

Jerry:

Welcome to the SeaComm Podcast, your place for the latest on what's happening at SeaComm and helpful tips on saving and protecting your money.

Today we're joined by SeaComm President and Chief Executive Officer, Scott Wilson. Hi Scott.

Scott Wilson:

Hi Jerry. This is a milestone, Jerry.

Jerry:

It is.

Scott Wilson:

Well, I understand that you're going to be retiring at the end of June.

Jerry:

Yes, I am, Scott. It's been a wonderful career here at SeaComm, my second career, but I'm getting to that age and it might be time.

Scott Wilson:

Well, we're going to be missed, Jerry. We've appreciated all your dedicated years of service. I know that your voice was on the radio. You're out and about with financial literacy programs and business development, but please be assured we're going to miss you.

Jerry:

Well, thank you, Scott. I appreciate that. And it's been a lot of fun, no question about it.

And speaking of a lot of fun and success, SeaComm has had a lot of fun and success this past year.

Scott Wilson:

Yeah, we just had our annual meeting last week and I thought this is a good time to do a little bit of a recap. I wanted to first start off with that we're still committed to our roots. It's really important as an organization that we're grounded from where we started and that really is important. And then I'm going to highlight some of the things we did in 2025.

Our earnings exceeded our budget targeted forecast. Year-to-date net income was 11.4 million. Strong core profitability, Jerry. Undivided earnings, \$131 million, keeping in line with our strategic growth targets. Our capital really is well above our peers, and that's extremely important from a regulator's perspective. Do you have the wherewithal to continue if some unforeseen economic anomaly came along? And we're well-prepared for that.

Assets as of the end of the first quarter this year was 772 million. We have a very robust liquidity position with a daily average of \$55 million and we've paid down \$20 million in outstanding Federal Home Loan Bank borrowings. At the beginning of '24, we were 55 million so we've paid down a lot of that over that period.

I'm going to run through some statistics. 496,461 teller transactions. \$120 million in new loans, or an average of 10 million per month. Today, our loan portfolio exceeds 433 million. 127,181 calls are received in the call center. 125,015 check images were deposited via Mobile Deposit Capture. Average

6.89 out of 7 in our overall member satisfaction via Quality Loop. I'm extremely proud of that. One of the things that we know differentiates ourselves from our competitors is our service experience. We really stand behind that.

We refunded more than \$210,000 in fee back to our members. Fees are one of those things that if you made a mistake in your checking account or you had something unforeseen happen, our staff is able to refund those right on the spot and that's really important.

Jerry:

Well, no question about it because as you know, as I know, mistakes happen.

Scott Wilson:

They do.

Jerry:

And if we can be a little human about it and actually say, "Okay, we understand. We're going to take care of that," it means the world to people.

Scott Wilson:

Yeah, we have a very liberal refund policy, and as I indicated that our staff is able to make those decisions themselves directly on the frontline. We paid out more than \$517,000 worth of debit and scorecard point reward redemptions. You're smiling, Jerry. You can't see it on the radio or on the podcast, but he's smiling because Jerry likes using those points himself.

Jerry:

I do indeed.

Scott Wilson:

Bill pay convenience \$100,000 cost us every year. There's no cost to our members. That's probably one of the best services we offer that I enjoy. Set it and forget it. Pay my bills. Never have to worry about it. It takes care of itself every month.

We paid out \$5.8 million in dividends to our members. We had more than \$30,000 was given away beyond the branch. We paid for everything from hanging plants, lunches, museum entry fees, some public skating, mini golf, and so much more that I can't cover them all in this podcast.

10 high school students received \$1,000 each for scholarships in our markets. We conducted, that'd be you, Jerry, 43 financial education presentations for youth, adults and seniors. More than \$350,000 was donated to the communities in which we serve, including the remodel of the Massena Hospital ER, the new scoreboard at the Louisville Arena, and to assist in the purchase of a new bus for the Norwood Fire Department and so much more.

We also launched our Tap and Go debit and credit. I don't know about you, but I enjoy that very much.

Jerry:

Well, I have to admit I don't have mine yet, but I'm looking forward to it.

Scott Wilson:

Well, we'll be happy to take care of that for you, Jerry. At Access Digital, we transitioned from our NetTeller platform last January and to date we have 28,900 plus registered users using that new platform.

Jerry:

I really like it because they're both the same now.

Scott Wilson:

Yes.

Jerry:

The mobile and the online makes it really easy because either way you know what you're doing.

Scott Wilson:

And what I really love about it is that it's really easy to use and we have a robust offering on there, including if you had wanted to shut your debit card off for potential fraud and you thought maybe I did something, you can do that from that channel. I can pay my Visa, SeaComm Visa credit card from that channel. Now we have Wealth Advisor online, you can do that from the platform. So there's a lot of opportunity. You can create your own sub accounts. So we could probably go on a lot just on that.

Jerry:

Well, it's a great service for our members. Now you mentioned a lot of numbers there, Scott. How does that compare with our peer group?

Scott Wilson:

Well, above our peer group.

Jerry:

That's what I thought.

Scott Wilson:

Actually, we get compared in New York State to credit unions, for example. In our asset category we usually top in terms of like earnings and capital. And nationwide, we are actually surpassing the average for membership growth. Membership growth in the asset category of a half a billion to a billion has been in a negative trend and we've done much, much better than that in the positive trend. So on an average we do extremely well, Jerry.

Jerry:

And what this means is by doing well, we're able to continue to provide what our members need.

Scott Wilson:

Right. The reality is that we're here and want to be here for the long term. And that means we have to make good strategic decisions today that impact tomorrow and we're making sure that that's happening.

Our members also are enjoying a nice service. We have our ATM co-op network. There are more than 30,000 ATMs that are in that network so you can go to Georgia, find a co-op ATM and use it surcharge free. I love that. I never like paying for my money, by the way, from an ATM.

We also have over 5,600 branches available in the US for shared branching. So for example, if you're in Florida, you're wintering in Florida and you need to go in there and do a wire, you can walk into a shared branch that SeaComm shares with other credit unions in the industry and are able to do something right from there just like you are doing from home.

Jerry:

That's a great service.

Scott Wilson:

It is a great service.

We had 3,307 of shared branch transactions during the year and more than 7,465 ATM visits from everywhere from Florida, Georgia, Mississippi, Texas, Oklahoma, PA, New York, et cetera.

On the other side of all the good news, there is still all those bad actors out there with fraud. And I always like to just recap quickly some of the numbers. In 2025, there were 3,222 data compromises with over 278.3 million individuals affected. Consumers lost \$15.9 billion due to fraud. That's up from 12.5 billion the year prior. That's according to the Federal Trade Commission.

In 2025, there were some recognizable brands that were breached including Aflac, TransUnion, Grubhub, Microsoft SharePoint, just to name a few. During 2025, our members experienced \$549,718 worth of debit and credit fraud, but that remains relatively flat from '24. We've put some things in place to mitigate that, but we did have to issue more than 6,000 new debit and credit cards during the year due to that fraud and the loss to members zero.

As an industry, we continue to ask Congress to pass legislation, which makes retailers subject to strict data standards like financial institutions under the Gramm-Leach-Bliley Act. Today, retailers are still not required to come forward when they are breached. If we knew about that from the minute it happened, we would probably be able to offset some of those losses that we're talking about right now.

Our personal financial advisor services celebrated 10 years last year. We also exceeded \$100 million assets under management, Mark. Mat Hastings is our advisor and I always encourage if you're looking for that planning for retirement or you're getting retired or you are retired, please reach out to Mat and he certainly could assist you.

Jerry:

I have.

Scott Wilson:

Great. I figured that, Jerry.

We launched SeaComm Insurance Agency last year in July. Our agency now provides auto, boat, home, business, renter, motorcycle, UTV, classic car and RV insurance. Tom Bellinger and his team are readily available to take your call or come out and visit you. We have seen a huge success, Jerry, from the onset and every month it gets better and better and I think our members are realizing that they can save, but it's also they're still dealing with friendly staffs of SeaComm.

Jerry:

Well, I know. And I've run into Tom in my travels. I've run into him several times. And he's always got a bunch of members he needs to work with, and it's great.

Scott Wilson:

It is. We're keeping him very busy, he and his team, so we're happy to hear that.

One of the things that we don't really talk a lot about on these podcasts, but it's really important is that we participate in the Federal Home Loan Bank of New York Home Buyer Dream Program and we were able to provide more than \$300,000 in assistance with down payments for first time home buyers that are getting a mortgage with us. That's a huge dollar amount.

Jerry:

Well, that's often the stumbling block for people trying to get a mortgage.

Scott Wilson:

Yeah. It just got released that the average new homeowner is 40 years old today. That's a tremendous difference from 25 years ago and most of it it's related to the down payment.

We were certified again. Our employees participated in an employment engagement survey with a great place to work and we're certified for 2025. 91% of our employees said that when you join the company, you're made to feel welcome. We're very, very happy to be part of that unique group.

NCUA approved our application to serve four additional counties in Vermont, Addison, Lamoy, Orleans, and Washington County. That expansion has enabled us to do a little bit more business in Vermont, which we're excited about.

We also had two directors that were up for reelection and they were both renominated and were reelected. Myron Burns and Mitch Marolf both were reelected to three year terms.

Jerry:

And congratulations to them.

Scott Wilson:

Congratulations, that's for sure.

To end, I just want to mention that we're positioned well for the future. We talked a little bit about that, Jerry. We want to make sure we're here for the long haul. As I'd indicated through some of the numbers, we have an excellent capital position, consistently solid earnings, ample liquidity, and a solid sustainable strategy. We just upgraded some new ATMs to tap and some of our markets. We're always investing in new technology that's always important, and ultimately it's to ensure that we're taking care of our more than 56,628 members that we do every day and ensure they're getting that reliability that they expect from us.

Jerry:

Before I let you go, I just want to ask you one question. What do you see as our biggest challenge going forward?

Scott Wilson:

Fraud. I think fraud is, unfortunately, it's gotten more sophisticated. It's not just about you getting someone that calls you and asking you for information. It's become so difficult to track because of artificial intelligence and the bad actors who are very sophisticated. I just heard this. There's fraud in Indeed. You apply for a job. You get interviewed for that job through Indeed. They gather all of this information from you as if you were going to work for this company, and it's fraudulent. And then you have you giving out your social security number and all your personal information, and that's the stuff that we're combating every day.

So we always say, "Look, when in doubt, don't give anything out." And if you get a call from someone from SeaComm, we don't need your account number. We don't need your social security number. We have all of that. If you get a text and it said, "Is this a legitimate charge you made on your SeaComm credit card," and you say no, that's the end of it on that end. When they tell you to call them and give them information, that's where fraud is being perpetuated, and that's really important for our members to know.

Jerry:

So always take a step back and check.

Scott Wilson:

Yes. And if you go on our website, we do have podcasts that Jerry has done on fraud, and I encourage anybody go and listen to those.

Jerry:

Well, Scott, it's been a pleasure as always. Congratulations on another successful annual meeting and looking forward, great success.

Scott Wilson:

Thank you, Jerry. I always enjoy these chats.

Jerry:

SeaComm President and CEO, Scott Wilson.

Thank you for joining us for this edition of the SeaComm Podcast. We hope you'll listen in again.