



strengthening our commitment

2010 Annual Report

 **ORNL
Federal
Credit Union**
borrow smart... save smarter

Be Smart

Get back to the basics...

Smart saving can make the difference in achieving your financial goals. When you save with your credit union, be assured that you and your family's financial future is safe and secure. That's why we provide the tools and accounts to help you save more and spend less and we've always worked to encourage our members to do just that. And now more than ever, it's time to get back to the basics.

*borrow smart...
save smarter*

The message is simple but honest. A rarity in the market. The back-to-basics philosophy embodied in the statement encourages borrowing within one's means in concert with developing a solid savings plan. The straight-forward concept of "save more, spend less" directly addresses a core issue in today's market and positions ORNL Federal Credit Union as a strong, stable solution to maintaining and growing each member's financial security.

S.M.A.R.T.

S - Save and Spend Wisely

M - Make Credit Count

A - Assure Financial Security

R - Research and Learn

T - Take Time to Review

The S.M.A.R.T. Philosophy

A simple but honest philosophy. A powerful and empowering call to action. Because we care about providing a wealth of solutions to improve every member's financial well-being. Solutions that help you get back to financial basics. Borrow within your means. Plan for your future. Save more and spend less. Solutions that help you live life to the fullest today, while saving and investing wisely for tomorrow.

This is what we believe.

And this belief makes us different. It's what allows us to grow your financial wellness and security like no other financial institution.

Simply put, it's what makes us a smarter place to bank.

The S.M.A.R.T. Program was designed with one goal in mind: To differentiate the ORNL Federal Credit Union service experience by empowering you, the members, to achieve your financial goals through the use of basic S.M.A.R.T. financial principles.

Service

To many long-time members, John McKittrick is ORNL Federal Credit Union. His 22 years included all areas vital to member service. From Operations Manager to his past 18 years as president, John always kept service to members at the top of his priority list.

Under John's guidance and leadership as



president, ORNL Federal Credit Union grew from seven offices and \$224 million in assets into a full-service organization with 32 offices and \$1.3 billion in assets. This remarkable growth came during a time when credit unions themselves were changing dramatically to keep up with the times. John's interest in providing the members of ORNL Federal Credit Union with the very best services available kept your credit union on the

leading edge of this change.

John McKittrick's contributions to the promotion of the credit union philosophy go well beyond ORNL Federal Credit Union. John is a widely recognized leader in his community and the credit union movement in local, state, and national credit union organizations. Most noteworthy is his service as Chairman of the Board of Directors of the Tennessee Credit Union League, his service on the Board of the Tennessee Council of the Credit Union Executives Society, and membership on key committees with the Credit Union National Association and the National Association of Federal Credit Unions.

We wish John McKittrick the very best in his retirement. Although he cannot be replaced, our very capable, professional staff will continue to carry out their service to members in the same manner and style that John instilled in them during his years of leadership. That means that you can count on your credit union to treat you as John treated all members he served . . . with your best interest always uppermost in his words, thoughts, and actions.

CHAIR'S REPORT 2010

Two words can summarize an unprecedented 2010: Unique and challenging. At no other time in ORNL Federal Credit Union history, or in the credit union industry's history, has our entire culture and business model been directly impacted by global, national, and local economies.

Sweeping financial reform and legislative changes created direct impacts on service processes and costs. We have worked to find a balance between shifting these costs directly to members and finding operational efficiencies we can implement without impacting service.

The largest of these impacts to the credit union came from the downturn of the national economy. Daily media coverage focused on the collapse of numerous banks, but little attention was given to credit union failures across the country. Due to those failures, losses to the National Credit Union Share Insurance Fund, the credit unions' federal deposit insurance, surged to over \$16.5 billion. Deposit insurance also was increased from \$100,000 to \$250,000. For the nearly 8,000 U.S. credit unions, this created a need to build up the insurance fund to cover losses and the increased coverage limit. As a federally-insured credit union, we were required to pay

additional premiums into the federal deposit insurance fund. Since 2009, ORNL Federal Credit Union has paid premiums of approximately \$4.2 million to our federal regulator, the National Credit Union Administration (NCUA); in prior years, there have been no premiums required to fund the deposit insurance. The NCUA has informed us that these premiums will be required for years to come. ORNL Federal

Credit Union will continue to meet its obligations to the deposit insurance fund. We know our members value having federal insurance on their deposits. Additional regulations such as the Dodd-Frank Act and others passed by the U.S. Congress in 2010 that have yet to be implemented will further impact the credit union's operations. Currently, merchants fund our expenses related to debit card transactions.

Regulations required by this Act currently reduce these payments to our credit union for debit services by 80%. The total impact for 2011 is estimated to be \$5.0 million.

ORNL Federal Credit Union has taken appropriate steps this year to address these impacts and has set into motion a number of programs aimed at addressing anticipated additional financial costs outside of our ability to avoid. These programs involve staying



Mason Oakes, Chair

CHAIR'S REPORT 2010

focused on maintaining and delivering quality service, finding ways to operate more efficiently in service – including emphasizing service automation, structuring costs across the membership in a fair and even manner, and maintaining a well capitalized and safe credit union. We are pleased to have achieved capital levels of 10.25%. This is an important safety net for all of our members. As a cooperative, members will be asked to evaluate how they wish to obtain and use services from the credit union. Traditional pricing on services and products will change as a result of this new economic reality.

The extraneous costs noted above are difficult to accept but unavoidable. The credit union, in the face of these costs, cannot simply continue as it has when these new regulations did not exist and the deposit insurance fund was not impacted by the cost of failing credit unions. The long-term results will not be fully visible for some time to come.

Locally, East Tennessee's economy has proven its typical resiliency but saw unemployment reach 10%. Our area has seen some improvement as home values, a major concern nationally, have stabilized locally.

ORNL Federal Credit Union closed out 2010 with a total membership of 154,612. Total deposits grew \$28,469,336 with a year-end total of \$1,087,651,320. While the Fed drove down interest rates which created a boom in home loans and refinances, overall consumer loans increased \$21,873,217 after loss allowance to


end the year with a total of \$984,501,209. Total assets finished at \$1,278,064,792.

ORNL Federal Credit Union continues to work at solidifying our commitment to being the choice for financial services. Now, more

“Sweeping financial reform and legislative changes created direct impacts on service processes and costs”

than ever, members need a trusted financial advisor in their credit union – a lifetime financial partner – to weather the good and the not-so-good times. Members of our credit union family can count on our commitment to them in achieving their financial goals. The S.M.A.R.T. Financial Education Program became available in 2010 and provided a customized one-on-one approach to personal finance. Free educational seminars were also held throughout the year to complement the S.M.A.R.T. program and continued to draw crowds eager to learn more about smart personal finance. In August, our Alcoa, Fountain City, and Morrell Road Food City offices were refreshed to reflect the renewed S.M.A.R.T focus with 2011 plans to expand to the remaining branches. This new focus included a redesigned Web site at ornlfcu.com. Members have provided positive feedback on these updates.

Our extensive branch network continues to



be a hallmark of our dedication to providing members with convenience. With a total of 32 branches throughout our service area – 11 as in-store locations – members have more options than ever to visit their credit union. Extended hours at in-store locations and flexible hours at traditional branches and in the call center have been well received as members appreciate the flexibility in doing their banking business. To better serve our members in the Sevier County area, our Sevierville Branch was relocated to a storefront location in November and provides a larger and more accessible office with a full range of credit union services.

Many smart products and services were either added or enhanced during the year. This included online account opening to provide a virtual option for joining our credit union family, eStatements became a preferred method of

“ORNL FCU continues to work at solidifying our commitment to being the choice for financial services”

safe and secure account statement delivery, and an online mortgage application process was added to provide members with an even more accessible option in building or buying their dream home. Optional S.M.A.R.T. Debt Protection was offered to provide members

with peace of mind and a safe haven should they experience financial hardship and find themselves unable to cover their credit union debt obligations.

Mortgage activity was a hot spot in 2010 as historically low interest rates created smart opportunities for members. Loan enhancements included the addition of an FHA Home Loan that allowed even more members to achieve their dream of homeownership. Our subsidiary, CU Community, LLC, streamlined the mortgage loan process for both the credit union and members and enhanced available services to include a full range of insurance lines. The Cartus Realty program was put in place to assist with relocation, and a continued partnership with other credit unions to provide mortgage processing services.

The first ever Young and Free Tennessee program launched early in the year with an intense campaign to reach Gen Y. And of course, ORNL Federal Credit Union continued to be a responsible community partner by assisting with numerous charitable causes and events such as the United Way and Knoxville Area Rescue Ministries.

With the closing of a turbulent year, rest assured that ORNL Federal Credit Union remains a strong financial cooperative with a commitment to serving you with convenience and efficiency. Thank you for your continued loyalty and support.

Life Stages

A young boy with short dark hair, wearing a blue and white plaid shirt, is smiling and leaning over a red quilted surface. In the background, there is a bookshelf filled with books. The overall scene is bright and cheerful.

Your lifetime financial partner...

Now, more than ever, members need a trusted financial advisor in their credit union – a lifetime financial partner. Lifestage marketing does just that. No matter where you are in life, you're never too young or too old to get on the path to borrowing smart and saving smarter. A custom suite of smart products and services are provided to best serve members wherever they may be in life's journey. Aspire. Achieve. Thrive. Relax. Enjoy. It's SMART!



Aspire

Aspire to something smarter.
Teens to Early 20's.

Achieve

Be smart. Achieve more.
20's to Early 30's.

Thrive

Do something smart. Thrive.
Mid 30's to 40's.

Relax

Relax. We have a smarter approach for you.
50's to Early 60's.

Enjoy

Enjoy a smarter alternative.
60's and Beyond.

NOMINATING COM

Qualifying members who submitted their application for consideration as Board candidates were thoroughly reviewed and the selection has been completed. There were no nominations by petition for this election.

The three available positions on the Board of Directors will be filled by the online election held February 22nd through March 3rd prior to the 63rd Annual Meeting. As part of the agenda, the winners will be announced at the meeting and at www.ornlfcu.com

The Nominating Committee hereby nominates the following four individuals we believe will serve the credit union in the best interests of the members. The order in which their names appear was determined by a random drawing.

Wanda McCrosky

Joe Setaro

Herb Debban

Mason Oakes

Respectfully Submitted,
ORNL FCU Nominating Committee
Jama Hill, Chair, Joe Setaro, and Jim McKinley

SUPERVISORY COM

The Supervisory Committee, which is appointed by the ORNL Federal Credit Union Board of Directors, is responsible for ensuring that the credit union's financial records are in order and that internal controls are in place to protect the assets of the credit union for its members. This is accomplished by conducting financial audits and by regularly testing internal controls.

To assist us in carrying out these responsibilities, the committee engages an outside independent audit firm to provide an opinion on the financial condition of your credit union. Nearman, Maynard, Vallez, CPAs were engaged last year in a multi-year contract and have finished their auditing

for the period ending 12/31/2010. The goals of this audit were to determine (1) the reliability and integrity of your credit union's financial and operating information and (2) compliance with generally accepted accounting principles (GAAP). Independent audit findings are helpful in our oversight of credit union activities. The committee also engaged CastleGarde to perform an internal vulnerability assessment. CastleGarde was also responsible for performing quarterly intrusion testing and reported that the credit union exceeded standards during their 2010 audit. After a competitive procurement, Sword & Shield Enterprise Security has been chosen to perform a network vulnerability assessment, penetration

COMMITTEE REPORT

AGENDA 63 RD ANNUAL MEETING	
1 / CALL TO ORDER a. Welcome b. Quorum determination	4 / REPORTS a. Chairman b. Treasurer c. Supervisory Committee
2 / MINUTES OF 62 ND ANNUAL MEETING	5 / OLD BUSINESS
3 / ANNOUNCEMENT OF ELECTION RESULTS Introduction of newly elected Board Members	6 / NEW BUSINESS
	7 / ADJOURNMENT

COMMITTEE REPORT

testing, Web application assessment, and social engineering auditing for 2011.

An Internal Audit Program, under the direction of the Supervisory Committee, provides an ongoing review of compliance with credit union policies and procedures. This program also includes an annual inspection of internal controls, cash, member loans, and other assets of your credit union. The audit program for the year 2010 was completed as planned with no unresolved issues. The credit union's Board of Directors and management are fully committed to complying with all applicable rules and regulations. As part of this ongoing commitment, the Supervisory Committee has the independent responsibility

to monitor the credit union's business practices. The Compliance Program for the year 2010 was completed as planned with no outstanding items. The committee's activities during the year included: approval of annual internal audit and compliance programs, performance review of these programs, reporting to the Board of Directors at their monthly meetings, participating in training programs, meeting with members of the management team, handling member complaints, and participating in the credit union's strategic planning activities. The Supervisory Committee is pleased to report your credit union continues a tradition of excellent financial management and compliance.

CONSOLIDATED STATEMENT OF FINANCIAL CONDITION

Assets	2010	2009
Cash and cash equivalents	\$ 80,388,223	\$ 61,113,439
Investments	\$ 122,139,868	\$ 195,502,904
Loans to members, net of the allowance for loan losses	\$ 984,501,209	\$ 962,627,692
Loans held for sale	\$ 12,193,238	\$ 8,842,438
Accrued interest receivable	\$ 3,644,578	\$ 4,192,584
Property and equipment	\$ 35,674,417	\$ 36,690,252
National Credit Union Share Insurance Fund deposit	\$ 10,124,626	\$ 10,398,197
Other assets	\$ 29,398,633	\$ 14,561,203
TOTAL ASSETS	\$ 1,278,064,792	\$ 1,293,928,709
Liabilities & Members' Equity		
<u>Liabilities</u>		
Members' deposits	\$ 1,087,651,320	\$ 1,059,181,984
Accrued expenses and other liabilities	\$ 8,705,101	\$ 19,864,507
Borrowed Funds	\$ 56,091,288	\$ 97,572,684
Total Liabilities	\$ 1,152,447,709	\$ 1,176,619,175
<u>Members' Equity</u>		
Retained Earnings	\$ 130,978,559	\$ 120,331,510
Accumulated other comprehensive gain/(loss)	\$ (5,361,476)	\$ (3,021,976)
Total Members' Equity	\$ 125,617,083	\$ 117,309,534
TOTAL LIABILITIES & MEMBERS' EQUITY	\$ 1,278,064,792	\$ 1,293,928,709

CONDSOLIDATED STATEMENT OF INCOME & EXPENSE

Income	2010	2009
<u>Interest Income</u>		
Interest on loans to members	\$ 55,617,615	\$ 57,598,117
Interest on investments and cash equivalents	\$ 4,690,126	\$ 6,360,138
Total Interest Income	\$ 60,307,741	\$ 63,958,255
<u>Interest Expense</u>		
Dividends on members' deposits	\$ 11,874,386	\$ 19,658,428
Interest paid on borrowed funds	\$ 2,200,835	\$ 2,318,900
Total Interest Expense	\$ 14,075,221	\$ 21,977,328
Net Interest Income	\$ 46,232,520	\$ 41,980,927
<u>Provision for Loan Losses</u>	\$ 6,117,225	\$ 10,727,535
Net Interest Income After Provision for Loan Losses	\$ 40,115,295	\$ 31,253,392
<u>Non-Interest Income</u>		
Fee income	\$ 11,038,118	\$ 13,914,410
Other non-interest income	\$ 12,602,769	\$ 10,413,135
Gain(Loss) on investments	\$ 63,720	\$ (1,451,799)
Mortgage servicing rights valuation	\$ 450,001	\$ 1,866,275
NCUSIF premium refund	\$ -	\$ 6,147,579
Total Non-Interest Income	\$ 24,154,608	\$ 30,889,600
Income Before General and Administrative Expenses	\$ 64,269,903	\$ 62,142,992
<u>General & Administrative Expenses</u>		
Salaries and benefits	\$ 29,428,223	\$ 29,030,079
Operations	\$ 13,807,708	\$ 13,641,363
Occupancy	\$ 4,775,112	\$ 4,496,538
NCUSIF Premium	\$ 2,619,277	\$ 7,707,620
Other	\$ 2,992,542	\$ 2,100,963
TOTAL EXPENSES	\$ 53,622,862	\$ 56,976,563
NET INCOME	\$ 10,647,041	\$ 5,166,429

NOTES TO FINANCIAL STATEMENTS

1. **Cash and Cash Equivalents** - Cash and cash equivalents consist of cash on hand, demand deposits, money market funds and non-term share deposits in Volunteer Corporate Credit Union.

2. **Investments** - Investments consist primarily of government agency securities, mortgage backed securities and term deposits at other insured financial institutions.

3. Loans to Members

	12/31/10	12/31/09
First Mortgage Real Estate	\$ 309,786,751	\$ 303,129,792
Other Real Estate	\$ 161,204,959	\$ 157,247,444
Member Business	\$ 149,246,614	\$ 138,559,672
Automobile	\$ 311,196,363	\$ 314,909,330
Unsecured	\$ 27,421,277	\$ 25,268,616
Other Loans	\$ 45,706,270	\$ 40,821,440
	\$ 1,004,562,234	\$ 979,936,294
Allowance for Loan Losses	\$ (7,867,787)	\$ (8,466,164)
	\$ 996,694,447	\$ 971,470,130

4. **Loan Servicing** - Mortgage loans sold to FNMA are not included in the accompanying statements of financial condition. The unpaid principal balances as of December 31, 2010 and 2009, were \$512,498,872 and \$452,738,505 respectively.

5. **National Credit Union Share Insurance Fund (NCUSIF) Deposit** - The deposit in the NCUSIF is in accordance with the National Credit Union Administration regulations, which requires a deposit by each federally insured credit union in an amount equal to 1% of its insured members' shares.

6. **Notes Payable** - Notes payable in 2010 includes \$56,091,288 borrowed from the Federal Home Loan Bank (FHLB). Notes payable in 2009 include \$58,383,604 borrowed from the FHLB and \$39,189,080 borrowed from the Central Liquidity Facility (CLF). The funds borrowed from the FHLB are used to lend to members for fixed rate mortgages. The funds borrowed from the CLF were invested in the Corporate Credit Union System.

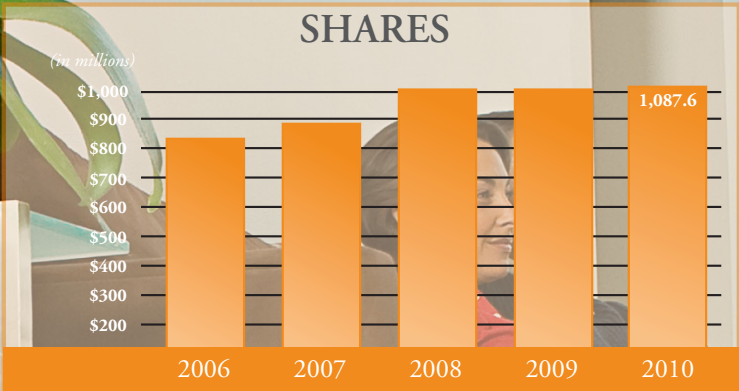
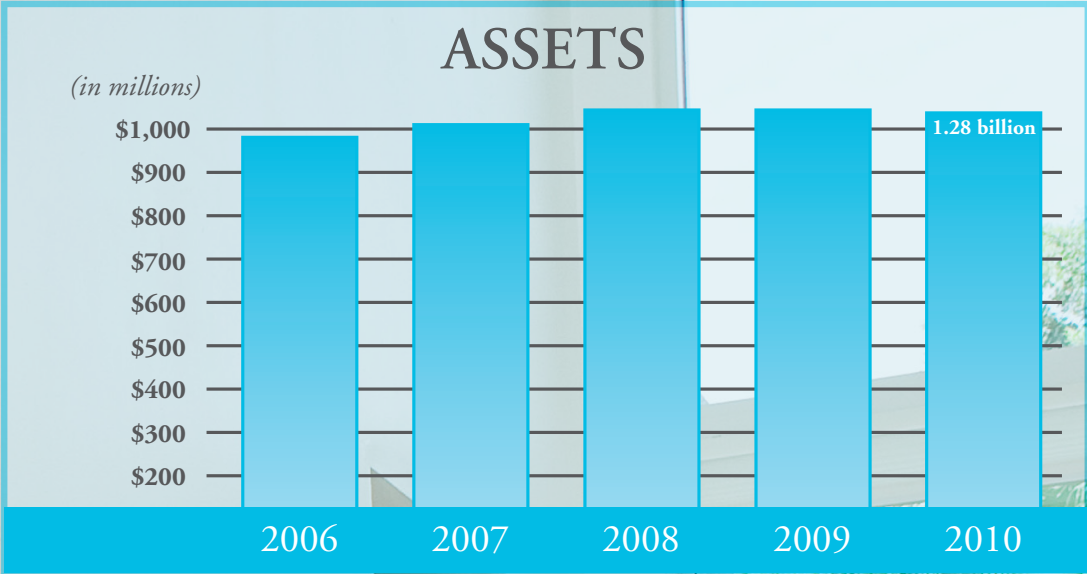
7. **Consolidated Statements** - The credit union wholly owns CU Community, LLC, a credit union service organization. The credit union's financial statements are consolidated as required by generally accepted accounting principles.

8. Members' Shares

	12/31/10	12/31/09
Regular Share Accounts	\$ 267,328,216	\$ 215,277,768
Share Draft Accounts	\$ 181,931,709	\$ 159,259,684
Money Market Accounts	\$ 197,931,662	\$ 160,917,957
IRAs	\$ 105,641,551	\$ 108,543,146
Certificates	\$ 334,818,182	\$ 415,183,429
	\$ 1,087,651,320	\$ 1,059,181,984

9. **Comprehensive Gain/(Loss)** - Certain changes in assets and liabilities, such as 1) unrealized gains and losses on available-for-sale securities and 2) gains and losses on assets in defined benefit plans that are not recognized as components of net periodic benefit costs.

YEAR ENDING DECEMBER 31, 2010



MINUTES OF THE 62nd A

1 Call to Order

a. WELCOME. The 62nd Annual Meeting of the ORNL Federal Credit Union (operating under NCUA Charter No. 5797, issued August 6, 1948) was called to order at 6:00 p.m. by Mason Oakes, Vice Chair of the Board of Directors (Chair Wanda McCrosky was ill). He stated that the purposes of the meeting were to report to the membership, receive the report of the Nominating Committee, announce results of the election, and announce winners of the prizes.

b. QUORUM DETERMINATION. There were more than enough members present to constitute a quorum.

2 Minutes of the 61st Annual Meeting

A motion was made, seconded, and passed to approve the minutes as written.

3 Election

a. REPORT OF THE NOMINATING COMMITTEE. Members of the committee were Mason Oakes, Chair; Joe Setaro; and Jim McKinley. Oakes referred to the Nominating Committee's report as published in the 2009 Annual Report. Nominees were Thomas Berg, Marcella C. Catron, Samuel McKenzie, and James E. Payne.

b. ANNOUNCEMENT OF ELECTION RESULTS. David Watkins, Chair of the Supervisory

Committee, announced the following results of electronic/paper voting prior to the meeting:

Marcella C. Catron	1,350
James E. Payne	1,100
Samuel P. McKenzie	1,000
Thomas Berg	748

Watkins congratulated Marcella C. Catron, James E. Payne, and Samuel P. McKenzie on their election to the Board.

4 Reports

Oakes introduced President and Chief Operating Officer John D. McKittrick, current Board members, and members of the Supervisory Committee. He thanked members of other committees and volunteers as listed in the printed report.

A 6-minute audiovisual presentation on the credit union's activities during 2009 was shown.

Oakes thanked members of the Marketing Department for producing the audiovisual report. He referred to the Chairman's printed report and called for questions, but there were none.

Marcella Catron, Treasurer, referred to her report and called for questions; there were none.

Chair David Watkins referred to the Supervisory Committee's report. He noted that the Audit results reported were

1 ANNUAL MEETING

for the prior year. The current-year audit is expected to be completed by end of March. He said we expect an unqualified report with no significant findings. The auditors were very complimentary of staff. There were no questions about the Supervisory Committee's report.

5 Old Business

None.

6 New Business

a. QUESTIONS BY MEMBERS. A member stated that he talked to Larry Jones regarding the cost of a member survey which was conducted last year, and was told that the cost was about \$40,000. The member stated that he considered that to be a waste of money, and that we need to stop doing that.

A member commented that a local bank is paying 1 to 1-1/2% interest on money market accounts and asked why ORNL Federal Credit Union cannot be competitive with local banks. President John McKittrick responded that "we try to match earnings of our credit union to what interest we can afford to pay. We try to stay very liquid. We just don't feel like we can pay what banks are paying." He said, "we do not compare ourselves to banks, but with other credit unions. We know that interest rates are extremely low right now; we would benefit if rates were higher."

A member commented on the low number

of credit union members who vote in elections (1,549 this year). McKittrick stated that "we went to electronic voting for the purpose of increasing voting." (In the past, only people who attended annual meetings voted.) He said that "we had the most people voting this year than we have ever had." The three ways a member can vote are 1) from their home computer, 2) by going into any credit union branch and using a computer there, or 3) by picking up a paper ballot.

Vice Chair Mason Oakes stated that all suggestions by members are welcome and will be considered by the Board.

7 2010 Annual Meeting Prize Winners

Winners of \$100 prizes from a drawing of all members who voted were:

Jerry G.
Catesha W.
Mark G.
Richard S.
Holley C.
Peggy M.
William D.
Jean S.

Peter S.
Jean H.
Charles P.
Michael C.
Ann B.
George G.
Nellie O.

8 Adjournment

The meeting adjourned at 6:25 p.m., followed by a reception catered by the Double Tree Hotel where the meeting was held.

Outlook



**Chris Johnson, President and
Chief Executive Officer**

Few organizations are blessed with the talent to fill a major void created by the departure of a key employee. Fortunately, ORNL Federal Credit Union can count itself among those with a wealth of talent capable of filling such a void.

We are most pleased to welcome Chris Johnson as ORNL Federal Credit Union's new President and Chief Executive Officer. For the past five years, Chris has served as the credit union's Senior Vice President and most recently Executive Vice President. During that time, Chris has shown an innovative spirit in streamlining service to members.

Chris came to ORNL Federal Credit Union from the University of Kentucky Federal Credit Union. He was President and Chief Executive Officer there for 20 years.

We look forward to working with Chris as he assumes his new duties with the credit union. You can expect him to continue the leadership of your credit union in the spirit of the credit union philosophy.

OFFICIALS

Board of Directors

Mason Oakes, *Chair*
Herb Debban, *Vice Chair*
Marcella Catron, *Treasurer*
Jama Hill, *Secretary*
Leigha Edwards
Randy Gorman
Wanda McCrosky
Samuel P. McKenzie
James E. Payne

Mary Helen Rose, *Recording Secretary*

Supervisory Committee

Harvey Gray, *Chair*
Cindy Mayfield, *Vice Chair*
Vickie Caughron, *Secretary*
Joel E. Pearman
David Watkins

Nominating & Election Committee

Jama Hill, *Chair*
Joe Setaro
James McKinley

Asset Liability & Investment Committee

Mason Oakes, *Chair*
Herb Debban, *Vice Chair*
Marcy Catron, *Treasurer*
Jama Hill, *Secretary*

Board Policy and Governance Committee

Jama Hill, *Chair*
Leigha Edwards
Randy Gorman
Wanda McCrosky
Samuel P. McKenzie
James E. Payne

Retirement Plans and Investments Committee

Herb Debban, *Chair*
Jama Hill
Sally Jaunsen Freels
Wanda McCrosky
Mason Oakes
Mary L. Yoder

Legislative and Governmental Affairs Committee

James Payne, *Chair*
Leigha Edwards
Randy Gorman
Samuel P. McKenzie

MANAGEMENT

John D. McKittrick, President / CEO
Dennis Bowker, Senior Vice President, Finance
Chris Johnson, Executive Vice President/Chief Operations Officer, President, CU Community
Larry A. Jones, Senior Vice President
R. Taylor Scott, Senior Vice President
Maxine W. Allen, Vice President, Risk Management Mortgage
Dawn Brummett, Vice President, Member Services
Janita Clausell, Vice President, Mortgage Lending & Executive VP CU Community
David Farmer, Vice President, New Branch Development
Stacey Foster, Vice President, Fraud & Forgery, Security
Andrea Griffiths, Vice President, Audit and Compliance
Clay Kearley, Vice President, Consumer Lending
Dan Lovell, Vice President, Member Business Lending
Michael McKnight, Vice President, Chief Technology Officer
Melissa McMahan, Vice President, Remote Service Delivery
Brenda Owensby, Vice President, Human Resources
Rochelle Pettus, Vice President, Operations, Deposit Servicing
Lisa Taylor, Vice President, Controller & Funding Officer
Joy Wilson, Vice President, Technical Training
Tom Wright, Vice President, Marketing and Community Relations
Vicki Cox, Assistant Vice President, Consumer Loan Operations
Linda Evans, Assistant Vice President, Member Services
Chris Fox, Assistant Vice President, Information Technology
Emily Gibson, Assistant Vice President, Indirect Lending
Lori Ihle, Assistant Vice President, Member Services
Kevin O'Connor, Assistant Vice President, Collections
Cissi Reagan, Assistant Vice President, Member Services
Tim Sirman, Assistant Vice President, Facilities
Harriet Walker, Assistant Vice President, Member Services
Nancy Ballard, Public Relations Director
Jean Eiler, Security Director
Christian Hammond, Creative Director
Jessica Emert, Marketing Director
Larry Jackson, Director of Mortgages, SVP, CU Community
Don Bias, Manager, Facilities
Sharon Burris, Manager, eServices
Melissa Chase, Manager, Operations and Deposit Servicing
Becky Curry, Manager, Accounting

Ann Fawver, Manager, Special Loans Programs
Karen Lawrence, Manager, Sales
Pam Lewis, Manager, Indirect Lending
Janet Martin, Manager, Contact Center
Brian Mullins, Manager, ORNL Investment Services
Carolyn Murray, Manager, Internal Service Center
Renee McGinnis, Manager, Automated Dispenser Services
Trish Seiber, Manager, Servicing
Jennifer Trentham, Manager, Training
Amy Vichich, Manager, Compensation and Benefits
Melanie Walsh, Manager, Staffing
Jin Zhu, Manager, Continuous Process Improvement
Donna Beeco, Branch Manager, Middlebrook Food City
Ryan Bennett, Branch Manager, Oak Ridge National Lab
Stanley Bollinger, Branch Manager, Powell Kroger
Lori Branam, Branch Manager, Sevierville
Brandi Breeden, Branch Manager, Maryville Walmart
Debra Brown, Branch Manager, Farragut Kroger
Amy Chesney, Branch Manager, Karns
Tommy G'Fellers, Branch Manager, West Knoxville
Brenda Hall, Branch Manager, Lenoir City Food City
Debra Hankins, Branch Manager, Kingston
Mike Harrison, Branch Manager, Halls
John Hassell, Branch Manager, Madisonville
Teresa Hill, Branch Manager, Floater
Vickie Norton, Branch Manager, Millertown Pike
Myra Kennedy, Branch Manager, Loudon
Jacquoleen Knight, Branch Manager, Northshore Kroger
Michelle Leach, Branch Manager, North Knoxville
Jason Long, Branch Manager, Maynardville Food City
Amanda Mahan, Branch Manager, Bearden
Dawn Millican, Branch Manager, Alcoa
Darren Osborne, Branch Manager, Oak Ridge Walmart
Gale Pace, Branch Manager, Farragut
Holly Roach, Branch Manager, Clinton Food City
Cynthia Russell, Branch Manager, LaFollette
Angel Scott, Branch Manager, Oak Ridge
Kay Smith, Branch Manager, Clinton
Megan Sandiford, Branch Manager, Morrell Food City
LaTanya Terrell-Upton, Branch Manager, East Knoxville
Don Thaler, Branch Manager, Lenoir City
Teresa Trent, Branch Manager, Morristown
Jerry Ward, Branch Manager, South Knoxville
Angie White, Branch Manager, Fountain City
Misty Wright, Branch Manager, Rockwood Walmart

BRANCH LOCATIONS

KNOX COUNTY

Bearden Branch—5505 Kingston Pike
East Knoxville Branch—3634 East Magnolia Avenue
Farragut Branch—11405 Municipal Center Drive
Farragut Kroger Marketplace Branch—189 Brooklawn Street
Fountain City Branch—5208 North Broadway
Halls Branch—4510 East Emory Road
Karns Branch—7228 Oak Ridge Highway
Middlebrook Food City Branch—9565 Middlebrook Pike
Millertown Pike Branch—5409 Millertown Pike
Morrell Food City Branch—284 Morrell Road
North Knoxville Branch—808 Victor Drive
Northshore Kroger Branch—9501 South Northshore Drive
Powell Kroger Branch—6702 Clinton Highway
South Knoxville Branch—7325 Chapman Highway
West Knoxville Branch—8721 Kingston Pike

ANDERSON COUNTY

Oak Ridge Branch—221 South Rutgers Avenue
Oak Ridge Wal-Mart Branch—373 South Illinois Avenue
Clinton Branch—1117 North Charles Seivers Boulevard
Clinton Food City Branch—507 South Charles Seivers Boulevard

BLOUNT COUNTY

Alcoa Branch—103 Hamilton Crossing Drive
Maryville Wal-Mart Branch—2410 US Highway 411 South

CAMPBELL COUNTY

LaFollette Branch—2229 Jacksboro Pike

HAMBLEN COUNTY

Morristown Branch—1730 West Andrew
Johnson Highway

LOUDON COUNTY

Lenoir City Branch—895 Highway 321 North
Lenoir City Food City Branch—300 Market Drive
Loudon Branch—2859 Highway 72

ROANE COUNTY

Kingston Branch—1204 North Kentucky Street
Lab Branch—Oak Ridge National Laboratory
Rockwood Wal-Mart Branch—1102 North
Gateway Avenue

MONROE COUNTY

Madisonville Branch—4201 Highway 411

SEVIER COUNTY

Sevierville Branch—699 Parkway #5

UNION COUNTY

Maynardville Food City Branch—4344
Maynardville Highway



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