

# 2023

## ANNUAL REPORT



# President's Report

Dear Members,

It is an honor to serve in the role of President/CEO at North Jersey Federal Credit Union. Throughout my career, I have had increasing levels of responsibility in building and leading successful teams within the Credit Union and Banking industries. I cannot think of a better place to be, and the pride that I have in advancing the growth and development efforts at NJFCU.

My highest priority is to ensure that you, as a member, feel valued, understood, and have your financial needs met. Since my arrival, we have positioned several industry experts into leadership roles. The most important qualification for every team member, is a sincere dedication to customer service and willingness to ensure that we take care of you.

The credit union business is more than providing a warm and welcome environment for you to conduct your banking. This is a complex and competitive industry. It takes tremendous knowledge and financial savvy to negotiate rates, provide helpful products, stay on top of trends, and to streamline processes. It is important that you have a seamless and stress-free process when you apply for loans, accounts, credit cards, etc.

I am also pleased to announce that NJFCU will be growing. The team here has been coordinating with the National Credit Union Administration (NCUA) to increase our field of membership. When we can serve more members and more communities, we increase our "buying power." We can offer better rates on loans and a more diverse array of products.

As you may also be aware, we announced that NJFCU will be changing its name to reflect our core values. The new brand enshrines our pledge to you... to nurture your financial growth and your ability to thrive in any fiscal climate.

The strong foundation of NJFCU, established 88 years ago, has led to our ability to grow into a financially sound institution. Our shares held steady at \$219,866,793. Our net loan portfolio increased by 9% to \$146,620,579. Our net worth remains solid at 10.72%. Total assets were \$234,525,682, and we have remained financially sound despite the economic challenges faced in recent years.

In 2023 the leadership team was supercharged by on boarding professionals in Finance, Lending, Accounting, Community Development, Compliance and Marketing. For the first time in the long history of the Credit Union, we had one quarter where there was no turnover in employees. When employees are happy, so are members. Your satisfaction with every transaction will be our ultimate measure of success.

NJFCU has launched a series of workshops, including Credit Building, Homebuying, Fraud and Security and more. The workshops were very well-received.

Under our new leadership, we have re-engineered our various delivery channels, and streamlined application processes, providing for a smoother experience to better serve the financial needs of you and your family members. The team brought back tailored business lending and merchant services. We are broadening our reach into the business community—the community in which you are a valued part. As a community, we are here to help one another and we, at NJFCU, take our role very seriously. NJFCU is a focal point to connect you with the financial products and community members which will help you the most.

I am grateful for the opportunity to serve you and to work alongside our family of dedicated employees. We are excited about the developments on the horizon that will help you prosper in your future financial endeavors.

**Richard Garcia**  
*President/CEO*

# Chairman's Message

Dear Members,

The North Jersey Federal Credit Union (NJFCU) Board of Directors is pleased to express our gratitude to the administration, staff, and membership for their unwavering support during the year of 2023, before and beyond.

The NJFCU board, which I am honored to chair, convenes monthly. Our exceptionally dedicated board members have been actively engaged in strategic planning and participating in committee meetings to guide and support the organization.

The third quarter of the year, the board hired a new CEO, Richard Garcia. Richard, has already made a significant impact in the short time he has been there. Under his guidance, and his executive team, NJFCU ensures that staff members feel appreciated, and our valued members are treated with the utmost dignity and respect. Richard brings a wealth of experience and a fresh perspective to our credit union.

We also want to acknowledge the second retirement of our longtime CEO,

Lourdes Cortez. Lourdes' dedication and leadership have been instrumental in shaping NJFCU's success over the years. Her legacy will continue to inspire us as we move forward.

In our pursuit of becoming a Community Development Financial Institution (CDFI), the NJFCU Board of Directors has created a new Community Development Department at NJFCU. This department plays a crucial role in addressing the diverse financial needs of all communities, aiming to bridge the wealth gap by providing equitable access to financial services. Additionally, it ensures that NJFCU maintains strong connections with the neighborhoods we serve.

NJFCU continues to grow and prosper while meeting your financial needs. Exciting things are happening, and we invite you to explore our website at [www.njfcu.org](http://www.njfcu.org) to learn more about membership benefits.

Sincerely,  
George Hampton Chairman,  
Board of Directors  
North Jersey Federal Credit Union

## STATEMENT OF FINANCIAL CONDITION

ASSETS	2023	2022
Cash	\$12,368,005	\$39,376,053
Loans	146,620,579	133,380,189
Investments	53,880,202	58,910,394
Accounts Receivable	632,128	718,698
Fixed Assets	7,596,587	7,763,983
National Credit Union Share Insurance Fund	2,259,626	2,343,943
Other Assets	11,168,555	10,981,245
Total	234,525,682	253,474,505
LIABILITIES AND EQUITY	2023	2022
Shares	\$219,866,793	\$241,249,185
Accounts Payable	279,997	452,681
Reserves	2,310,109	2,310,109
Undivided Earnings	12,068,783	9,462,530
Total	234,525,682	253,474,505

# Supervisory Committee *Report*

Dear Members,

The Supervisory Committee is comprised of volunteer members appointed by the Board of Directors. They collectively bring substantive experience from the areas of finance, education, technology, administration, training and customer service.

The Supervisory Committee represents the interests of all members and plays an important role in overseeing NJFCU's regulatory compliance. We evaluate the Credit Union's activities and operations to ensure that they are sound, in compliance and reliable. We ensure the accuracy and accountability of NJFCU's annual audit, oversee Board of Director elections, verify member accounts, and investigate formal complaints.

To maintain a high set of standards and fulfill our financial compliance responsibilities, we regularly meet with the Board of Directors, management team, and internal compliance officers.

As part of our due diligence for 2023, we engaged the accounting firm, The Curchin Group, to conduct an official audit of financial statements and issue reports of their findings. We are pleased to inform you that their 2023 report shows that our financial statements accurately represent NJFCU's financial position.

As of September 30, 2023, their last examination results confirm—NJFCU continues to be financially sound.

After reviewing the results of both the Curchin Group and NCUA audits, the Supervisory Committee assures you, as members, that North Jersey Federal Credit Union appears to be well managed with reliable policies and procedures. NJFCU appears to comply with our credit union by-laws and applicable state and federal laws and regulations.

Sincerely,  
**Gene Vincenti**  
*Chairman of Supervisory Committee*

## STATEMENT OF INCOME AND EXPENSES

INCOME	2023	2022
Interest on Loans	\$6,012,335	\$5,365,244
Income from Investment	1,757,310	1,195,994
Other Operating Income	4,754,192	3,116,068
Total	12,523,837	9,677,306
EXPENSES	2023	2022
Employee Compensation and Benefits	\$4,437,839	\$4,417,030
Office Occupancy	607,032	558,394
Office Operations	1,866,922	1,848,582
Loan Servicing	221,679	190,451
Professional and Outside Services	1,363,984	1,206,393
Provisions for Loan Losses	342,145	37,004
Educational and Promotional	245,212	213,291
Other Expenses	156,934	163,121
Total	9,241,727	8,628,889
Net Earnings (before dividends)	3,282,110	1,048,417
DISTRIBUTION OF EARNINGS	2023	2022
Dividends	\$259,605	\$251,661
Reserve	-	-
Undivided Earnings	3,022,505	796,756

# Mission *Statement*

North Jersey Federal Credit Union builds relationships with the people and communities we serve. We strive to be your primary financial institution to improve your life.

# Vision *Statement*

We will provide service to all members beyond their expectations to create a "Wow Experience" for each of them. We will be convenient, efficient and effective in serving our members throughout the community.



# Visit *Us*

## **TOTOWA (Main Office)**

711 Union Boulevard  
Totowa, NJ 07512


## **ELMWOOD PARK**

444 Mola Boulevard  
Elmwood Park, NJ 07407

## **NEWARK**

186 W. Market Street  
Newark, NJ 07103

# Contact *Us*

 (973) 785-9200

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 [www.njfcu.org](http://www.njfcu.org)

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