



2019 ANNUAL REPORT



familytrust.org | 803.367.4100

President's Report

PENNY PRATT
FAMILY TRUST PRESIDENT & CEO

The current unprecedented circumstances have shifted every aspect of our lives. As we continue to adjust to the 'new normal', there is one element that remains the same. You. Members are at the heart of what we do.

In review of 2019, we continued to keep you first by providing easy financial solutions. This mission was accomplished by providing over 9,000 loans to nearly 47,000 members.

We also continued supporting the community through volunteerism and financial efforts. Last year, employees served over 500 volunteer hours in York County, and the Community Partnership Program contributed to over 50 local charities.

In 2020, we seek to identify and deliver solutions of value to you. This includes insuring readiness for new software systems and continuing to develop employees on ways to better meet your needs. These initiatives are designed with you in mind to ensure our members have best-in-class financial technology as well as outstanding member service.

As a community, we are all facing uncertainties during this time. But one thing for certain is that our employees are dedicated to helping you manage your financial obligations. I want to thank them for the exceptional work they do, everyday. I also want to thank our volunteer Board of Directors who support us and provide visionary guidance and direction.

Thank you for being a Family Trust member.



Penny Pratt
President & CEO



Giving Back

MY RIDE PARTNERSHIP

In 2019, Family Trust was excited to announce a partnership with My Ride, Rock Hill's new free public system. This system was created with the community in mind as all buses are electric, offer Wi-Fi connection, plugs to charge your phone and even offers a library. Full service began in July with four bus routes running through the city.

"Family Trust has been dedicated to the community for 62 years, and we're honored to be a founding partner of the transit system along with the City of Rock Hill, Piedmont Medical and Winthrop University." - *Janet Hadjar, VP of Marketing*



For more information about My Ride bus system visit myriderockhill.com.

Giving Back

**\$100,000+ Charitable
Donations and Community
Sponsorships**

500 Volunteer Hours

**50+ Local Charities
Impacted**

COMMUNITY PARTNERSHIP

At Family Trust, we believe in living out the credit union philosophy of "people helping people". You, our community, are at the heart of what we do and when you succeed, we succeed.

Through the Community Partnership Program, we're able to make a great impact on community-based organizations by putting the power of our employees behind our donations.

Non-profits can request up to \$5,000. Agencies based in York County and offer volunteer opportunities to our employees are strongly encouraged. Visit familytrust.org for more information or how to apply.

2019 Total Assets: \$520,381,896

2019 Total Liabilities & Equity: \$520,381,896