

## President's Report



Our books are now closed for the 2019 business year, and this is where I normally write on our many accomplishments we made in the preceding year. Looking back, we did grow as an institution in loans and assets, we expanded our membership, and we grew stronger as an institution with having another profitable year. Now everything has changed in a blink of an eye for all Americans.

About three or four weeks ago is when everything changed, and the virus became reality. People started getting sick and fear began to spread. As I write this report, we have developed five completely new operating business models for our credit union over the past two weeks. With those in place we are confident we are ready for whatever comes next. Over the past couple of weeks, we have altered things I would never ever expected to do in my career. We closed our lobbies and went to an appointment only environment. Most of our business is conducted electronically, over the phone, or through the mail. We now provide curb side document signings for those members that are not set up electronically. Commencing tomorrow we are having some staff work remotely from home. I am confident by sometime mid-summer we will have this battle won and we will be migrating back to normal. Hopefully by then the 2020 Coronavirus will be a memory never to be forgotten for those of us who have lived through it. As always America & RCU will come through the challenges stronger than we were before.

As we progress into 2020 we are preparing for our largest project in the last ten years. We are changing our main computer system and platform for our electronic services. This change will take place on June 1<sup>st</sup> of this year. We look forward to providing our members the best platform and electronic services in the business. More information will be coming soon as we approach our big cut over date.

**Thank you!!** to all our valued members for your business, dedication, and support of our credit union and cause. Stay healthy and I look forward to seeing you all at next years in person annual meeting.

Respectfully Submitted,

Paul J. Brucker, RCU President