Branch Locations

Academy Branch (ATM)
1880 N. Academy Dr.
Los Angeles, CA 90012
8 a.m. - 5 p.m., Monday - Friday

Jesse Brewer Branch (ATM)
5651 West Manchester Ave.
Los Angeles, CA 90045
8 a.m. - 5 p.m., Monday - Friday

Van Nuys Branch (ATM)
16150 Sherman Way
Van Nuys, CA 91406
8 a.m. - 1 p.m., Saturday

Government Credit Union

Communications Center
P.O. Box 10188
Van Nuys, CA 91410
24 Hours a Day, 7 Days a Week
877-MY-LAPFCU (877-695-2732)

24-Hour Lending Center
877-MY-LAPFCU (877-695-2732), press 3
lapfcu.org
mobile.lapfcu.org

LAPFCU Convenience Services

PATROL Online Banking – lapfcu.org
Effortlessly manage all aspects of your accounts online, pay bills and manage your finances.

Mobile Banking
The LAPFCU Mobile Banking App is available in the App Store and on Google Play. Web-enabled phone banking at mobile.lapfcu.org and text banking are also available.

EZ-Deposit
Make a deposit online or telephonically using our remote deposit system and get immediate credit.

CODE 3 Telephonic Banking
Call 877-MY-LAPFCU (877-695-2732) to access your accounts and conduct transactions via phone. Or, speak to a branch representative 24/7.

MY-Deposit
Make a deposit online using your personal scanner and our remote deposit system.

CU Service Centers®
Access your accounts and perform transactions at almost 5,000 shared branch locations including participating 7-Eleven® stores. Make deposits, loan payments and more. Download iPhone or Android mobile applications to access the CU Service Center nearest you.

CO-OP® ATM Network
Enjoy access to 25,000 Surcharge-Free CO-OP Network ATMs.

Online Loan Applications
Fast, secure, convenient. For autos, mortgage, credit cards and more.

E-Statements
Never wait again for statements to arrive in the mail. Access and download 18 months of statements online.
At Los Angeles Police Federal Credit Union, every member counts. We're proud to serve a membership whose backgrounds, needs and dreams are as diverse as the city of Los Angeles itself. Whether our members are sworn or civilian employees of the Los Angeles Police, their families or select police-related groups, we're dedicated to providing the tools and services every member needs to build and strengthen their financial foundations. It’s part of what we do as partners in a proud tradition℠.

Being a good partner means listening to what our members need—and because those needs are different from household to household, we strive to provide a variety of finance and banking options. This is why we were excited that, after several years of lean living and belt-tightening, the economy began to recover in 2012 and we were able to make key changes at the Credit Union to offer more diverse choices to our members, as well as additional benefits and new technology.

By far, the change with the most impact has been the introduction of Member Benefits℠. This unique program enables members who are most actively involved with the Credit Union to receive additional discounts, increased dividends and other perks. It was important to us that we provided several ways for members to qualify for Member Benefits, as every member has different financial priorities.

However, our commitment to every one of our members goes beyond products and services. Throughout 2012, we increased our member outreach, providing a wide range of informational and educational orientations, workshops and webinars so that our members have the peace of mind that comes with sound knowledge of how to approach their finances, no matter where they may be in life. We sponsored numerous member-related events, increased our social media presence and actively sought member input on every major change to how we do business.

Our members may all be very different, but we believe they have one thing in common—the unwavering commitment of Los Angeles Police Federal Credit Union. Here, every member counts because we were built by the police family and we never forget it. It is our privilege to provide the very best banking relationship to our members and their communities. It is our promise that we will only get better in 2013.
2012 Board of Directors

Lorie A. Taylor
Chair

Andre Plummer
Vice Chair

Cliff Ruff
Secretary

Warren D. Spayth
Treasurer

Tyler E. Izen
Director

Michel R. Moore
Director

Sean Goulden
Director

2012 Board of Directors

Executive Management

G. Michael Padgett
President/CEO

Carol Martin
Senior VP Operations & Member Relations

Ed Hada
Senior VP Finance & Administration / CFO

Velia Medina
Vice President Finance & Card Services

Hanny Swart
Vice President Information Services / Security Officer

Norma Feder-Dong
Vice President HR, Planning & Support Services

Manny Padilla, Jr.
Vice President Marketing

LuAnn Smith
Vice President Risk Management

Ron Ouzman
Vice President Loan Services

Evany Perkins
Vice President Branch Operations & Communications
Supervisory Committee Report

The Supervisory Committee is an independent body appointed by the Board of Directors and is comprised of three volunteer members who function as the Credit Union's audit committee. The Committee's responsibilities include: ensuring that internal controls are effectively maintained; verifying that accounting records and reports are promptly prepared and accurately reflect the results of operations; monitoring that the operations of the Credit Union are in accordance with laws, regulations, and policies and procedures established by the Board of Directors; selecting an external CPA firm to perform the annual audit of the Credit Union's financial records and books; conducting annual member account verifications; and ensuring member account inquiries are promptly and fairly considered.

The Supervisory Committee fulfilled these responsibilities in 2012 by:

- Retaining a national certified public accounting firm to conduct the Credit Union's annual audit in accordance with generally accepted accounting principles;
- Attending monthly Board of Directors' meetings;
- Reviewing management reports;
- Attending relevant educational seminars;
- Working closely with the Credit Union's Internal Audit department, which reviews in detail the financial and operational components of the Credit Union, to ensure that internal controls are in place and policies and procedures are followed;
- Meeting with Credit Union management to evaluate the Credit Union's position on emerging risks in the credit union environment, covering such topics as Credit Risk, Accounting and Finance Risk, and Compliance Risk;
- Meeting periodically with regulatory examiners from the National Credit Union Administration (NCUA) and the financial statement auditors to review their exams and audits;
- Meeting regularly as required to consider matters within the Supervisory Committee's area of responsibility.

We are pleased to report that again in 2012, reports from the outside auditors and examiners gave Los Angeles Police Federal Credit Union a clean bill of health. Your Credit Union continues to maintain the highest levels of financial safety and soundness along with quality member service.

Members are encouraged to send any comments or inquiries regarding your concerns or the financial condition of the Credit Union to the Supervisory Committee. You may address your correspondence to:

**Supervisory Committee**

P.O. Box 14452
Van Nuys, CA 91409

The Supervisory Committee extends their appreciation to the Board of Directors, management and Credit Union staff for their dedication, and we especially want to thank our members for your continued support. The Committee members are pleased and proud to make this report to the members and look forward to watching over continued excellent performance in 2013.

Sean Goulden, Chairman
Candace Brady, Member
Rosalind Curry, Member

Joint Report of The Chairman of the Board of Directors and The Chief Executive Officer

It is with pleasure that we present Los Angeles Police Federal Credit Union's 2012 Annual Report. We are especially pleased to share that we again navigated the continued choppy, economic waters last year with great success, and that your Credit Union remained safe, solid and secure while we added important new programs to benefit our members. In 2012, we conducted a number of activities designed to add value to our member relationships, including:

- **Member Benefits℠**, a new program designed to reward members with higher dividend rates, lower loan rates and valuable fee reimbursements and rebates. In our first three months following the program debut, we returned $266,000 to members in the form of improved loan/savings rates and fee savings
- A new, comprehensive mobile banking program which encompasses Apple and Google “apps,” text banking and web-based mobile banking elements
- A new opt-in program for electronic statements and disclosures to ensure additional security and offer members improved access to important documents
- Assisting members with financial difficulties by modifying $1.8 million in loans
- Installing three new check-image ATMs which eliminate the need for using envelopes to make deposits and print an image of your deposit check on your receipt.

Additionally, we experienced a number of operational achievements which helped to keep the Credit Union strong, including:

- Earning an Unqualified Audit Opinion from our certified public accountants
- Garnering a record year in real estate gross fundings, representing $158 million in mortgage loans
- Being recognized by our federal regulator, National Credit Union Administration, as being a safe and sound financial institution
- Tallying total gross loan fundings of $285 million, which were 25% greater than in 2011
- Experiencing a decline in delinquencies to a low level of 0.29%. We attribute this decline in delinquencies to our members' commitment to repaying debts to the Credit Union and their fellow members
- Creating a new department to support the servicing of mortgage loans
- Earning net income of $6.7 million, which helped contribute to our strong reserves of $93.4 million
- Receiving a Best Places to Work Honor from the Los Angeles Business Journal—this is our fifth best places recognition from various entities over the past four years.

As you can see, despite the continued economic challenges, we were able to maintain our focus on serving our members as reflected by our 95th percentile member satisfaction ranking on our Annual Member Survey.

We are excited about the changes 2013 brings as it appears the worst of the "Great Recession" is behind us. We thank you for your support in 2012 and look forward to continuing to serve you as partners in a proud tradition℠.

Lorie Taylor
Chair, Board of Directors
G. Michael Padgett
President & CEO
Los Angeles Police Federal Credit Union continued to make effective management of financial resources a central focus in 2012. We were again faced with many economic challenges, including another year of record-low interest rates, caused by the slow economic recovery from the worst recession since the Great Depression.

In spite of the economy, we’re pleased to report that LAPFCU delivered a strong financial performance in 2012. We were able to provide competitive dividend rates and low loan rates, and even implemented a new program, called Member Benefits℠, that provides additional rewards to members based upon their participation in the Credit Union.

During 2012, we experienced significant levels of lending activity both in terms of loans funded and loan pay-offs. Importantly, loan delinquencies and charge-offs tied to members who have been impacted by the economic recession decreased sharply during the year. Our loan losses continued to be lower than the amount needed last year. The net income performance helped grow our net worth to a record $93.4 million, and we ended the year with a healthy net worth ratio of 12.49%, well above the 7.0% level required by the National Credit Union Administration to earn our classification of being “well-capitalized.”

We are pleased with our solid financial results for 2012. Although the slow economic recovery continued to be a challenge, we maintained our focus on return to members. We remain a safe haven for our members’ finances while upholding a commitment to provide them with the best products and services. As we enter the new year, we look forward to greater successes and rewards in the upcoming years.

Warren D. Spayth
Treasurer, Board of Directors

Edwin W. Hada
Senior Vice President, Finance & Administration/Chief Financial Officer

Joint Report of the Treasurer of the Board of Directors and the Chief Financial Officer

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(Unaudited)

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(Nonmembers)

(Nonmembers)

(Nonmembers)