



2019
Annual Report



Safe... Secure... Strong
We're Rock Solid

605.923.1405 • 888-923-1400
www.sentinelfcu.org

Ellsworth AFB • Box Elder • Rapid City
Custer • Hill City • Winner



Board of Directors



Ben Treadwell
Chairman
(Term 2021)



Doug Dlugosz
1st Vice Chairman
(Term 2020)



James Ramp
2nd Vice Chairman
(Term 2020)



Bruce Curington
Secretary/Treasurer
(Term 2021)



Mary Stein
Director
(Term 2021)



Janelle Chase
Director
(Term 2020)



Dave Fisk
Director
(Term 2020)



Supervisory Committee



Colleen Fulton,
Member



Dennisse Bedard,
Member



Heidi Aker,
Member

Sentinel Gives Back



Thank you to our Sentinel Team for helping us Give Back to our communities and for participating in the following worthwhile causes: Clockwise, from top left, Diaper Drive, Back-Pack Drive, Kid's Fair Volunteers, Walk-For-Warmth, Wearing Blue for Child Abuse Prevention Month, Tough Enough To Wear Pink and Gold Discovery Days Parade.

Supervisory Committee Report

The Supervisory Committee represents the interest of the membership as the “watchdog” of your Credit Union. It is responsible for maintaining oversight of our management and financial records to ensure that your Credit Union’s financial condition is fairly represented.

The areas of responsibility range from ensuring an annual audit is performed by an outside, independent accounting firm; reviewing internal controls to ensure all members receive fair, accurate and honest service; and investigating all membership complaints.

During the past year the National Credit Union Association examined our policies and procedures for compliance with applicable Federal and State laws.

In addition, the Supervisory Committee administered the required annual audit to ensure your Credit Union continues to operate in accordance with industry standards.

This audit reports on financial stability and general operating performance as well as the presence of suitable internal controls. Ketel Thorstenson conducted this year ending September 30, 2018.

As we conclude this year’s activities, the Supervisory Committee is confident that Sentinel Federal Credit Union is firmly established in sound financial practices and its management and staff is focused on your needs as valued members.

Our priorities for the coming year are to continue to provide a high level of support to you and the Board of Directors.

We want to commend our management and staff for continuing to provide professional and courteous service in meeting our members’ needs. It is a privilege to represent the general membership of Sentinel Federal Credit Union.

The committee always welcomes your suggestions and observations. Direct correspondence may be submitted to the Supervisory Committee at P.O. Box 700, Box Elder, SD 57719.

Colleen Fulton, Dennisse Bedard & Heidi Aker – Members

Chairman’s Report

As we celebrate 64 years of excellence, you can feel secure knowing that Sentinel Federal Credit Union continues to remain safe, secure, and financially strong.

In the course of serving our members this past year, we achieved the following:

Grew our Business Lending services with the addition of our new VP/ Business Loan Officer.

Awarded scholarships of \$500 each to four students for their academic excellence.

Enhanced our Mobile App with a new feature called “Manage My Cards” which allows cardholders to Lock and Unlock their Sentinel cards at any time, for any reason.

Enhanced our “bump-a-rate” feature, which is available upon request for all Certificates. Now, when you request to bump-a-rate on your Certificate, we will bump up to the dividend rate being offered for a Certificate with a term equal to the original term of your Certificate.

Expanded the hours of our in-house Call Center from 7:30 a.m. to 5:30 p.m. MT, Monday through Friday. As a result, our members who live outside our area now have more of an opportunity to talk to our live and local representatives.

Provided financial assistance to our members impacted by the month-long Government Shutdown.

Contributed almost \$25,000 in sponsorships and donations to our area communities to support causes such as the Boys & Girls Club, Wellfully, Black Hills Works, Youth & Family Services, Black Hills Habitat for Humanity and many more.

The Board of Directors, the Supervisory Committee, the staff, and you have all worked together to improve and grow your Credit Union. We thank you for your valuable membership and we renew our commitment to you, your family and your business.

Ben Treadwell, Board Chairman

Senior Management



Keith Robbennolt
President &
CEO



Dorothy Voorhees
Chief Financial
Officer



Jane Carlson
Chief Information
Officer



Peter Kottwitz
VP/Business
Loan Officer



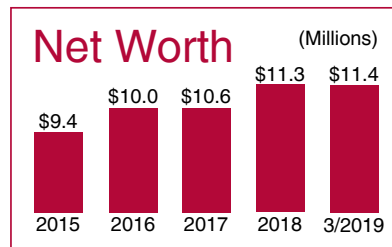
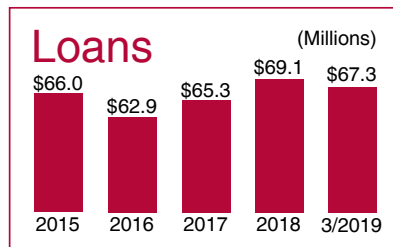
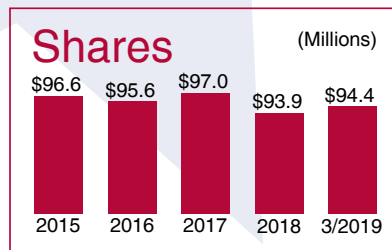
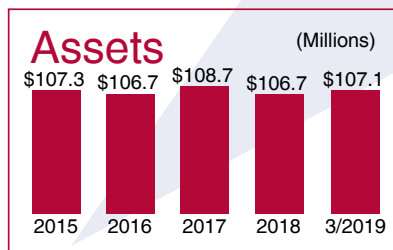
Sheila Hanneman
VP/Consumer
Lending Manager



Levi Brunmaier
VP/Risk
Management Officer

Our mission is to maintain integrity and protect the financial future of our member owners.

Financials



President's Message

On behalf of the entire Sentinel Team, I would like to thank all of our members for their continued support, and for trusting Sentinel Federal Credit Union to serve their financial needs. 2018 was a tremendous year for the Credit Union, and we are looking to continue to grow in 2019.

There has been many changes in our organization since I came on in March of 2018, and these changes have been for the benefit of both the membership as well as the Sentinel Team. We are a different organization since last year at this time, and I am so excited to see where this Credit Union will go into the future!

In 2018, we launched our new Business Lending services to our members, and we are now beginning to gain traction with these services. It is expected that we will continue to see steady growth in this segment of our loan portfolio. The inclusion of these Business Lending services along with our existing suite of Agricultural and Consumer based loan products, our loan portfolio is poised for solid growth in 2019.

We are making significant investments in our marketing efforts, to bring awareness to Sentinel, and our team has become very active in the communities we serve. If you see us out and about, please stop and say Hello and tell us what you love about Sentinel!

As a member, you are very important to the Credit Union, and we are proud to be able to offer the full suite of financial services that meet your specific needs. We are honored to have you as a vital part of the team. Without you, we would not be where we are today, and we look forward to growing Sentinel Federal Credit Union along with our entire membership into the future.

These are exciting times at Sentinel, and I look forward to growing our beloved Credit Union with the amazing Sentinel Team! Thank you for your commitment and trust in us!

Keith Robbennolt,
President & Chief Executive Officer