The 66th Annual Meeting of Bank-Fund Staff Federal Credit Union is scheduled for Thursday, April 4, 2013 at 3:00pm, at the J.W. Marriott®, 1331 Pennsylvania Avenue, NW, Washington DC, 20004.

Copies of the minutes of BFSFCU’s 65th Annual Meeting will be available at the 2013 Meeting. Copies may also be obtained from the Credit Union by written request to BFSFCU, 1725 I Street, NW, Suite 150, Washington, DC 20006.
Trust
Integrity
Service
Transparency
Competence
Financial Strength
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<td>Board of Directors</td>
<td>18</td>
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<td>Financial Results</td>
<td>22</td>
</tr>
</tbody>
</table>
We are a member-owned cooperative; accountability and transparency are essential.
### SUMMARY FINANCIAL STATEMENTS

(In Thousands, US$)  

<table>
<thead>
<tr>
<th>Statement of Financial Condition</th>
<th>2012</th>
<th>2011</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash and Cash Equivalents</td>
<td>$ 491,847</td>
<td>$ 434,447</td>
<td>13.21</td>
</tr>
<tr>
<td>Investments</td>
<td>944,192</td>
<td>749,449</td>
<td>25.98</td>
</tr>
<tr>
<td>Loans (Net of Allowance for Loan Losses)</td>
<td>2,076,853</td>
<td>2,057,229</td>
<td>0.95</td>
</tr>
<tr>
<td>Loans Held-for-Sale</td>
<td>14,192</td>
<td>8,697</td>
<td>63.18</td>
</tr>
<tr>
<td>Other Assets</td>
<td>66,794</td>
<td>70,924</td>
<td>(5.82)</td>
</tr>
<tr>
<td>Total Assets</td>
<td>3,593,878</td>
<td>3,320,746</td>
<td>8.23</td>
</tr>
<tr>
<td>Deposits</td>
<td>3,142,866</td>
<td>2,884,189</td>
<td>8.97</td>
</tr>
<tr>
<td>Other Liabilities</td>
<td>44,361</td>
<td>45,187</td>
<td>(1.83)</td>
</tr>
<tr>
<td>Members’ Equity</td>
<td>406,651</td>
<td>391,370</td>
<td>3.90</td>
</tr>
<tr>
<td>Total Liabilities and Members’ Equity</td>
<td>3,593,878</td>
<td>3,320,746</td>
<td>8.23</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Statement of Income</th>
<th>2012</th>
<th>2011</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interest Income</td>
<td>$ 83,659</td>
<td>$ 88,804</td>
<td>(5.79)</td>
</tr>
<tr>
<td>Interest Expense (Dividends)</td>
<td>19,945</td>
<td>21,915</td>
<td>(8.99)</td>
</tr>
<tr>
<td>Net Interest Income</td>
<td>63,714</td>
<td>66,889</td>
<td>(4.75)</td>
</tr>
<tr>
<td>Provision for Loan Losses</td>
<td>8,493</td>
<td>5,729</td>
<td>48.25</td>
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<tr>
<td>Noninterest Income</td>
<td>22,852</td>
<td>23,288</td>
<td>(1.87)</td>
</tr>
<tr>
<td>Noninterest Expense</td>
<td>63,647</td>
<td>63,778</td>
<td>(0.21)</td>
</tr>
<tr>
<td>Net Income</td>
<td>14,426</td>
<td>20,670</td>
<td>(30.21)</td>
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</table>

<table>
<thead>
<tr>
<th>Key Equity Ratios</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Members’ Equity to Deposits</td>
<td>12.94%</td>
<td>13.57%</td>
<td>(4.65)</td>
</tr>
<tr>
<td>Members’ Equity to Total Assets</td>
<td>11.32%</td>
<td>11.79%</td>
<td>(3.99)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Other Highlights</th>
<th>2012</th>
<th>2011</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mortgage Servicing Portfolio</td>
<td>$ 493,388</td>
<td>$ 527,333</td>
<td>(6.44)</td>
</tr>
<tr>
<td>Members</td>
<td>79,266</td>
<td>74,873</td>
<td>5.87</td>
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<tr>
<td>Employees</td>
<td>299</td>
<td>297</td>
<td>0.67</td>
</tr>
</tbody>
</table>

Fully audited financial statements are available at BFSFCU.org.
We believe good stewardship of our members’ funds requires the clear presence of COMPETENCE to bring about efficiency and effectiveness.
2012 was a transitional year for BFSFCU. After 6 years as our Managing Director and CEO, Stephen Breed resigned his position in November to pursue other interests. At that time, our Board President, George West, stepped down from the Board of Directors to serve as the interim CEO. Shortly thereafter, the Board held an election for its officers resulting in the selection of Ken Miranda as the new Board President.

A year of transition for any organization is also a year to reflect on what we have accomplished over many years as well as where we hope to head in the years to come:

WHAT WE HAVE ACCOMPLISHED

In 2012, we celebrated our 65th year of building a strong financial institution while continually striving to provide the best in quality service to our members. This milestone presented an opportunity to reflect on our significant accomplishments through these 65 years:

- **Membership:** BFSFCU’s first annual report indicated a total of 96 members; we have now grown to over 75,000 members around the world.

- **Asset Growth:** In 2012, our assets surpassed $3.5 billion—making your BFSFCU one of the largest credit unions in the area by asset size.
Comprehensive Lending Services: Our suite of loan services now ranges from mortgage origination and servicing to consumer loans and credit cards.

eServices: Today, members enjoy an ability to electronically manage their finances from anywhere in the world, via our robust and secure Online Banking system.

Foreign Currency Services: We now maintain full-service foreign exchange offices in each of our branches—an exclusive member benefit that cannot be found among most financial institutions.

A strong capital position: Over the years, our capital strength has risen, and today is at the high end of industry standards.

Supplemental Dividend: Through our sound management, we have been able to distribute a cumulative $141 million to our members over the past 18 consecutive years.

2012—BUILT ON THIS LEGACY OF SUCCESS

In keeping with our goals of providing the best in products and services to our members and acting as their trusted advisor, we undertook a number of initiatives in 2012.

In January, we introduced our eNewsletter to engage members who are geared more toward digital communication over paper and postal mail. The monthly eNewsletter features financial educational articles while highlighting BFSFCU products, services and promotions.
- We launched a new feature within Online Banking in March, offering members the convenience of ordering foreign currencies for delivery to the home or the office.

- In July, we expanded our ATM Surcharge Rebate Program to include ATMs worldwide. Enrolled members can now conveniently use their BFSFCU Visa® Debit Cards to access their cash from BFSFCU accounts anywhere around the globe and see their surcharges refunded back at the end of the statement month.

- We also introduced a new service in July—Concierge Automobile Requisition Service (C.A.R.S.). The C.A.R.S. program brings impartial auto-buying consultants into our branches to meet with members and assist with car selection, price negotiations and even delivery of the car—all at no cost to our members.

- Due to member response and demand, we expanded our relationship with a firm specializing in tax and financial services, to provide our members with more in-depth seminars highlighting tax implications for G4 Visa holders, non-residents and Green Card holders. These seminars remain free for our members.

- In celebration of our 65th anniversary, we hosted our first Credit Union Expo. The Expo featured booths highlighting our most popular products and services for current and potential members to explore, ranging from account opening and foreign exchange services, to fraud awareness and lending services. We also invited specialists from real estate, long-term care insurance, estate planning, and tax services to provide their expertise for open discussions with members.
In an effort to best meet the needs and expectations of members in our branches, we launched an online appointment book within BFSFCU.org in December. This new service offers members a live update on current wait times to meet with a Member Services Representative in all three branches as well as an opportunity to schedule appointments.

We experienced a record-breaking year in our lending department, with nearly 14,000 loan applications processed. In the fall, we introduced a new mortgage loan product for those members who seek a short-term mortgage option, the 3/3 ARM 10 & Done. Throughout the year, our members enjoyed the expertise and savings provided by the CU Realty program which gave our members $372,838 in rebates.

We actively welcomed new members by attending sponsor-coordinated events throughout the year such as new employee orientations at World Bank and IMF, the IMF Symposium and World Bank Healthy Homes. We also reached out to family members of our sponsor groups by attending events held by the World Bank Family Network and IMF Family Association, including the annual Teen Summer Program.

In addition to these accomplishments, we have also enjoyed some local recognition. For the second year in a row, BFSFCU proved itself to be a leader among local businesses by landing in the “Post 200”, the Washington Post’s annual list of leading organizations in the Washington D.C. region. Ranked in the top three credit unions in Washington, D.C., we are pleased that this honor reflects our continued commitment to excellent service.
THE ROAD AHEAD

Our year of transition also encouraged us to re-evaluate our goals for the future of BFSFCU. We are taking this opportunity to begin realigning our priorities, to return to our core values and to bring our focus back to the member experience. Our goal is to improve the membership experience in as many dimensions as possible – whether a member is stepping into one of our branches for the third time in one week, logging in to Online Banking as a first-time user, or meeting with a Loan Officer about refinancing a home, our primary objective is to improve service through all channels.

While we always seek to maintain the highest level of personal service on the front line, we are also committed to improving upon our internal programs and policies. Our goal is to optimize financial performance while building on our existing financial strength for current and future members. We also recognize the challenges of a changing regulatory environment and will continue to be vigilant in protecting member assets.

As always, we would like to thank you, our members for your membership and your patronage. Each and every one of you has contributed to the success of this Credit Union. We are very grateful for your support and for the opportunity to be your financial partner as we position ourselves for the future together.

We also thank the Staff, Management, and our volunteer Board of Directors, Committee Members, and Internal Counsel, for their dedication in serving our members and their commitment to the success of the Credit Union. We look forward to serving you in 2013 and in the years to come.
We uphold INTEGRITY as a cornerstone of our core values and seek to be consistent and reliable.
BOARD OF DIRECTORS

KENNETH M. MIRANDA
PRESIDENT

STEPHANIE VON FRIEBERG
VICE PRESIDENT

DAVID ORDOOBADI
TREASURER
Total assets increased 8.23 percent to $3.6 billion from $3.3 billion at year-end 2011. Net loans increased to $2.1 billion, reflecting a continued demand for first mortgage loans, which was primarily driven by historically low rates throughout much of the year.

Consistent with many other financial institutions, we saw increases in our allowance for loan losses (the “reserve”) and loan delinquencies during 2012. The reserve, which represents management’s estimate of loan losses inherent in the loan portfolio, increased 30.52% to $12.4 million from $9.5 million in 2011. This increase is attributable to a number of quantitative and qualitative factors that must be considered when estimating the reserve. Currently, our reserve ratio, defined as the allowance for loan losses to average loan balances, is 59 basis points as compared to 46 basis points at December 31, 2011.

Loan delinquencies also experienced increases over 2011. As of December 31, 2012, delinquent loans, defined as loan balances 30 days or more past due, were $35.1 million compared to $30.9 million as of December 31, 2011. Reportable delinquent loans, defined by the NCUA as those delinquent loans 60 days or more past due, were $13.6 million compared to $17.8 million as of December 31, 2011. Our coverage ratio, which is the reserve to delinquent loans, was 35.23% and 30.63% as of December 31, 2012 and 2011, respectively. The Credit Union’s coverage ratio for
reportable delinquent loans was 91.11% as of December 31, 2012, compared to 53.30% as of December 31, 2011.

Total deposits increased by $259 million, or 8.97 percent, to $3.1 billion from $2.9 billion at year-end 2011. Our money market accounts experienced the largest deposit increases of approximately $125 million over 2011.

Revenues, defined as net interest income and noninterest income, were $86.6 million for the period ended December 31, 2012, as compared to $90.2 million for the same period last year. This decrease of $3.6 million was driven primarily by a lower interest rate environment in 2012.

Dividends, or interest expense, which includes the Board of Directors approved supplemental dividend of $10.0 million, decreased from last year approximately $2.0 million also due to lower interest rates offered throughout the year.

We did experience an increase in our provision for loan loss of $2.8 million driven primarily by changes in quantitative and qualitative assessment factors that are used in our allowance for loan loss (the "reserve") model noted above. Net charged-off loans were $5.6 million for the period ended December 31, 2012, compared to $6.9 million for the same period last year.

Noninterest expenses, or operating expenses, were fairly flat to prior year netting a slight decrease of $131 thousand. Net income was $14.4 million as compared to $20.7 million in 2011, resulting in a $6.3 million decrease.
LIQUIDITY AND INVESTMENTS

The Credit Union’s goal is to maintain a liquidity level of at least 20 percent of shares, seeking an optimal level to accommodate potential extremes in deposit fluctuations and unusual loan demand. We ended the year with a liquidity ratio of 45.69 percent compared to 41.05 percent in 2011.

In 2012, the Credit Union’s investments, or trading account portfolio, composed exclusively of U.S. Treasury and U.S. Government-backed Agency obligations and AAA-rated U.S. Municipal Bonds, increased by approximately $195 million compared to 2011.

The investments balance was $944.2 million at December 31, 2012, compared to $749.5 million a year ago. Our Federal Funds and short-term investments portfolio balance was $456.2 million compared to $417.6 million at year-end 2012 and 2011, respectively.

The total return for the investment portfolio for the period ended December 31, 2012, was 0.74 percent versus 1.00 percent a year ago.

CAPITAL STRENGTH

Members’ Equity, or capital, and the related capital ratio are primary indicators of a financial organization’s strength and soundness. Members’ Equity to Total Assets was 11.32 percent at December 31, 2012. The Credit Union’s capital base increased by 3.9 percent in 2012 and continues to exemplify our commitment to ensuring the organization’s ongoing financial
viability, while investing in improvements and expansion of services to members. Our capital ratio continues to exceed the standard requirement set by the NCUA, which is 7.00 percent. As a result, we are considered “well capitalized”.

**NCUA EXAMINATION/EXTERNAL AUDIT**

Our NCUA examiners completed their most recent examination of the Credit Union effective September 30, 2012, which resulted in a very strong CAMELS rating consistent with 2011.

In addition, our outside independent public accountants, Grant Thornton LLP, completed their audit as of and for the period ended December 31, 2012, issuing an unqualified opinion on our financial statements. Their complete report containing the entirety of our audited financial statements can be found on our website at BFSFCU.org.
On behalf of the Credit Committee, it is a pleasure to report on another successful year in the lending area. Total gross loans outstanding at year-end 2012 grew to $2.09 billion compared to $2.07 billion in 2011. The Credit Union’s gross loans-to-deposits ratio was 66.44% at the end of 2012 compared to 71.61% at the end of 2011. Our real estate loan portfolio increased 1.07% to $1.89 billion compared to $1.87 billion at the end of 2011. Outstanding balances in consumer loans also increased approximately 1.28% to $193.8 million from $191.3 million for the prior year. Our mortgage loan servicing portfolio decreased in 2012 to $493.4 million from $527.3 million in 2011. The decrease in the servicing portfolio is a result of our members refinancing existing fixed rate mortgages to lower rate products offered throughout the year. This trend has continued for the past two years as we offered lower adjustable mortgage rates to remain competitive in the marketplace.

As 2012 was another difficult year for financial institutions, particularly in the loan delinquency area, the Credit Union experienced an increase in the total amount of delinquent loans to $35.1 million as of December 31, 2012, from $30.9 million as of December 31, 2011.

Reportable delinquent loans, defined by the NCUA as those delinquent loans 60 days or more past due, were $13.6 million (0.65% of total gross loans outstanding) as of December 31, 2012, compared to $17.8 million (0.86% of total gross loans outstanding) as of December 31, 2011. The reduction in reportable delinquent loans is due in large part to the tremendous effort by the Credit Union’s Collections area, and the financial standing of our members in general.

I would like to thank the hard working staff of the Lending Services Department, as well as the members and alternate members of the Credit Committee, for all of their dedicated efforts on behalf of the Credit Union and its membership.
The Supervisory Committee is responsible for confirming that management’s financial reporting objectives have been met, and that management practices and procedures safeguard members’ assets. The Committee retained the auditing firm of Grant Thornton, LLP to conduct an audit and express an opinion on the financial statements of the Credit Union for the period January 1 through December 31, 2012.

Grant Thornton, LLP has completed their audit, which was performed in accordance with generally accepted auditing standards. Their unqualified opinion, along with the Credit Union’s audited financial statements, is available on the Credit Union’s website located at BFSFCU.org.

We confirm that the auditors’ report is based on information obtained from the Credit Union’s records and through direct observation by the auditors, acting on behalf of the Supervisory Committee, and that, to the best of our knowledge and belief, the statements covered by their opinion are accurate.
We continually strive to improve upon our FINANCIAL STRENGTH to sustain your Credit Union into the future.
## Ten-Year Performance

### Statements of Financial Condition

<table>
<thead>
<tr>
<th></th>
<th>2003</th>
<th>2004</th>
<th>2005</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash and Investments</td>
<td>$568,489</td>
<td>$553,099</td>
<td>$516,579</td>
</tr>
<tr>
<td>Loans (Net of Allowance for Loan Losses)</td>
<td>1,174,906</td>
<td>1,360,022</td>
<td>1,509,477</td>
</tr>
<tr>
<td>Deposits</td>
<td>1,498,402</td>
<td>1,634,122</td>
<td>1,727,870</td>
</tr>
<tr>
<td>Reserve and Undivided Earnings</td>
<td>261,654</td>
<td>287,861</td>
<td>312,008</td>
</tr>
<tr>
<td>Total Assets</td>
<td>1,769,586</td>
<td>1,942,142</td>
<td>2,057,779</td>
</tr>
</tbody>
</table>

### Statements of Income

<table>
<thead>
<tr>
<th></th>
<th>2003</th>
<th>2004</th>
<th>2005</th>
</tr>
</thead>
<tbody>
<tr>
<td>Income</td>
<td>$70,003</td>
<td>$71,742</td>
<td>$89,471</td>
</tr>
<tr>
<td>Dividends</td>
<td>17,560</td>
<td>16,585</td>
<td>33,353</td>
</tr>
<tr>
<td>Expenses</td>
<td>24,868</td>
<td>28,950</td>
<td>31,971</td>
</tr>
<tr>
<td>Net Income</td>
<td>27,575</td>
<td>26,207</td>
<td>24,147</td>
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</table>

### Key Ratios

<table>
<thead>
<tr>
<th></th>
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<th>2004</th>
<th>2005</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interest-rate Sensitivity¹</td>
<td>94.10%</td>
<td>89.70%</td>
<td>88.40%</td>
</tr>
<tr>
<td>Liquidity²</td>
<td>37.94</td>
<td>33.85</td>
<td>29.90</td>
</tr>
<tr>
<td>Net Loans to Deposits</td>
<td>78.41</td>
<td>83.23</td>
<td>87.36</td>
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<tr>
<td>Reserve and Undivided Earnings to Deposits</td>
<td>17.46</td>
<td>17.62</td>
<td>18.06</td>
</tr>
<tr>
<td>Reserve and Undivided Earnings to Total Assets</td>
<td>14.79</td>
<td>14.82</td>
<td>15.16</td>
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</table>

### Other Highlights

<table>
<thead>
<tr>
<th></th>
<th>2003</th>
<th>2004</th>
<th>2005</th>
</tr>
</thead>
<tbody>
<tr>
<td>Members</td>
<td>50,038</td>
<td>51,889</td>
<td>53,841</td>
</tr>
<tr>
<td>Employees</td>
<td>195</td>
<td>211</td>
<td>237</td>
</tr>
</tbody>
</table>

1 Rate-sensitive assets as a percentage of rate-sensitive deposits.
2 Liquid assets as a percentage of deposits.

Fully audited Financial statements are available at BFSFCU.org.
### Summary

#### Financial Condition Statements (In Thousands, US$)

<table>
<thead>
<tr>
<th>Year</th>
<th>Cash and Investments</th>
<th>Loans (Net of Allowance for Loan Losses)</th>
<th>Deposits</th>
<th>Reserve and Undivided Earnings</th>
<th>Total Assets</th>
</tr>
</thead>
<tbody>
<tr>
<td>2003</td>
<td>$568,489</td>
<td>$1,174,906</td>
<td>$1,498,402</td>
<td>$261,654</td>
<td>$1,769,586</td>
</tr>
<tr>
<td>2004</td>
<td>$553,099</td>
<td>$1,360,022</td>
<td>$1,634,122</td>
<td>$287,861</td>
<td>$1,942,142</td>
</tr>
<tr>
<td>2005</td>
<td>$516,579</td>
<td>$1,509,477</td>
<td>$1,727,870</td>
<td>$312,008</td>
<td>$2,057,144</td>
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<tr>
<td>2006</td>
<td>$560,845</td>
<td>$1,571,856</td>
<td>$1,810,065</td>
<td>$330,313</td>
<td>$2,168,624</td>
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<td>2007</td>
<td>$713,489</td>
<td>$1,620,944</td>
<td>$1,991,927</td>
<td>$347,336</td>
<td>$2,377,144</td>
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<tr>
<td>2008</td>
<td>$879,044</td>
<td>$1,644,515</td>
<td>$350,940</td>
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<td>$2,576,145</td>
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<td>2009</td>
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<td>$287,861</td>
<td>$2,828,142</td>
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<td>$2,045,649</td>
<td>$372,925</td>
<td>$312,008</td>
<td>$3,056,834</td>
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<td>2011</td>
<td>$1,183,896</td>
<td>$2,057,229</td>
<td>$391,370</td>
<td>$330,313</td>
<td>$3,320,746</td>
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<tr>
<td>2012</td>
<td>$1,436,039</td>
<td>$2,076,853</td>
<td>$406,651</td>
<td>$347,336</td>
<td>$3,593,878</td>
</tr>
</tbody>
</table>

#### Income Statements

<table>
<thead>
<tr>
<th>Year</th>
<th>Income</th>
<th>Dividends</th>
<th>Expenses</th>
<th>Net Income</th>
</tr>
</thead>
<tbody>
<tr>
<td>2003</td>
<td>$70,003</td>
<td>$17,560</td>
<td>$24,868</td>
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<tr>
<td>2004</td>
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<td>$16,585</td>
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<td>2005</td>
<td>$89,471</td>
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<td>$31,971</td>
<td>$24,147</td>
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<tr>
<td>2006</td>
<td>$110,758</td>
<td>$52,017</td>
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<td>$58,514</td>
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<td>$8,816</td>
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<td>$34,792</td>
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<td>$27,911</td>
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<td>2011</td>
<td>$112,092</td>
<td>$21,915</td>
<td>$37,469</td>
<td>$15,842</td>
</tr>
<tr>
<td>2012</td>
<td>$106,511</td>
<td>$19,945</td>
<td>$37,469</td>
<td>$15,842</td>
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</table>

#### Key Ratios

<table>
<thead>
<tr>
<th>Year</th>
<th>Interest-rate Sensitivity</th>
<th>Liquidity</th>
<th>Net Loans to Deposits</th>
<th>Reserve and Undivided Earnings to Deposits</th>
<th>Reserve and Undivided Earnings to Total Assets</th>
</tr>
</thead>
<tbody>
<tr>
<td>2003</td>
<td>94.10 %</td>
<td>37.94</td>
<td>78.41</td>
<td>17.46</td>
<td>14.79</td>
</tr>
<tr>
<td>2004</td>
<td>89.70 %</td>
<td>33.85</td>
<td>83.23</td>
<td>17.62</td>
<td>14.82</td>
</tr>
<tr>
<td>2005</td>
<td>88.40 %</td>
<td>29.90</td>
<td>87.36</td>
<td>18.06</td>
<td>15.16</td>
</tr>
<tr>
<td>2006</td>
<td>83.70 %</td>
<td>30.98</td>
<td>83.20</td>
<td>18.25</td>
<td>14.61</td>
</tr>
<tr>
<td>2007</td>
<td>82.80 %</td>
<td>35.82</td>
<td>83.20</td>
<td>16.44</td>
<td>13.61</td>
</tr>
<tr>
<td>2008</td>
<td>83.20 %</td>
<td>35.82</td>
<td>88.50</td>
<td>16.02</td>
<td>13.06</td>
</tr>
<tr>
<td>2009</td>
<td>85.30 %</td>
<td>39.11</td>
<td>95.30</td>
<td>14.84</td>
<td>12.77</td>
</tr>
<tr>
<td>2010</td>
<td>99.40 %</td>
<td>39.11</td>
<td>99.40</td>
<td>14.11</td>
<td>12.20</td>
</tr>
<tr>
<td>2011</td>
<td>100.80 %</td>
<td>41.05</td>
<td>100.80</td>
<td>13.57</td>
<td>11.79</td>
</tr>
<tr>
<td>2012</td>
<td>45.69</td>
<td>66.08</td>
<td>12.94</td>
<td>11.32</td>
<td></td>
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</tbody>
</table>

#### Other Highlights

<table>
<thead>
<tr>
<th>Year</th>
<th>Members</th>
<th>Employees</th>
</tr>
</thead>
<tbody>
<tr>
<td>2003</td>
<td>50,038</td>
<td>195</td>
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<tr>
<td>2004</td>
<td>51,889</td>
<td>211</td>
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<tr>
<td>2005</td>
<td>53,841</td>
<td>237</td>
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<tr>
<td>2006</td>
<td>55,448</td>
<td>274</td>
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<tr>
<td>2007</td>
<td>57,241</td>
<td>295</td>
</tr>
<tr>
<td>2008</td>
<td>59,481</td>
<td>292</td>
</tr>
<tr>
<td>2009</td>
<td>62,730</td>
<td>301</td>
</tr>
<tr>
<td>2010</td>
<td>65,942</td>
<td>297</td>
</tr>
<tr>
<td>2011</td>
<td>74,873</td>
<td>297</td>
</tr>
<tr>
<td>2012</td>
<td>79,266</td>
<td>299</td>
</tr>
</tbody>
</table>
Our commitment to quality SERVICE is demonstrated by our constant focus on delivering value to our members and sustaining long-term relationships.
FINANCIAL SERVICES

DEPOSIT ACCOUNTS
Savings
Checking
Money Management Savings
Money Management Checking
Share Certificates
Jumbo Share Certificates
RateKeeper Share Certificate
Step-Up Share Certificates
WealthBuilder Share Certificate
Young Savers Share Certificate
Individual Retirement Accounts (IRAs)
e-Savings Account

REAL ESTATE LOANS
Nationwide Mortgage Lending
First Mortgage for Primary Residence
First Mortgage for Investment Properties
First Mortgage for Second Home/Vacation Homes
Home Equity Loan
Home Equity Line of Credit
5/1 Home Equity Line of Credit
Homeowner’s Loan
Green Homeowner’s Loan

FOREIGN EXCHANGE
Cash Passport™
Exchange-Rate Quotes
Foreign Checks/Drafts
Foreign Check Collection
Foreign Currency Exchange
International Drafts
International Wire Transfers
Precious Metal Bullion and Coins
Foreign Exchange ATM
Rate Watch
Online Currency Ordering and Home Delivery
Travelex In-store Discount
Travelex ATM Discount

CONSUMER LOANS
Credit Cards:
  Visa® Gold
  Visa® Platinum
  Visa® Platinum Cash Rewards
  Visa® Platinum Member Rewards
Line of Credit/Reserve
Personal Loan
Automobile Loan (New and Used)
Green Auto Loan
Motorcycle Loan
Recreational Vehicle Loan
Airplane Loan
Boat Loan
CU StudentChoice Higher Education Loan
Personal Education Loan
Share-secured Loan

INTERNET SERVICES
BFSFCU.org
Financial Education Resources
Home Value Estimator
Vehicle Purchasing Guide
Rates
WebSecure
Online Membership and Account Opening
Online Banking
Personal Money Manager
Secure Message Center
Community
Online Billpayer
24x7 Online Mortgage Center
24x7 Consumer Lending (Internet and Telephone)
e-Alerts
e-Newsletter
e-Statements
e-Transfer
e-Wires
Quicken/MS Money

INFORMATION SERVICES
Free Member Seminars
Associated Buyers Club for Discounts
Motor Vehicle Certification Program
United Buying Service
Kelley Blue Book
Member Services Guide
Financial Relationship Switch Kit
First Mortgage Application Kit
Home Equity Application Kit
Chat with a Realtor
Free Publications—
Insight to Prosperity Monthly Newsletter
Brass
Product and Service Brochures

CONVENIENCE SERVICES
24x7 Telephone Service
U.S. Toll-Free Telephone Lines
International Toll-Free Telephone Lines
Shared Branch Networks
Audio Response
BFSFCU ATMs
ATM Surcharge Rebate Program

ATM Networks:
Surcharge-Free ATMs (CO-OP, Alliance One)
Star
MasterCard/Cirrus
Bank-by-Mail
24-Hour Express Depository
Direct Deposit
Visa® Debit Card
Visa® Debit Member Rewards
Visa® Prepaid Student Card
SafetyLink Checking Overdraft Protection
Pre-authorized Payments
Wire Transfers
Cash Advances
Cashier’s Checks
Certified Checks
Visa® Gift Card
American Express Gift Cheques
American Express Travelers Cheques
Verified by Visa® Online Purchase Protection
Credit Card AutomaticPay
CU Realty Services
Fraud Protection
GlobalPhone Calling Service
Notary Services
Signature Guarantee Program

INSURANCE PRODUCTS
Credit Life
Credit Disability Insurance
Payment-Protection Products on:
Home Equity Loans
Consumer Loans
Credit Cards
GAP (Guaranteed Asset Protection) for Vehicle Loans
MRC (Mechanical Repair Coverage) for Vehicles
MEMBERS® Auto & Homeowners Insurance Program
MEMBERS® Accident and Life Insurance
Accidental Death and Dismemberment Insurance
Long-Term Care Insurance
We aim to inspire TRUST from our members through our dedication to meeting their financial needs.
SERVICE RECOGNITION

AT BFSFCU, WE ARE PROUD TO HAVE SO MANY STAFF MEMBERS THAT HAVE DEVOTED A SIGNIFICANT AMOUNT OF THEIR PROFESSIONAL CAREERS TO SERVING OUR MEMBERS. NEARLY A QUARTER OF OUR EMPLOYEES HAVE OVER 10 YEARS OF SERVICE AT THE CREDIT UNION.
JANET CORRIGAN, 28 YEARS
PETER WAGNER, 28 YEARS
CAROLYN LANCASTER, 27 YEARS
FRANCIS ANTHONY, 26 YEARS
T.J. HOLLAND, 25 YEARS
STEPHANIE DAY, 22 YEARS
RONALD SHELTON, 22 YEARS
NORA ZARABIA, 22 YEARS
GLENDA ACORS, 20 YEARS
CANDY AKINYODE, 20 YEARS
TIMOTHY ELMORE, 20 YEARS
LUZ PRADA, 20 YEARS
DANIEL ROGAN, 20 YEARS
JEFFREY COYNE, 19 YEARS
MEAGAN DONAHUE, 18 YEARS
ARNOLD FLORES, 18 YEARS
CHRISTINE GATTON AUSTIN, 18 YEARS
DAWN GOLDSHORRE, 18 YEARS
LINDA LEE, 18 YEARS
JOHN ROBINSON, 18 YEARS
ILENE BARCLAY, 17 YEARS
CARMEN CINTRON-LOPEZ, 17 YEARS
CELINA SAMUEL, 17 YEARS
SONIA WHITE, 17 YEARS
HEATHER WOOLLS, 17 YEARS
NITA BADAL, 16 YEARS
JADranka STEVIC, 16 YEARS
KATHERINE BROCK, 15 YEARS
MICHAEL BUNCH, 15 YEARS
LIANG HAN, 15 YEARS
PHILIP OLLAPALLY, 15 YEARS
JANAKIE RANASOMA, 15 YEARS
MELAIDA SALANG, 15 YEARS
STEPHEN WHITE, 15 YEARS
VIRGINIA YABAR, 15 YEARS
SHANNON BUMBREY, 14 YEARS
RODNEY GOFFIGAN, 14 YEARS
PATIENCE HARVEY, 14 YEARS
ERIKA PARRA, 14 YEARS
JAMES ROGERS, 14 YEARS
JIMMY SUN, 14 YEARS
MIRIAM TORIELLO, 14 YEARS
VICTOR GALBIS-REIG, 13 YEARS
VALENTINA ALAQUI, 12 YEARS
STEPHANIE BISSESSUR, 12 YEARS
NORMITA CARDOZA, 12 YEARS
IRINA KALINKINA, 12 YEARS
SAM LEE, 12 YEARS
CESAR POCAI, 12 YEARS
SCOTT POSTON, 12 YEARS
EDLIRA SANI, 12 YEARS
JASON WILLIAMS, 12 YEARS
RUTH CALVIMONTES-HESSABIAN, 11 YEARS
MEHARI DAGNEW, 11 YEARS
TAMARA HamDOKH, 11 YEARS
LORINA JONES, 11 YEARS
CATHERINE LE MERDY, 11 YEARS
BENJAMIN OGOOLA, 11 YEARS
GUADALUPE RUALES-JURASZEK, 11 YEARS
MARY THIBEAULT, 11 YEARS
THIP VONGXAY, 11 YEARS
AMLY WIGGINS, 11 YEARS
KEVIN WILLIAMSON, 11 YEARS
ALLISON AN-RHIM, 10 YEARS
MARIO HERRANZ-PONS, 10 YEARS
ERIC JAMESON, 10 YEARS
WASIQ KHAN, 10 YEARS
ERIC MEEKINS, 10 YEARS
SHIRLEY NATTO, 10 YEARS
ALEXANDRA ROKITA, 10 YEARS
FRANCESCA SMITH, 10 YEARS
DAVID WYBENGA, 10 YEARS

OUR LIST OF DISTINGUISHED BFSFCU RETIREEs INCLUDES THE FOLLOWING INDIVIDUALS:

JOHN J. DEAN, 31 YEARS
LOUISE MENG, 30 YEARS
HAMID SHAFFI, 30 YEARS
MICHelle HUFF, 27 YEARS
RICHARD J. OSius, 26 YEARS
JAMES W. KNOWLTON, 20 YEARS
JOHN “JACK” C. VODEN, 20 YEARS
AFTER GLOW

I’D LIKE THE MEMORY OF ME
TO BE A HAPPY ONE.
I’D LIKE TO LEAVE AN AFTER GLOW
OF SMILES WHEN LIFE IS DONE,
I’D LIKE TO LEAVE AN ECHO
WHISPERING SOFTLY DOWN THE WAYS,
OF HAPPY TIMES AND LAUGHING
TIMES AND BRIGHT AND SUMMER DAYS.
I’D LIKE THE TEARS OF THOSE WHO
GRIEVE, TO DRY BEFORE THE SUN,
OF HAPPY MEMORIES THAT I LEAVE
WHEN LIFE IS DONE.

—HELEN LOWRIE MARSHALL
On July 31, 2012, our friend and colleague, Joyce Crawford, passed away after a long and valiant battle with cancer.

Joyce joined the Credit Union in 1992 as a “temp” and was offered a permanent position as the Mortgage Loan Receptionist in 1995. Over the last 17 years, Joyce worked in several positions, most recently as a Loan Officer. She was one of those people whose patience you envied and whose jovial spirit made you slightly suspect in a world full of negativity. Joyce always projected a positive attitude with her colleagues and our members and, despite facing many tribulations over the years, always had a smile to offer. Her laugh was infectious and made it terribly difficult to remain in a bad mood in her presence.

Our Credit Union family will continue to mourn the loss of Joyce but we are so grateful to have had her in our lives. We will honor her memory by putting the needs of others first and finding a smile to offer even when it does not come readily on its own.