

SECURITY SERVICE FEDERAL CREDIT UNION

2024

ANNUAL REPORT





## VISION

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To become America's best credit union.

## PURPOSE

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To enrich the lives of our members with beneficial financial solutions and a lifetime of service excellence inspired by our core values.

## CORE VALUES

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Caring - We listen with a sense of urgency.

Innovative - We find the best solutions.

Honest - We tell the truth.

Fair - We do the right thing.

Dedicated - We finish what we start.

## CHAIRMAN'S REPORT

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“Our commitment to community is more than a promise — it’s a cornerstone of our culture...”

On behalf of the Board of Directors, I extend my heartfelt thanks for entrusting Security Service Federal Credit Union with your financial aspirations. As your Board Chair, I am privileged to lead an organization unwaveringly dedicated to delivering exceptional value to you, our members, while fostering positive change in the communities we serve across Texas, Colorado, and Utah. Our vision to become America’s best credit union drives every decision we make, and I am excited to share the strides we’ve taken in 2024 toward that goal.

This past year, Security Service invested strategically to enhance your experience and safeguard your trust. We expanded our services to better meet your needs, fortified our cybersecurity measures to protect both the Credit Union and you, our members, and deepened our commitment to the communities that sustain us. Through meaningful partnerships with local non-profits, we’ve worked tirelessly to uplift those in need and strengthen the fabric of our regions.

Our commitment to community is more than a promise — it’s a cornerstone of our culture, exemplified by the generosity of our employees. In 2024, the Security Service Volunteer Corps, comprised of our employees and their families, participated in 190 events, supported 95 non-profits, and contributed 5,200 hours of service. Through their efforts, they packed over 40,000 meals for local food pantries, distributed nearly 21,000 school supply kits to students in need, and delivered hundreds of meals to veterans and their families. These acts of service reflect the heart of who we are.

Beyond volunteerism, Security Service amplified its impact through community campaigns, raising over \$143,000 to support five children’s hospitals, 11 food banks, and more than 50 schools. Additionally, the Security Service Charitable Foundation donated \$152,700 to 43 non-profit organizations, providing critical resources — from beds for veterans transitioning out of homelessness, to shoes for children in need, to meals for homebound seniors. These contributions underscore our mission to make a tangible difference. None of these efforts would be possible without the dedication of our Volunteer Board of Directors, whose time and expertise guide our Credit Union’s growth and resilience.

As we look ahead, Security Service remains steadfast in our pursuit of excellence, ensuring that every decision prioritizes your financial well-being and the vitality of our communities. Thank you for being part of this journey. Together, we are building something extraordinary.

Sincerely,

A handwritten signature in black ink, appearing to read "Maria M. Langford". The signature is fluid and cursive, written over a white background.

**Maria M. Langford**  
**Chairman of the Board**

# VOLUNTEER BOARD OF DIRECTORS



Maria M. Langford  
Chairman of the Board



Leo M. Cutcliff Jr.  
1st Vice Chairman



Patricia Hawryluk  
2nd Vice Chairman



Jeffrey J. Shapiro  
Treasurer



John Micheletti  
Secretary



Robert Johnson  
Director



Fil Villarreal  
Director



Richard De Leon  
Director



Jose Escamilla  
Director



Steve Brown  
Director



Katrina Hamrick  
Director

## DIRECTOR EMERITUS

James O'Farrell

## EX-OFFICIO DIRECTOR

James Tattini

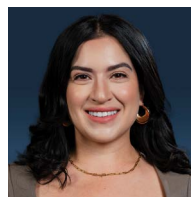
## VOLUNTEER ASSOCIATES



Harrison Haake



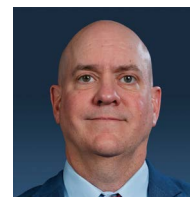
Suresh Koneru



Lorena Luna



Charles Majdalani



Jack Ramsey



Song Tan

# PRESIDENT'S REPORT

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“Above all, thank you, our members, for choosing us to be part of your lives and communities.”

As we reflect on the past year, I am proud to share that in 2024, Security Service Federal Credit Union remained steadfast in our mission to enrich your lives through exceptional financial solutions and a lifetime of service excellence, guided by our values of patience, kindness, and trust. Our dedicated employees worked closely with you, our members, to provide tailored solutions that meet your unique financial needs. Every interaction was an opportunity to build stronger relationships, foster trust, and empower you with the knowledge to make informed and confident financial decisions.

The year brought challenges, with persistent high inflation impacting many of you as you worked to make ends meet. In response, Security Service stepped up to support you with low-rate loans, high-yield deposit products, and cost-saving solutions designed to ease financial burdens. Thanks to your continued demand for our deposit products and loans, we concluded 2024 with \$10.42 billion in deposits and \$11.36 billion in loans. These figures reflect not only your trust in us but also our strength and stability as we look ahead to serving you well into the future.

Our flagship product, Power Protected Checking, remained a cornerstone of value for our members. In 2024, this program saved you \$600,000 in mobile phone repairs and replacements. Additionally, Zero Copay Telehealth delivered significant healthcare savings, while Roadside Assistance provided timely support to more than 3,000 members in need. These benefits underscore our commitment to delivering practical, money-saving solutions that make a difference in your lives.

We also invested in enhancing your experience with us. In November, we proudly opened our new San Antonio branch at 1604 and Bulverde Road, and we broke ground on a new location in Kyle, Texas, along I-35. Renovations at our branches were completed to offer you greater privacy and comfort when discussing your financial needs. These efforts reflect our ongoing dedication to expanding access and improving service for you.

Through Security Service Insurance, we continued to protect what matters most to you. Our insurance representatives worked diligently to secure the best policies at the lowest rates, saving members up to \$985 on home and auto insurance. By year-end, we had 35,556 policies in force, a testament to your confidence in us as a trusted partner.

On behalf of Security Service, I extend my heartfelt gratitude to our Volunteer Board of Directors and employees for their unwavering dedication to your financial well-being. Above all, thank you, our members, for choosing us to be part of your lives and communities. It is an honor to serve you, and I look forward to continuing that privilege with the same care and commitment in 2025 and beyond.

Wishing you a prosperous and healthy year ahead,

A handwritten signature in black ink, appearing to read "J. Laffoon". The signature is fluid and cursive, with a long horizontal stroke at the end.

**Jim Laffoon**  
**President & Chief Executive Officer**



## SERVING OUR COMMUNITIES

Security Service is dedicated to making an impact in the areas we serve throughout Texas, Colorado, and Utah. The Security Service Volunteer Corps, comprised of Credit Union employees and their family members, worked to make our communities stronger while the Security Service Charitable Foundation helped support local non-profit organizations.

In 2024, the Security Service Volunteer Corps contributed 5,200 hours of community service at 190 events. These employee volunteers packed thousands of meals to feed people in need and helped underprivileged children receive new shoes for school.

The Security Service Charitable Foundation donated \$152,700 to help fund 43 non-profit organizations across Texas, Colorado, and Utah. Each of these organizations made a positive impact by helping veterans, seniors, and children in need.





# EXECUTIVE MANAGEMENT



**Jim Laffoon**  
President  
Chief Executive Officer



**Michael Chapman**  
Executive Vice President  
Chief Operating Officer



**Tom Martin**  
Executive Vice President  
Chief Financial Officer



**J.T. Cody**  
Executive Vice President  
General Counsel



**Charles Goss**  
Executive Vice President  
Chief Lending Officer



**Cheri McGill**  
Executive Vice President  
Chief Risk Officer



**Cindy Moran**  
Executive Vice President  
Chief Human Resources Officer



**Jay Winslow**  
Executive Vice President  
Chief Information Officer



**James Chapman**  
Executive Vice President  
Chief Insurance Services Officer

## SECURITY SERVICE INSURANCE

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Many insurance companies can offer a quote in five minutes, but how do you know you're getting the best deal? At Security Service Insurance, we start by meeting with each customer to understand their unique coverage needs. Then, we shop quotes from multiple carriers to find the best policy at the best price. Finally, we review the options together to ensure the coverage meets your needs and helps you save money. On average, customers who switched to Security Service Insurance saved up to \$985\*.

Security Service Insurance provides auto, home, renters, sports and recreational vehicle, umbrella, and commercial insurance. Request a quote today at [ssfcu.org/insurance](https://ssfcu.org/insurance).

Security Service Insurance (SSI) is a subsidiary of Security Service Federal Credit Union. Products offered by SSI are not insured by the National Credit Union Administration (NCUA) and are not issued, guaranteed or underwritten by Security Service. \*Based on 12-month savings by customers surveyed who saved with Security Service Insurance (SSI) from Jan. – Dec. 2024. Renters-only policies save substantially less. Potential savings will vary.





# TREASURER'S REPORT

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Driven by the purpose to enrich the lives of our members with beneficial financial solutions and a lifetime of service excellence inspired by our core values, Security Service Federal Credit Union achieved marked growth in 2024.

As of December 31, 2024, Credit Union assets grew to \$13.71 billion. Total deposits grew 3.5% to \$10.42 billion, and total loans ended the year at \$11.36 billion. Results from operations remained strong at \$72.52 million, and the Credit Union increased total member capital by 5.3% exceeding \$1.46 billion.

The Credit Union exists to serve your financial needs. Thank you for entrusting us with this vital responsibility.

Sincerely,

A handwritten signature in black ink that reads "Jeffrey J. Shapiro". The signature is written in a cursive, flowing style.

**Jeffrey J. Shapiro**  
**Treasurer**



## SECURITY SERVICE INVESTMENT GROUP

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Members continue to trust and value Security Service Investment Group (SSIG) advisors for sound investment strategies that meet their savings needs. Their confidence in our personalized guidance has driven SSIG's growth to \$1.76 billion in assets under management in 2024.

Whether you need personalized investment advice or simply want to better understand how to protect and grow your savings, schedule your complimentary, no-obligation consultation with a licensed financial advisor today at [ssfcu.org/invest](https://ssfcu.org/invest).

Securities offered through **Raymond James Financial Services, Inc.**, Member FINRA/SIPC, and are not insured by Security Service Federal Credit Union or Security Service Investment Group, the NCUA or any other government agency, are not deposits or obligations of Security Service, are not guaranteed by Security Service, are subject to risks, including the possible loss of principal. Investment Advisory Services are offered through Raymond James Financial Services Advisors, Inc. Security Service Federal Credit Union and Security Service Investment Group are not registered broker/dealers and are independent of Raymond James Financial Services. Investing involves risk and you may incur a profit or loss regardless of strategy selected. Registered branch address: 15000 IH10 W., San Antonio, TX 78249. Telephone 210.476.4774.

# SUPERVISORY COMMITTEE REPORT

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Security Service Federal Credit Union's Supervisory Committee serves Credit Union members by fulfilling three core functions. The first is ensuring the Credit Union's accounting records and reports accurately reflect operations. Second, the Committee confirms internal controls are created and maintained to protect the Credit Union's assets and members' interests. Finally, the Committee is charged with ensuring that all Security Service Federal Credit Union operations are in compliance with the Federal Credit Union Act as well as regulations promulgated by our primary federal regulatory agencies, the National Credit Union Administration (NCUA), and the Consumer Financial Protection Bureau (CFPB).

To help meet these goals the Credit Union's Internal Audit department works as an extension of the Supervisory Committee and conducts audits and follow-ups throughout the year. The Committee meets at least once a month to review Board minutes, audit reports, compliance reviews, complaints from members, and other applicable issues.

An independent professional services firm was retained by the Supervisory Committee to audit the consolidated financial statements of Security Service Federal Credit Union and Subsidiaries, which comprise the consolidated statements of financial condition as of December 31, 2024, and 2023, and the related consolidated statements of income, comprehensive income, changes in members' equity and cash

flows for the years then ended, and the related notes to the consolidated financial statements. The audit was conducted in accordance with generally accepted auditing standards and included other auditing procedures as deemed necessary. The audit resulted in a written, unmodified opinion indicating the consolidated financial statements fairly present your Credit Union's financial position and results of operations.

It is the Supervisory Committee's assessment that all parties are carrying out their duties with steadfast commitment and consistency and are operating the Credit Union in the members' best interests. The Volunteer Board of Directors, Management, and staff are to be commended on their efforts. We welcome comments or questions from our members and will continue to provide reviews and audits of Credit Union operations to ensure transparency and trust.

Sincerely,

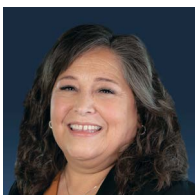
*Patricia Hawryluk*

**Patricia Hawryluk**  
**Chairman**

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## SUPERVISORY COMMITTEE

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Patricia Hawryluk  
**Chairman**



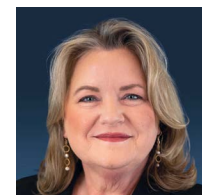
Alicia Miller-Tamez



Celencia Hayes



Ralph Montgomery



Lisa Pledger





## POWER PROTECTED CHECKING

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Power Protected Checking remains the preferred checking account of Security Service members. In 2024, Power Protected Checking accounts represented 75% of all new checking accounts opened.

Power Protected Checking provides members with 16 benefits designed to meet the needs of today's busy lifestyle, including: mobile phone protection<sup>1</sup> for up to two \$900 claims per year to help you save on costly phone repairs or replacement, 24/7 zero copay telehealth<sup>2\*</sup> to save money on doctor visits for you and your family, and exclusive member discounts\* at retailers, restaurants, hotels, and airlines so you save on shopping, dining, and traveling.

To learn more about Power Protected Checking visit [ssfcu.org/protect](https://ssfcu.org/protect).

Federally insured by NCUA. Membership eligibility required. Visit your local branch or go to [ssfcu.org](https://ssfcu.org) for more details and complete terms and conditions.

1) Mobile Phone Protection: up to \$900 maximum coverage per claim, \$50 deductible applies. Two claims per 12-month period. Refer to Guide to Benefits for complete details of coverage and exclusions. 2) Available for the accountholder and their spouse/domestic partner and up to six (6) dependent children age 2 and older. This is not insurance. \*Registration/activation required.

**Federally Insured by NCUA | Charter No. 11065**  
**Consolidated Statement of Financial Condition at December 31, 2024**

**Assets**

Cash and Cash Equivalents	\$ 958,595,137
Securities – Available-for-Sale	623,952,598
Other Investments	5,556,250
Capital Stocks	102,030,575
Loans Held-for-Sale	19,739,031
Loans, Net	11,249,027,097
Accrued Interest Receivable	46,742,596
Premises and Equipment, Net	299,442,118
National Credit Union Share Insurance Fund Deposit	91,019,295
Other Assets	313,990,893
<b>Total Assets</b>	<b><u>\$ 13,710,095,590</u></b>

**Liabilities and Members' Equity**

**Liabilities**

Members' Share and Savings Accounts	\$ 10,424,402,441
Secured Borrowings	1,750,000,000
Accrued Interest Payable	14,766,306
Accrued Expenses and Other Liabilities	56,072,605
<b>Total Liabilities</b>	<b><u>12,245,241,352</u></b>

**Members' Equity**

Undivided Earnings	1,473,848,179
Accumulated Other Comprehensive Loss	(8,993,941)
<b>Total Members' Equity</b>	<b><u>1,464,854,238</u></b>
<b>Total Liabilities and Members' Equity</b>	<b><u>\$ 13,710,095,590</u></b>

**Consolidated Statement of Income for Year Ending December 31, 2024**

**Interest Income**

Loans	\$ 576,511,919
Securities, Interest Bearing Deposits and Cash Equivalents	74,509,593
<b>Total Interest Income</b>	<b><u>651,021,512</u></b>

**Interest Expense**

Members' Share and Savings Accounts	218,160,660
Secured Borrowings	57,381,965
<b>Total Interest Expense</b>	<b><u>275,542,625</u></b>

**Net Interest Income**

375,478,887

**Provision for Credit Losses**

47,165,330

**Net Interest Income after Provision for Credit Losses**

328,313,557

**Non-Interest Income**

Interchange Fees, Net of Rewards Costs	37,162,149
Member Deposit Fees and Insurance Income	67,936,086
Loss on Sale of Loans	(3,603,882)
Net Loss on Disposition of Assets	(4,462,655)
Other Non-Interest Income	59,882,353
<b>Total Non-Interest Income</b>	<b><u>156,914,051</u></b>

**Non-Interest Expense**

General and Administrative:

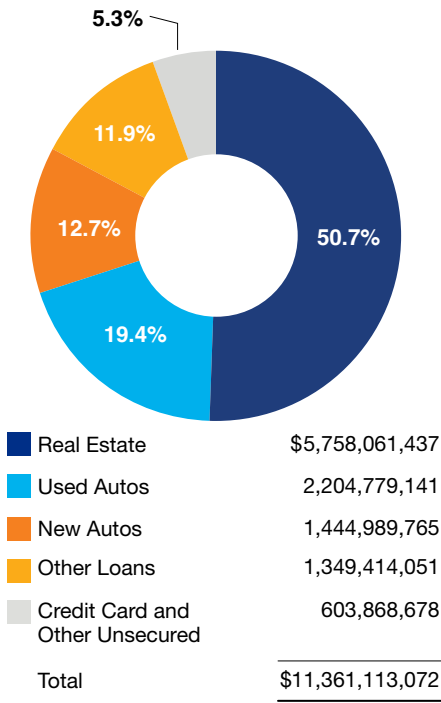
Employee Compensation and Benefits	235,264,976
Office Occupancy	24,737,051
Operations	152,706,670
<b>Total Non-Interest Expense</b>	<b><u>412,708,697</u></b>

**Net Income**

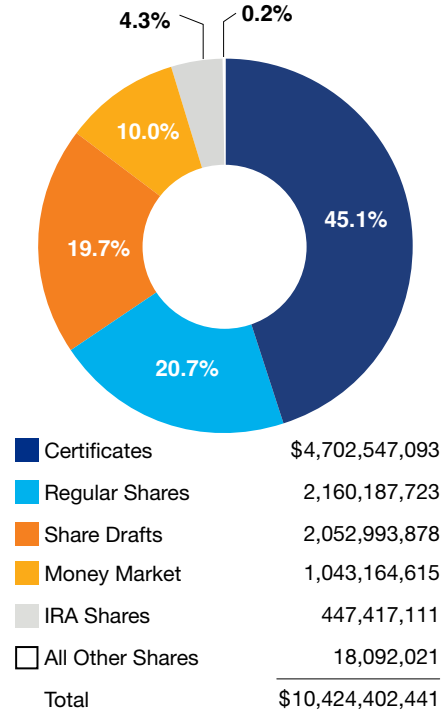
**\$ 72,518,911**

# OPERATING RESULTS

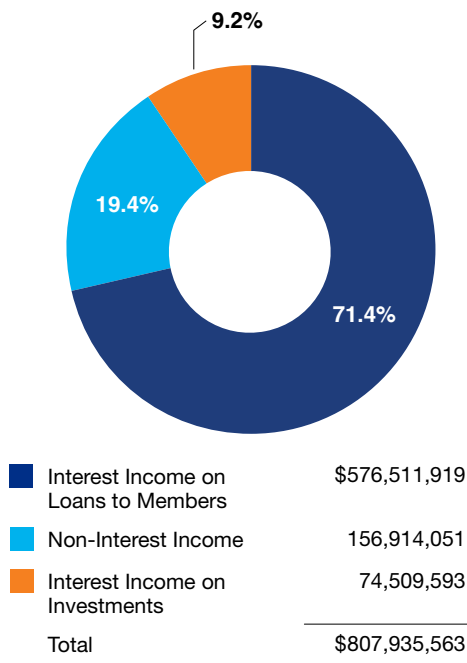
## TOTAL LOANS



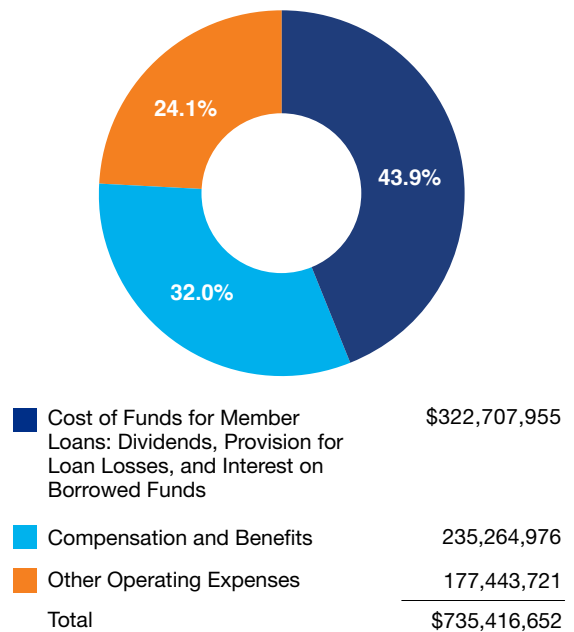
## TOTAL SHARES



## REVENUES

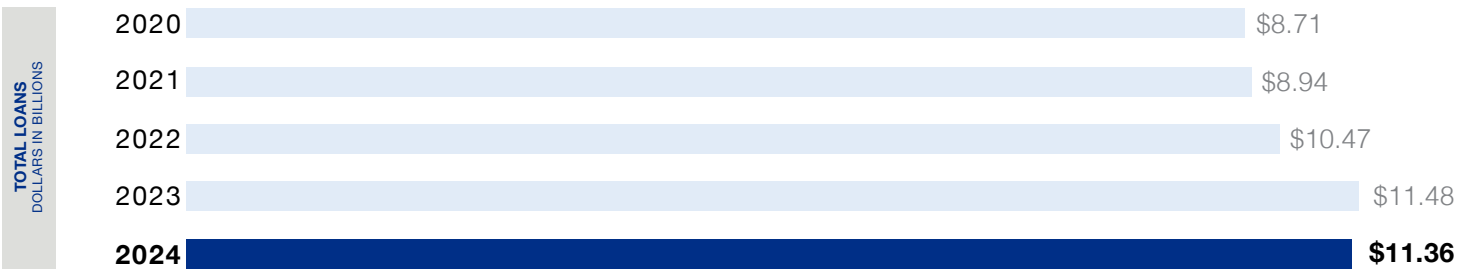
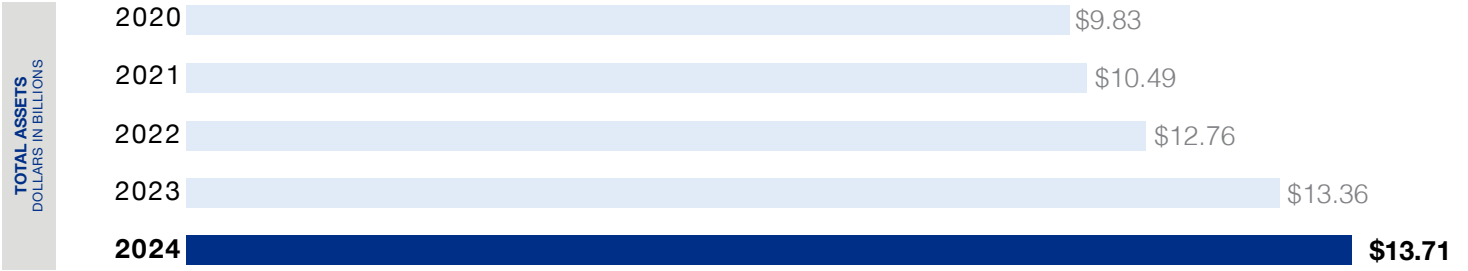


## EXPENSES





# CREDIT UNION GROWTH





## SHARE CERTIFICATES

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Security Service is committed to returning value to our members, and one of the many ways members value their Credit Union membership is through high share certificate rates. In 2024, Security Service consistently offered some of the highest certificate rates on the market. Members recognized this value, opening 29,609 new certificates for a total of \$1.4 billion in new certificate deposits.

# LOCATIONS

## TEXAS

### SAN ANTONIO & SURROUNDING AREAS

1604/BANDERA  
1604/BULVERDE  
1604/CULEBRA  
281 NORTH  
410/RIGSBY  
BANDERA  
BOERNE  
CASTROVILLE  
DE ZAVALA  
EVANS  
FM 306/CREEKSIDE  
HIGHLAND HILLS  
HIGHWAY 46/  
NEW BRAUNFELS  
HIGHWAY 46/281

HIGHWAY 90  
HIGHWAY 151  
IH-35/3009  
JONES MALTSBERGER  
PLEASANTON  
ROLLING OAKS  
SAN PEDRO  
SECURITY HILL  
LACKLAND  
SOUTHEAST MILITARY  
SOUTHWEST MILITARY  
THE RIM  
UVALDE  
WINDCREST  
WURZBACH

### COASTAL BEND

EVERHART  
INGLESIDE  
PORTLAND  
RODD FIELD

### RIO GRANDE VALLEY

BROWNSVILLE  
HARLINGEN  
MCCOLL  
SHARY RD.  
TRENTON

### EL PASO

AMERICAS  
MISSOURI AVENUE  
MONTWOOD

## COLORADO

### DENVER

AURORA  
CENTENNIAL  
LITTLETON  
SOUTHWEST DENVER

### COLORADO SPRINGS

ACADEMY  
BRIARGATE  
FORT CARSON  
FOUNTAIN  
POWERS AND BARNES

### NORTHERN COLORADO

BROOMFIELD  
FORT COLLINS  
GREELEY  
LONGMONT  
LOVELAND

### PUEBLO

HIGHWAY 50  
MT. CARMEL  
SOUTHSIDE

## UTAH

### UTAH COUNTY

AMERICAN FORK  
OREM  
PAYSON  
PLEASANT GROVE  
PROVO  
SPRINGVILLE

### SALT LAKE COUNTY

RIVERTON  
SANDY  
SOUTH JORDAN  
WESTWOOD

### WASHINGTON COUNTY

ST. GEORGE

### WEBER COUNTY

RIVERDALE

### DAVIS COUNTY

BOUNTIFUL



