistent experience for our members and employees, and provide value-added products, services, and technology.

For example, based on member feedback and an unwavering dedication to putting the best interests of our members at the forefront of our decisions, we designed a new suite of simple, straightforward checking accounts that make our members' lives more affordable. These checking accounts have provided our members with easy ways to save and earn through competitive features and rewarding benefits that satisfy their evolving needs.

Along with exciting enhancements to our checking accounts, we eliminated more than a dozen fees, including fees for cashier's checks, statement copies, debit and credit card replacement, and money orders, just to name a few.

In 2017, members received new debit and credit cards, featuring a modern design and upgraded chip technology to make every purchase more secure.

We also introduced instant issue technology for debit cards so now, instead of having to wait for debit cards to arrive in the mail, members can receive new or replacement debit cards on-the-spot in our branches.

EXPANDING ACCOUNT ACCESS

Because we live in a world where technology is constantly changing – including the way we access and monitor our money – we also made important investments to our digital platforms to ensure that members may access and manage their money anytime, anywhere, and on any device.

From launching a new and improved website to upgrading our Bill Pay service to allow our members to pay an unlimited number of bills online, these enhancements have simplified our members' lives.

ELEVATING OUR TEAM'S EXPERIENCE

The contributions of our team members who genuinely care about our members and our communities are some of the many reasons Chartway was named one of the "Best Places to Work" by the Business Journal for southeastern Virginia, *Inside Business*. We're honored to have been recognized for providing a positive and thriving culture, benefits that matter, and for offering a variety of volunteer opportunities that allow our team members to make a tangible difference.

EXTENDING CHARTWAY'S CULTURE TO OUR COMMUNITIES

Because being a leader in our communities has always been a cornerstone of our company and a belief that guides our decisions, in 2017, we were honored to:

- ▶ Donate \$50,000 to the American Red Cross Disaster Relief Fund to support those impacted by the catastrophic hurricanes. 27 members of our Board and Leadership team also traveled to Houston, Texas, to volunteer after Hurricane Harvey.
- ▶ Provide \$21,000 in academic aid to deserving student members.
- ▶ Sponsor events like the Chartway Half Marathon & We Promise 5K, as well as the Norfolk Tides and Salt Lake Bees baseball, rodeos in Texas and Utah, and more.
- ▶ Support Old Dominion University, Dixie State University, and Tooele High School Athletics.

These activities were complemented by partnerships with local chamber groups, legislative efforts, and trade associations, which allowed us to advocate for issues impacting our communities.

ENGAGING IN CHARITABLE CONTRIBUTIONS

2017 also allowed us to continue our legacy of giving and service through our charitable arm, the We Promise Foundation. Together, our members, team members, and supporters helped us reach a momentous milestone: more than \$10 million raised since we first began raising funds to provide the financial support needed to make dreams and wishes come to life for children facing medical challenges – all while serving 180,000 members with their everyday financial needs.

LOOKING AHEAD TO 2018

BUILDING A GRATIFYING MEMBER EXPERIENCE

While we made many meaningful advancements last year, we're even more excited about what's ahead – especially our renewed focus on making the experiences of our members gratifying. In 2018, whether members stop by one of our neighborhood branches, use their computer or mobile device, visit an ATM, contact us by phone, or chat with us on social media, providing gratifying member experiences will be at the heart of what our members feel from us.

Delivering Better Branch Experiences. We'll begin to embark on a multi-year effort to modernize all our branches – creating colorful, contemporary spaces that allow members to benefit from the professional guidance they need and the technology that supports their evolving needs.

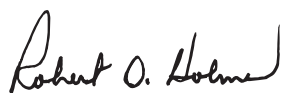
Delivering Convenient Digital Solutions. In addition to introducing Interactive Teller Machines (ITMs) that will connect members with a live teller from the convenience of their car, we'll be making additional enhancements to our website and mobile banking app to support our members' on-the-go lifestyle.

Delivering Superior Savings. We'll be supplementing our great rates with a credit card that's even more rewarding and programs that save you time and money.

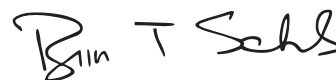
These are just some of many initiatives and investments we'll be making in 2018 and in the years to come as we build for the future.

In closing, we'd like to thank our Board of Directors, our leadership team, and our entire team for their energy, their expertise, and their passion for serving our members and our communities. Most importantly, we want to thank our members, who are the reason we exist and why we come to work every day. It is our distinct privilege to serve you – both today and as we all take Chartway to even greater places for you this year and beyond.

With Gratitude,



Robert O. Holmes
Chairman, Board of Directors



Brian T. Schools
President & Chief Executive Officer

TREASURER'S REPORT

RESPONSIBLY
MANAGED MORE THAN
\$2 BILLION
IN ASSETS

Chartway has a remarkable history of long-standing financial safety and soundness, and I'm honored to share that once again, our commitment to our business, our members, and our communities allowed us to deliver strong and consistent results.

Our assets, as of September 30, 2017, were \$2,164,952,919. Share deposits grew a total of \$23,355,007 for a growth of 1.21% during the year. Additionally, as of September 30, 2017, we were pleased to have net loans to members in the amount of \$1,723,758,129.

As further evidence of our company's financial stability, I am proud to report that our gross income for the 12-month period totaled \$90,448,158 and was distributed, as follows:

- ▶ **\$12,340,143, or 13.6% of gross income in dividends to our members**
- ▶ **\$5,818,363, or 6.4%, in reserves and retained earnings**
- ▶ **\$72,289,652, or 79.9% to offset credit union operating expenses in providing products and services to our members**

Through our continued commitment to sensible financial management and a disciplined compliance program, we've accumulated a healthy level of reserves and undivided earnings. As of September 30, 2017, our retained earnings and equity totaled \$186,534,187, representing a capital ratio of 8.62%.

Results like these are the truest measure of our success. We're proud of our steady growth and look forward to continuing to invest in initiatives that help us facilitate the financial well-being of our members and our communities.

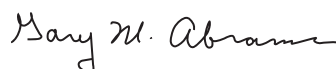
We're honored to serve you and thank you for your loyal membership. At \$2.1 billion and 180,000 members strong, we are well-positioned for growth and prosperity, and appreciate your loyalty and trust!



Melvin S. Mizelle
Treasurer, Board of Directors



SUPERVISORY COMMITTEE'S REPORT



Gary M. Abrams
Chairman,
Supervisory Committee

The Federal Credit Union Act requires the Supervisory Committee to evaluate the adequacy and effectiveness of the internal security controls put in place by Chartway Federal Credit Union.

Our primary goal is to protect the interest of our members; therefore, we contracted an independent certified public auditing firm to examine the year. Following the examination and audit, we received an opinion letter confirming that Chartway's financial statements conform to Generally Accepted Accounting Principles.

2017 Supervisory Committee: Gary Abrams, Chairman; Gerald Hensley, Vice Chairman; Scott Sumpter, Secretary; Robert Boyle, Member; Eleanor Willhoite, Associate Member. The Committee, along with Supervisory team members Cindy Nyberg and Tiffany Harrison, extend their appreciation to the credit union members, Board of Directors, management, and staff for their support.

CHARTWAY FEDERAL CREDIT UNION

CONSOLIDATED STATEMENTS OF FINANCIAL CONDITION

ASSETS	SEPTEMBER 2017	SEPTEMBER 2016
Cash and Cash Equivalents	\$ 91,459,794	\$ 81,123,502
Securities - Held-to-Maturity	119,917,590	181,571,616
Other Investments	2,176,000	6,010,100
Loans Held-for-Sale	793,600	2,315,200
Loans, Net	1,723,758,129	1,737,818,328
Accrued Interest Receivable	5,794,542	7,433,272
Premises and Equipment, Net	40,869,044	38,500,881
NCUSIF Deposit	18,625,006	18,751,265
Credit Union Owned Life Insurance	46,466,846	46,246,036
Goodwill and Other Intangible Assets	71,547,286	71,737,679
Other Assets	43,545,082	27,914,504
Total Assets	\$2,164,952,919	\$2,219,422,383

LIABILITIES AND MEMBERS' EQUITY	SEPTEMBER 2017	SEPTEMBER 2016
Liabilities		
Members' Share and Savings Accounts	\$ 1,955,801,838	\$ 1,932,446,831
Borrowed Funds	-	90,000,000
Accrued Expenses and Other Liabilities	22,616,894	16,259,728
Total Liabilities	\$1,978,418,732	\$2,038,706,559
Members' Equity		
Regular Reserves	\$ 18,529,735	\$ 18,529,735
Undivided Earnings	168,004,452	162,186,089
Total Members' Equity	\$ 186,534,187	\$ 180,715,824
Total Liabilities and Members' Equity	\$2,164,952,919	\$2,219,422,383

WE PROMISE FOUNDATION

OUR CHARITABLE ARM



THE CHARTWAY CHARITY

GET INVOLVED

We invite you to join us to make dreams and wishes come to life for children facing medical challenges.

Visit www.WePromiseFoundation.org to donate, shop, or sponsor / support a We Promise event.

VIEWING OUR REPORT ONLINE?

Click on the buttons below.

DONATE

SPONSOR / SUPPORT AN EVENT

SHOP

VOLUNTEER

amazonsmile
You shop. Amazon gives.

 **goodshop**
A CHANCE FOR KIDS



SINCE 1999, WE HAVE RAISED MORE THAN

\$10 MILLION

TO PROVIDE LIFE-CHANGING EXPERIENCES THAT BRING JOY, HOPE,
AND SMILES TO CHILDREN FACING MEDICAL HARDSHIP OR ILLNESS.



GIVING BACK IN 2017

TO THE COMMUNITIES WE SERVE

- EDUCATION -



AWARDED

\$21,000

IN ACADEMIC AID
THROUGH OUR
DIRECTORS' MEMORIAL
SCHOLARSHIP PROGRAM

- HOLIDAYS -



DONATED

2,128 TOYS

TO BRING JOY AND
MERRIMENT TO
DESERVING CHILDREN



STRENGTHENED

OUR COMMUNITIES

THROUGH EVENTS, SPONSORSHIPS,
AND OTHER PROGRAMS

- **CHARTWAY HALF MARATHON** AND **WE PROMISE 5K** IN SOUTHEASTERN VIRGINIA
- **SALT LAKE BEES** BASEBALL
- **NORFOLK TIDES** BASEBALL
- **OLD DOMINION UNIVERSITY** ATHLETICS
- **DIXIE STATE UNIVERSITY** ATHLETICS
- **LOCAL PARADES** AND **SCHOOL EVENTS** IN OUR COMMUNITIES
- **RODEOS** IN TEXAS AND UTAH
- **CHAMBER OF COMMERCE PARTNERSHIPS** ACROSS THE COUNTRY



- NATURAL DISASTERS -

DONATED
\$50,000
TO THE
DISASTER RELIEF FUND



SUPPORTED
**THOUSANDS
OF MEMBERS**

IMPACTED BY HURRICANE IRMA,
HURRICANE HARVEY, AND
OTHER CATASTROPHES



AFTER HURRICANE HARVEY

27 MEMBERS

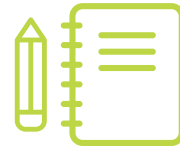
OF OUR BOARD AND LEADERSHIP TEAM
TRAVELED TO HOUSTON TO VOLUNTEER



FED

**HUNDREDS
OF FAMILIES**

ACROSS THE COUNTRY THROUGH
OUR ANNUAL FOOD DRIVE



PROVIDED

**HUNDREDS
OF SUPPLIES**

TO STUDENTS IN NEED
THROUGH OUR ANNUAL
BACK TO SCHOOL DRIVE



DONATED

**NEW SOCKS
AND SHOES**

TO "WARM THE SOLES"
OF CHILDREN IN NEED

CONVENIENT ACCOUNT ACCESS ANYWHERE. ANYTIME.

Whether members stop by one of our neighborhood branches / ATM's, a service center, use their computer or mobile device, contact us by phone, or chat with us on social media, Chartway offers a variety of service options.



ONLINE, MOBILE & TELEPHONE BANKING

There's never a line with our online, mobile, and telephone banking platforms. We continue to make enhancements to these 24/7 channels, allowing you to access your Chartway accounts from home, while you're traveling, or from work (on a break, of course).



MOBILE DEPOSIT

Members can save time by depositing checks using the Chartway Mobile Banking app and the camera on their device. It's secure, it's easy, and it's convenient!



DIGITAL WALLET

With Apple Pay, Android Pay, Samsung Pay, and Visa Checkout, purchase transactions are a breeze. Our members never have to dig out their credit or debit card, and they never have to share their card numbers while checking out.



ONLINE BILL PAY

Our members save time and postage by paying their bills online, using our convenient Bill Pay service. They can pay an unlimited number of bills for the low cost of . . . free!



CONTACT CENTER

At Chartway, we're standing by 24 hours a day, 7 days a week. Members can call us with questions about their accounts, when they need help with a transaction, or for financial guidance and support.



SOCIAL MEDIA

We have an active social media presence that allows us to share and connect with our members by providing them with support, helpful resources, financial tips, opportunities to engage with contests, and much more.



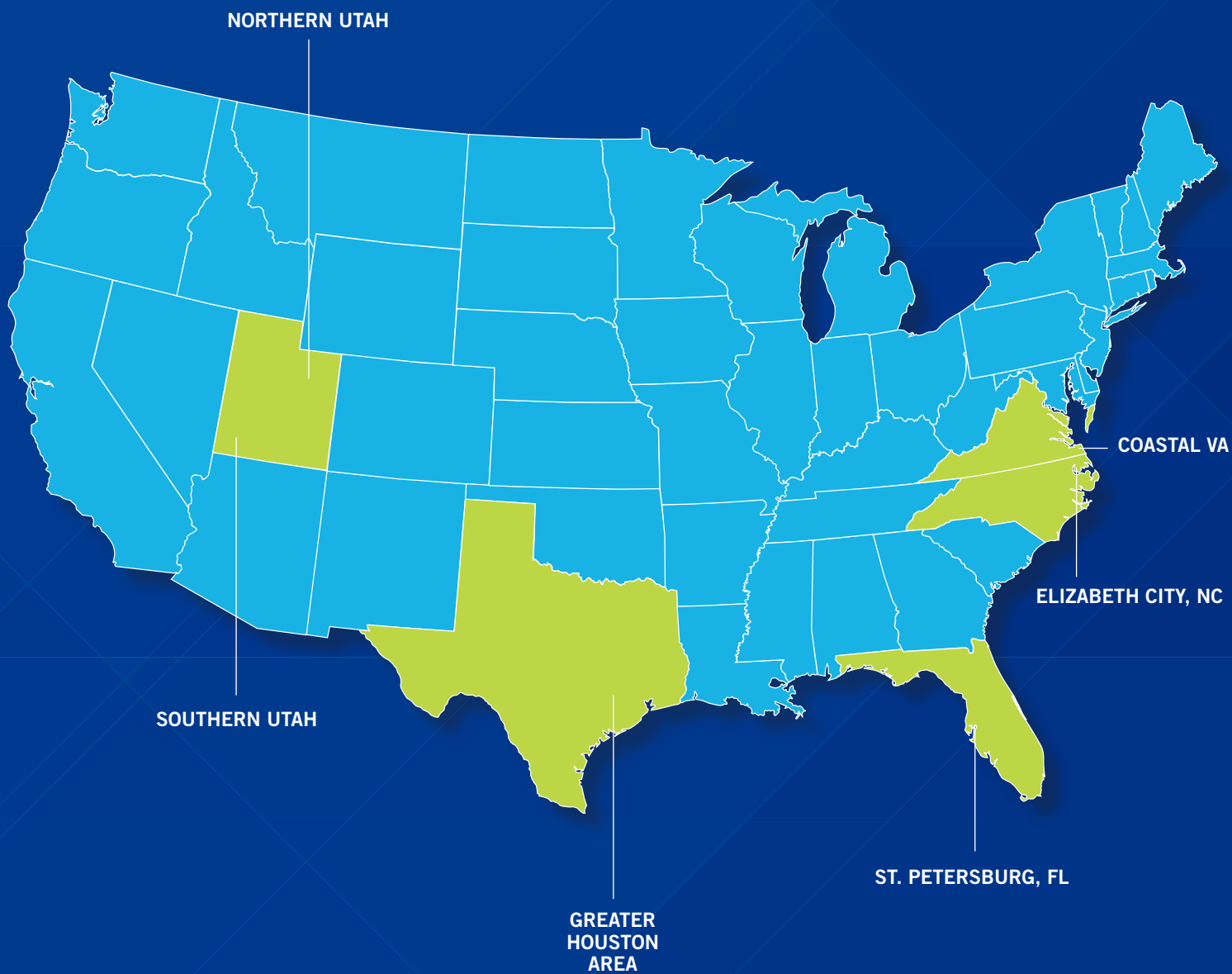
BRANCH LOCATIONS & ATM'S

We're proud to serve members through our large network of branches and ATM's across the country, and continue to invest in creating contemporary spaces that allow members to choose from a variety of self-, assisted-, and full-service options. They have access to the professional guidance they need and the technology that supports their on-the-go lifestyles.



CREDIT UNION CO-OP BRANCHES & ATM'S

Members of Chartway have access to more than 5,000 branches and 30,000 surcharge-free ATM's nationwide.



IN 2017,
WE WERE HONORED TO
SERVE MORE THAN
180,000
MEMBERS

BOARD OF DIRECTORS



Robert O. Holmes
Chairman



George E. Sauer
1st Vice Chairman



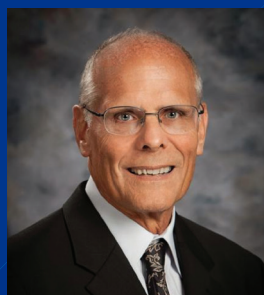
Robert N. Cook
2nd Vice Chairman



Melvin S. Mizelle
Treasurer



E. L. Gull, Jr.
Secretary



Richard R. Ahlborn
Director



Wayne E. Foshay
Director



Richard A. McGrath
Director



Nancy W. McMahon
Director



Jared B. Perry
Director



Judy P. Sparrow
Director

THESE DEDICATED COMMUNITY & BUSINESS LEADERS ARE VOLUNTEERS

ELECTED BY OUR MEMBERS

TO REPRESENT THEIR BEST INTERESTS.

LEADERSHIP TEAM



Brian T. Schools
President &
Chief Executive Officer



Kimberly J. Little
Executive Vice President &
Chief Operating Officer



Paul V. Annunziata
Corporate Development Executive



Rene G. Bollinger
Chief Human Resource Officer



James A. Edwards
Chief Financial Officer



Robert B. Keatts
Chief Information Officer



Phillip A. Richards
President,
We Promise Foundation &
Community Involvement Executive



Jenny H. Viperman
Chief Lending Officer



Melissa D. Cade
Regional President -
Eastern Region



C. Skip Wilson
Regional President -
Western Region

2017 HIGHLIGHTS

“CHARTWAY IN GENERAL IS
THE BEST BANKER I HAVE EVER HAD AND HAVE
RECOMMENDED TO EVERYONE I KNOW.”

RONALD S.

“**THE BEST FINANCIAL INSTITUTION EVER.**
THANK YOU FOR MY NEW CAR,
MY CREDIT CARDS, MY LINE OF CREDIT
AND MY RANCH NEXT YEAR!”

JOSE V.

“I’VE BEEN REALLY IMPRESSED SO FAR.
THEY’VE GONE **ABOVE AND BEYOND!**
@CHARTWAYFCU ROCKS!”

CARMEN C.





\$2.16 BILLION
ASSETS

“ALWAYS HAS
THE BEST
RATES. **GREAT
PLACE TO
BANK WITH.**
I’VE BEEN A
MEMBER FOR
25 YEARS
NOW.”

DEAN G.



\$1.96 BILLION
MEMBER DEPOSITS

“**THEY KNOW
WHO I AM**
AND ARE
FRIENDLY
AND HELPFUL
EVERY TIME.”

MARC V.



\$1.72 BILLION
LOANS OUTSTANDING

“I’VE BEEN
WITH THEM
FOR OVER
10 YEARS AND
HAVE **ALWAYS
BEEN HAPPY
WITH THEIR
SERVICE.**”

DEAN G.



8.62% NET WORTH
RATIO

HONORED TO SERVE

OUR COMMUNITIES ACROSS THE COUNTRY



MEMBERSHIP OPPORTUNITIES

AT CHARTWAY, YOU'RE MORE THAN JUST AN ACCOUNT –

YOU'RE A MEMBER, AN OWNER, AND A PART OF THE FAMILY!

We are committed to putting YOU first – every time. As a full-service financial institution, we're able to stand by our brand promise – to make our members' lives more affordable.

Not a member? You're eligible for Chartway membership if:

- You live, work, go to school, or worship in an area served by one of our branches
- Someone in your family is currently a Chartway member
- You or an immediate family member works for one of the more than 750 companies who have chosen to offer Chartway's credit union benefits to their employees
- You make a \$10 donation to our philanthropic arm, the We Promise Foundation

ENJOY THE CONVENIENCE AND VALUE THAT A CHARTWAY MEMBERSHIP PROVIDES!

Choose a financial partner who makes it easier for you to spend your time and your money the way you want.

JOIN ONLINE

CALL US

STOP BY A BRANCH

LIFE.
MADE AFFORDABLE.



(757) 552-1000 | (800) 678-8765 | CHARTWAY.COM

This credit union is federally insured by the National Credit Union Administration.
Membership eligibility subject to verification.

