



85TH
CHARTER OAK
 CREDIT UNION

85th ANNUAL REPORT
2023

Celebrating 85 years of member service, community giving and upholding the Credit Union principal of "Not for profit, not for charity, but for service."

**GROTON SHIPBUILDERS
 FEDERAL CREDIT UNION**

1939 - 1974



1974 - 1991



1991 - 2007





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Charter Oak Federal Credit Union

Mission Statement

We are committed to providing you with the best in financial service.

Charter Oak Federal Credit Union started out small in 1939, when most of the Credit Union business was run out of a lunchbox. Since that time, we've grown and changed, but one thing remains the same. We continue to make member service a number one priority.

We recognize the importance of our members. Once a member, you are a member for life and entitled to all the services Charter Oak offers. It is our dedication to members that keeps the Credit Union strong and operating efficiently.

As we celebrate our 85th year, we continue to reflect on the memories of the simpler days and strong relationships. We take great pride in the communities we serve and are proud that our field of membership has expanded, and our community has gotten bigger. We will continue to serve our members and their families as we have been doing for the past 84 years.

Our mission statement speaks to the core of our branding. We are a not-for-profit institution and are committed to providing members with the best in financial service.

Our mission statement reflects Charter Oak's dedication to introducing new products and services. In the years ahead, we are committed to bringing members and potential members exciting and new offerings that will ensure that the Credit Union continues to grow and is the financial institution of choice in eastern Connecticut.

Chairman & CEO's Report: The Year in Review

This year we celebrate our 85th year of providing financial products and services to the residents of eastern Connecticut.

The loyalty and dedication of our members has allowed us to become the largest credit union in this part of the state and the third largest in Connecticut.

In 2023, Charter Oak's balance sheet remained strong, the quality of our assets remained impressive, and our community involvement grew. We saw many significant achievements including:

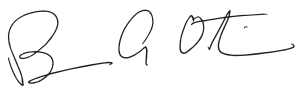
- Continuing to be a leading mortgage lender in eastern Connecticut – providing over \$114 million in home loans to members in 2023.
- Financing almost \$82 million in auto loans.
- Originating over \$12 million in business loans.
- Checking account members received over \$605,000 in ATM rebated fees to their checking accounts through our popular GO checking and Gold Rewards Programs.
- Gold Rewards member-appreciation program paid over \$848,000 in annual \$100 cash bonuses to qualified members, setting a record in bonus payouts.
- Community giving initiatives soared. This included sponsoring over 120 community events, making 30 grants to non-profits and making our annual donation to 20 food pantries and food centers.
- Awarding \$2,000 scholarships to 50 deserving high school and college students, totaling \$100,000.
- We also matched our very generous members who made contributions to charities of their choosing through our Matching Gifts Program. In just 48 days our members made 800 donations to 277 charities and non-profits, totaling \$200,000. With our match, deserving charities received a total of \$400,000. 2024 will see an increase to this program, as we expand our match by an additional \$100,000 to a total of \$300,000, resulting in \$600,000 in donations to the causes that are most important to our membership.
- Not only did we provide financial support in 2023 but we provided opportunities for our members to enjoy our community and family time as well. The Trailblazers, Charter Oak's volunteer group, dedicated over 200 hours to various initiatives including walks for causes, toy drives and youth programs. We participated in fairs and family days and hosted one of the most successful Trunk or Treat events in the area.

We are proud of these many achievements, yet none of this would be possible without the support and loyalty of our members and the hard work and dedication we see each day from our employees. Our Board of Directors, Supervisory Committee and employees pledge to continue to offer you the best in member service and the best in products and services that meet your financial needs for today and tomorrow.

Thank you for being a member of Charter Oak Federal Credit Union, where members really DO bank better!



Guy Henry
Chairman of the Board



Brian A. Orenstein
President and Chief Executive Officer

85 years later and we're still growing.

Over 200 employees are proudly serving our 15 branches throughout New London and Windham counties. As we evolve with new technologies ensuring we're ahead of the industry curve, we continue to provide top notch products to all the generations. Our members continue to benefit from a holistic approach to all their banking needs and service that is personal, friendly and always with a smile.

Charter Oak continues to be safe, strong, and secure, with \$1.55 billion in assets and \$1.34 billion in deposits as of December 31, 2023. Our financial success is evident in the record-breaking performance of our loan portfolio, as well as steady deposits and continued growth in overall membership.

Your Credit Union continues to remain one of the strongest financial institutions in the country and a leading financial institution in eastern Connecticut. We are a safe and sound

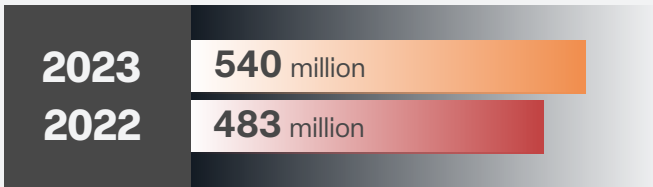


Charter Oak Federal Credit Union Remains a Strong Financial Institution

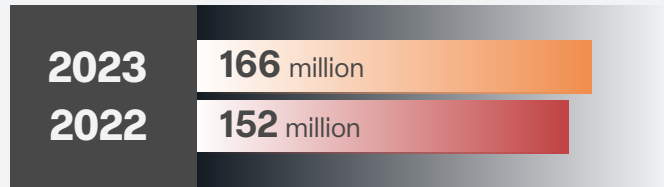
financial institution, with the strength as well as the flexibility to accommodate your financial needs, from lending products to savings and checking services.

We are grateful that you entrust your savings with our Credit Union, and we will maintain our sound financial management of your funds and our finances to ensure that Charter Oak remains a safe, strong, and stable financial institution serving all of eastern Connecticut.

Investments



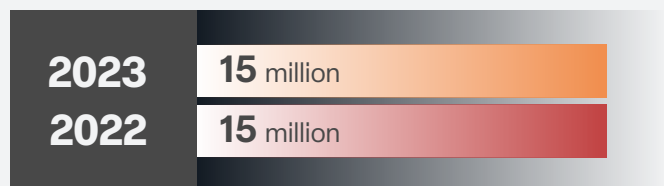
Regulatory Net Worth



Deposits



Net Income

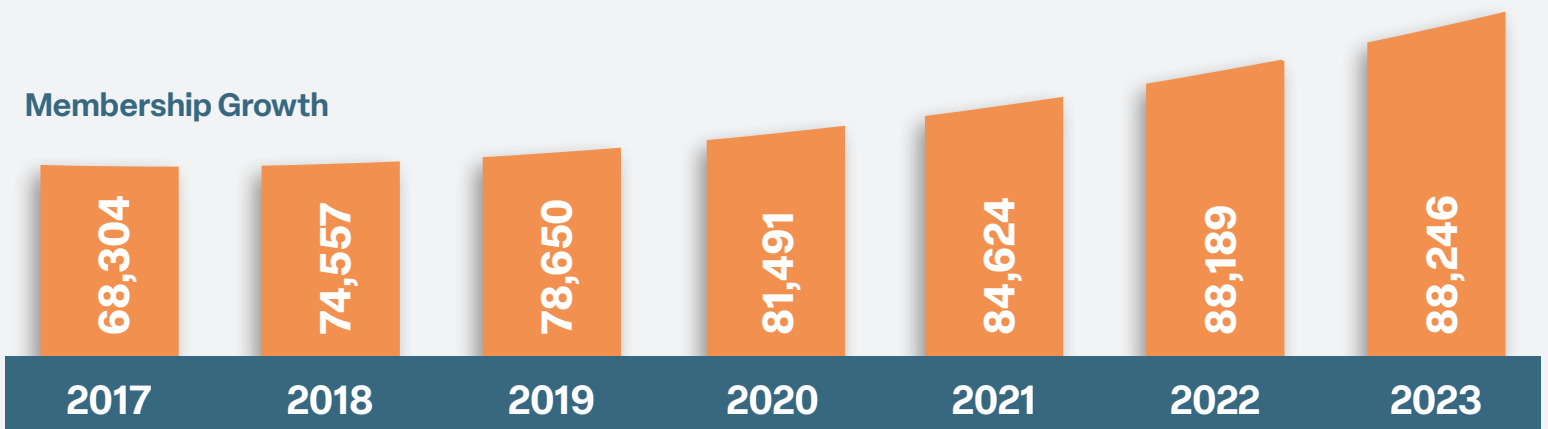


Net Worth Ratio

Our net worth ratio continues to remain strong, which exemplifies a strong and healthy credit union. This ratio is 10.73% at year-end 2023. The Net Worth Ratio is a key measurement of a financial institution's strength.

Condensed Financial Highlights in 000's.

Membership Growth



**GOLD
REWARDS**

**BANKING THAT PAYS...
\$100 CASH!**

Gold Rewards Continues to Grow!

Since 2010, Charter Oak has rewarded our members who make our Credit Union their primary financial institution with the great benefits only available from our Gold Rewards Program, including an annual \$100 cash bonus to our qualified members.

Over the past 14 years, we've paid out over \$7.4 million in annual \$100 cash bonuses. In 2023, we paid out a record \$848,000 to our members. Charter Oak remains the only financial institution serving eastern Connecticut that consistently rewards their qualified members with an annual \$100 cash bonus.

This is our special way of saying thank you... it's just another reason **Members Bank Better!**

2023 \$848,000	2022 \$815,700
2021 \$767,500	2020 \$674,800
2019 \$618,600	2018 \$576,800
2017 \$532,600	2016 \$487,100
2015 \$438,900	2014 \$396,100
2013 \$372,800	2012 \$330,600
2011 \$271,800	2010 \$259,000

Charter Oak Continues to Be a Lending Leader in Eastern CT

Auto Lending Hit Record Numbers

Auto Loan
Activity
2023

\$82
million

Many analysts predicted a strong and robust performance for the auto industry in 2023. Higher interest rates didn't have as much of an impact as they did on home lending. Consumers took advantage of our low rates, great terms, and vast network of preferred dealers.

Charter Oak financed almost \$82 million in auto loans. Our lending team successfully navigated this unique landscape and found ways to support our members and the communities we serve.

Mortgage Lending

Mortgage
Lending
Activity
2023

\$114
million

2023 saw steady interest rate increases throughout the year as the Federal Open Market Committee worked to control the recession and prevent further inflation. Consumers continued to buy and sell homes, but the market saw the impacts of high interest rates overall.

Charter Oak continued to be a leading mortgage lender in eastern Connecticut, providing over \$114 million in home loans to members in 2023.



Business Banking and Lending remained strong through 2023

We continued to support our local businesses as they rebounded from the impact of Covid. Our business banking and lending team understands the local businesses in the communities we serve and worked hard to support them by providing products and services they have grown to rely on.

Our approach has allowed our members to focus on their business goals while having peace of mind when it comes to managing their banking needs.



Our community giving initiatives reached over \$800,000.

We donated a total of \$100,000 in emergency grants to 20 food pantries and food centers serving those in need in New London and Windham counties.

2023 Community Giving

Since 1939, Charter Oak has proudly served our local communities in New London and Windham counties with the banking products and services they need. Over the past eight decades, the growth of our local communities has paralleled the growth of our Credit Union. We deeply appreciate the support of our members residing in the diverse towns, cities, and villages comprising the vibrant tapestry of eastern Connecticut.

From sponsorships, grants, and scholarships to matching gifts to charities and non-profits, we've always believed in giving back through our Community Giving Program. **Since expanding our efforts across eastern Connecticut in 2009, Charter Oak has committed over \$3.5 million in giving to our communities, members, individuals, and charities.**

We're proud to support the good work that is done each day across eastern Connecticut, and we'll continue to give back generously to our local communities. This commitment aligns with our core values as a credit union and reinforces our role as the premier financial partner to all residents of eastern Connecticut.



Sponsored over 120 community events.
Parades, walks for causes, toy drives and youth programs. A Winter Drive, in partnership with Safe Futures, to collect new and lightly used winter apparel for families in need was held, resulting in collecting enough items to support over 1,000 families in need.

Our Matching Gifts program shattered 2022's record of 70 days by meeting our match in 48 days this year! Our Credit Union and generous members donated a **combined \$400,000 in matching gifts that directly benefited over 250 charities and non-profits**, including homeless shelters and food pantries.

Charter Oak also awarded individual \$2,000 scholarships to 50 high school and college students in eastern Connecticut, which provided \$100,000 in financial assistance for students pursuing higher education, an increase from \$94,000 in 2022.

Thirty Grants to organizations including, New London Homeless Hospitality Center, Healing Therapies Thru Sharing, The Arc Eastern CT, Martin House and Safe Futures were awarded. Recipients were chosen by the Grant Committee because they aligned with Charter Oak's mission of "Fostering economic development and social well-being in both New London and Windham counties."

Charter Oak Team

Our employees are the force behind fulfilling our mission statement day in and day out. Charter Oak promotes a strong and positive work environment. A place where we work together towards a single goal, empowering knowledge, and growth.

We take pride in and are grateful for the collaborative and supportive environment our employees have embraced to navigate challenges together. Our top priority remains our members, ensuring their financial security and delivering the finest products and services. This requires continuous growth and development within our team.

For all of this, we want to say thank you to all our employees.

In 2023, Charter Oak introduced a volunteer group called the Trailblazers.

This dedicated team went above and beyond, collectively donating over 200 hours of their time to various initiatives and causes. Their commitment to the community exemplifies the core values of Charter Oak, but also embodies the spirit of making a meaningful difference in the community.



Our entire retail department, from our tellers to our management staff assisted our membership base of 88,246 and processed over 49 million branch and electronic transactions.

Our Contact Center answered close to 168,000 calls. Our Deposit Operations, IT and Security teams worked together to combat the attempted fraud scams targeting our members. They continued to strengthen the protection of our members' accounts and effectively assisted those that were impacted.

We updated our website to include a more streamlined look and feel, allowing for easier navigation so users can find the products and services they're looking for quicker.

Some highlights included:

- Product-specific main menu offering users a cleaner and simpler navigation process.
- A streamlined design for the online banking login, relocated to the top of each page for easy accessibility from anywhere on the website.
- An interactive alert system that allows members to control how they see alerts on the page.
- More intuitive and user-friendly search functionality.
- Updated rates and products page to allow easier viewing and options to apply directly from the page.
- Full site update that applies best practices to better comply with American Disabilities Act (ADA) compliance.

Listen to what our members are saying.

"Have been a member of Charter Oak Federal Credit Union for many years. Their staff are great people."
— S.C.

"My favorite place! They know how to treat you right."
— D.M.

"I have been a member since 1969. I wouldn't go anywhere else. I live in Florida for 7 months of the year, with shared branches, I can do almost anything I have to. Thank you."
— J.K.

"Been a member for 43 years."
— M.B.

"Been a member for 50 years."
— A.W.

"Very cooperating and offers low rate."
— M.I.



Leading the Way



Leading The Way in Member Security

In 2023, consumers reported losing more than \$10 billion to fraud, as scams continue to increase in numbers and sophistication.

Ensuring the safety of our members' hard-earned money is our top priority. As technology advances, so do the potential risks that could threaten the security of our members' finances. Fraud scams are increasing in numbers and sophistication, not just to financial institutions but to government agencies, non-profit organizations and all private sectors.

We are proud of our proactive approach in safeguarding our members, which motivates our team to think ahead, invest in state-of-the-art systems, and implement cutting-edge technologies to stay ahead of the curve.

Some measures that we have in place and will continue to enhance in the future:

- Employ a dedicated security team that works with internal teams and law enforcement.
- Employ a dedicated Information Technology team that manages systems and protocols that lock down access from outside threats.
- Invest in training programs designed to keep employees current.
- Employ a dedicated deposit operations team that works closely with members and internal security teams.
- Educate our members on fraud and what steps they can take to protect themselves.



Don't Become a Target. Learn how to protect yourself from fraudsters.



Two-factor authentication is a security system that requires a password and an email or text code. It's designed to prevent unauthorized users from gaining access to an account with nothing more than a stolen password.



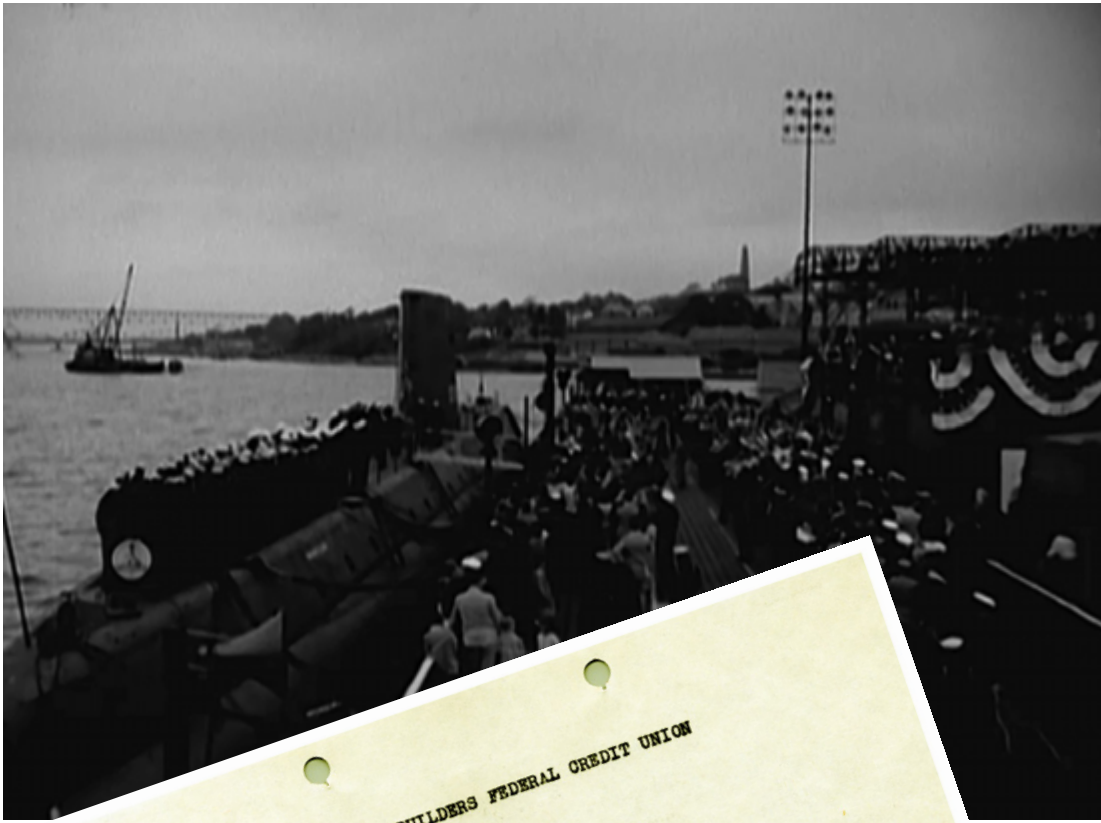
Fingerprint biometrics can be used to authenticate a person to ensure that a person is who they say they are. Adds an extra layer of security over password and token security measures.



Facial recognition can be used to verify the identity of an individual using their face. Ensuring that a person is who they say they are. Adds an extra layer of security over password and token security measures.



Account alerts can be set up to alert you of various types of activity on your accounts. Get notified of account logins, transfers, deposits, etc.



THE GROTON SHIPBUILDERS FEDERAL CREDIT UNION

January 6, 1940

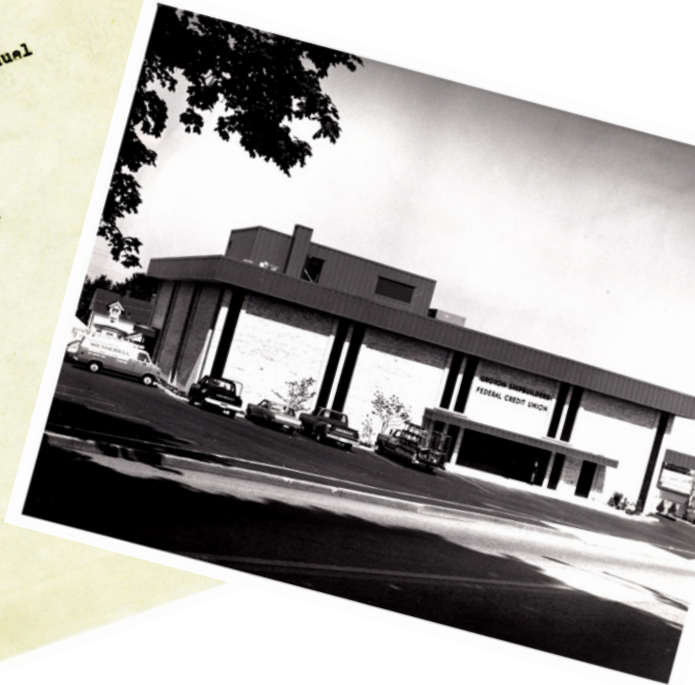
Dear Mr. Conroy:

I have been instructed by President, J. Stitt, to invite you to attend our first annual meeting which will take place in Unity Hall, Groton, on Monday, January 15, 1940, at 8:00 P.M. We sincerely hope that you will be able to accept our invitation to this, our first annual meeting as we will need your valuable help in keeping us straight.

Very truly yours

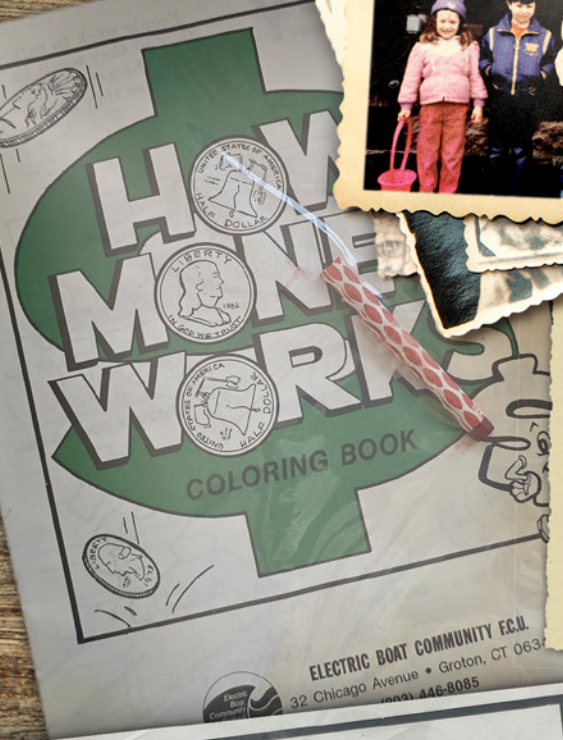
Joseph Milligan

GROTON SHIPBUILDERS FEDERAL CREDIT UNION 1939-1974





1974-1991



ELECTRIC BOAT COMMUNITY FCU
32 Chicago Avenue • Groton, CT 06340
446-8085

The Electric Boat Community Federal Credit Union's
Newsletter for the prestigious!

Silver Circle Circular



SPRING 1987



GROTON SHIPBUILDERS
FEDERAL CREDIT UNION

ANNOUNCES

READY-CASH

A pre-approved instant loan service. After submitting one application you may receive up to \$2,500.00 over and over again by simply signing a voucher.

AND...

Once a member always a member. We can now provide ALL services to those who still belong to the Credit Union even though they have left the employ of Electric Boat.

Savings accounts with or without payroll deduction
CURRENTLY PAYING

• LOANS • REAL ESTATE LOANS

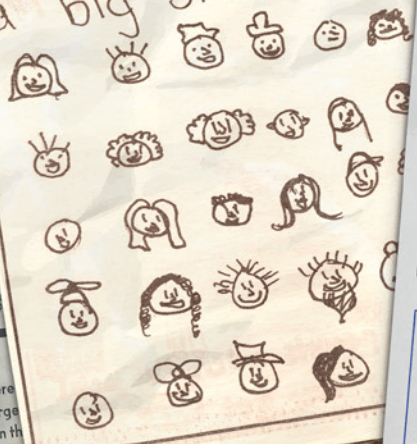
TRAVELERS
CHEQUES
MONEY
ORDERS

The highest quarterly dividend paid most anywhere in the state

The Lowest interest rate on loans charges most anywhere in the state.

OFFICE HOURS: Monday thru Thursday 9:00 A.M. - 4:30 P.M. Friday 7:30 A.M. - 4:30 P.M.
203 EASTERN POINT ROAD - GROTON, CONN. PHONE 446-6049

These are the number of people that go in the CHARTER OAK FEDERAL CREDIT UNION and come out with a big SMILE!



Membership Cards Finally Here

The moment you've all been waiting for! Your Electric Boat Community Federal Credit Union Silver Circle Membership Cards have arrived and yours is enclosed with this newsletter. You may use it when you need personal copy service from the credit union and anytime you need to identify yourself as a member of Silver Circle.

If you have any questions about your membership card, call Lisa Robarge at 446-8085.



SILVER CIRCLE CIRCULAR
Published quarterly by Electric Boat Community Federal Credit Union
Published and Edited by Barbara Potopowitz
Silver Circle Circular welcomes letters, comments and correspondence to: Editor, Silver Circle Circular, Electric Boat Community Federal Credit Union, 32 Chicago Ave., Groton, CT 06340

Silver Circle Plans First Spring Fling

DATE	TIME	PLACE	PRICE
10	11	12	13
14	15	16	17
18	19	20	21
22	23	24	25
26	27	28	29
30			

Mark Saturday, May 16, 1987 on your calendars. A Silver Circle Spring Fling will take place at the Port n' Starboard Restaurant at Ocean Beach in New London.

It will start with a social hour at 11:30 a.m. Lunch will be served at 12:30 p.m., and while you're finishing up your dessert, a Spring Fling fashion show will take place. Fashions will be from Lane Bryant and Anderson Little.

After lunch, Attorney Kevin Conway of Conway, Londregan, McNamara & Sussler, P.C. will give a short talk on Estate Planning, and there will be time for questions.

Reservations will be taken by mail

Name: _____
Address: _____
Tel. No.: _____
Acct. No.: _____

Enclosed is my check for \$ _____ Please reserve reservations for the Silver Circle Spring Fling.
My choice for lunch is:
#1 - Baked Filet of Fish
#2 - Roast Beef

Hop Into Spring With The "Happy Hoppity Hare"

The credit union has recently started a youth savers club called the Happy Hoppity Hare! This is a white stuffed bunny each child (age 0 - 12) receives when enrolled in the club.

When a child is enrolled in the club, they will receive a welcoming letter and a membership card from the Happy Hoppity Hare. In addition, throughout the year, the child will receive mailings with club activities.

What a perfect gift for your grandchild, niece, nephew, or friend! Fill out the coupon in the...

Please send me an application for the Happy Hoppity Hare Youth Savers Club.
Name: _____
Address: _____



Norwich Planning Committee



2007-Present
CHARTER OAK CREDIT UNION



WE DID IT!

S.O.S.

SAVE OUR SUB BASE

Congratulations and heartfelt appreciation to all who helped make this possible!

CHARTER OAK FEDERAL

860-446-8085 • www.charteroak.com

32 Chicago Avenue Groton, CT | 625 Long Hill Road Groton, CT | 3 Boston Post Road Waterford, CT
 20 Liberty Street Plainville, CT | 238 West Town Street Norwich, CT | 589 Hartford Pike Dayville, CT

The Riverfront Children's Center, Inc.
 476 Thames Street, Groton, CT 06340
 (860) 445-8151 • www.riverfrontchildrens.org

July 23, 2008

Charter Oak Federal Credit Union
 Community Relations Department
 32 Chicago Avenue
 Groton, CT 06340

Dear Sir,

On behalf of The Riverfront Children's Center, please accept our sincere appreciation for your sponsorship gift of \$100.00 to our Silent Auction and Halloween Party fundraiser. Your donation helps us meet our goal of providing high quality childcare and development for local children and their families. We have already received your advertisement from Charter Oak's website and will see that it is placed on the sponsor pages of our Auction and our event tickets when they arrive from the printer. Some of the other Charter Oak Federal Credit Union associates who have donated to our fundraiser are listed below. Finally, I have enclosed a copy of our "Save the Date" postcard for your employees to see.

The Riverfront Children's Center is our area's largest provider of early childhood education and one of the only local facilities with a sliding scale fee for families in need. We are proud to assist families struggling with the cost of education, making a living and caring for their children. Contributions from our community help us meet our goal of providing high quality childcare and development for local children and their families.

The Riverfront Children's Center is a 501 (c) (3), nonprofit Early Learning Center. All donations to the Riverfront Children's Center are tax-deductible within the limits of the law.

Your donations are more important than ever. Thank you again for your support.

Sincerely,

 Susan R. Bailey
 Development Coordinator
 susan.bailey01@comcast.net

THE FIRST TIME BUYER

THE SOCCER MOM

THE MIDLIFE CRISIS

WE HAVE AUTO LOANS
 At the Lowest Rates.

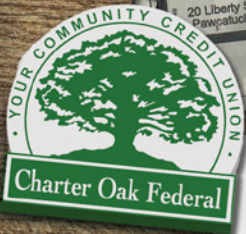
THE CREDIT UNION LEAGUE OF CONNECTICUT ANNIVERSARY AWARD

Presented to

Charter Oak Federal Credit Union

ON BEHALF OF THE CREDIT UNION LEAGUE OF CONNECTICUT WE'D LIKE TO CONGRATULATE YOUR CREDIT UNION ON 75 YEARS OF DEDICATED SERVICE TO YOUR MEMBERS AND THE CREDIT UNION MOVEMENT.

Jill Nowacki, President/CEO
 Credit Union League of Connecticut



1991-2007

Volunteers & Senior Staff

Volunteers

Board of Directors

Guy Henry

Chairman of the Board

Barbara Gregg

Vice Chairperson

Paul McGlinchey

Treasurer

Paul Filippetti

Secretary

Wayne Burgess

Director

Brad Heil

Director

Annette Janovic

Director

Supervisory Committee

Gary Brochu

Chairman, Supervisory Committee

Joyce Gresh

Member

Rita Provatas

Member

Joseph Romeo

Member

Senior Staff

Brian Orenstein

President and Chief Executive Officer

Joseph Childress

Senior Vice President/Chief Information Officer

Laurie Cormier

Senior Vice President/Chief Human Resources & Marketing Officer

John Dolan

Senior Vice President/Chief Lending Officer

Sundae Franklin

Senior Vice President/Chief Retail Officer

Jeanne Mikula

Senior Vice President/Chief Operating Officer

Bradley Sullivan

Senior Vice President/Chief Financial Officer

Branches & Locations

**Branch & Headquarters**

1055 Hartford Turnpike, Waterford, CT 06385

Dayville

589 Hartford Pike
Dayville, CT 06241

Dayville, Killingly High School

226 Putnam Pike
Dayville, CT 06241

Electric Boat

50 Pequot Avenue
New London, CT 06320

Groton

32 Chicago Avenue
Groton, CT 06340

Groton, Fitch High School

101 Groton Long Point Road
Groton, CT 06340

Montville

601 Norwich / New London Turnpike (Rte. 32)
Montville, CT 06353

Mystic

4 Hendel Drive
Mystic, CT 06355

Niantic

335 Main Street
Niantic, CT 06357

Norwich

1 Connecticut Avenue
Norwich, CT 06360

Pawcatuck

20 Liberty Street
Pawcatuck, CT 06379

Putnam

7 Providence Pike
Putnam, CT 06260

Uncasville

1 Mohegan Sun Boulevard
Uncasville, CT 06382

Waterford

3 Boston Post Road
Waterford, CT 06385

Willimantic

893 Main Street
Willimantic, CT 06226



CHARTER OAK
CREDIT UNION

860-446-8085 | 800-962-3237

charteroak.org



Federally insured by NCUA



For more information about Charter Oak Federal Credit Union's products and services mentioned in this Annual Report, including rates and fees, please stop by any of our convenient branches in New London or Windham counties.