

© 2017 | TINKER FEDERAL CREDIT UNION



ANNUAL REPORT 2016

Tinker Federal Credit Union exists to help our members achieve their goals and realize their dreams.

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Celebrating 70 years of timeless hard work and dedicated service to our members.

Our members know hard work never stops. That's why we'll never stop working hard for you.

PRESIDENT'S REPORT

MICHAEL KLOIBER

I am sure you can think of many things that have stood the test of time, your credit union has never been stronger or safer. We even celebrated and are still meaningful. Our country, our state, and your credit union our 70th anniversary in March. Our success is due to the fact that we are perfect examples of this statement, and it is the theme for this year's have never lost our focus on you, our member. After a humble annual report.

Last year our nation came through a most contentious election cycle and finally selected a new President to lead us into the next four years. Although a surprise outcome, it should not be a surprise that Americans The same growth success was seen in shares and loans. We ended the speak by voting. Our system of government promises to always provide us with a peaceful change of leadership.

Yes, America still faces many challenges, but this is truly the greatest country in the world. We continue to be the envy of people everywhere, as apparent by the number of people who desperately want to immigrate here. America has prospered throughout history, and we will continue to do so well into the future.

Our state of Oklahoma has proven its resiliency throughout our short history of almost 110 years. Oklahomans have survived the Great Depression, the Dust Bowl, the Boom and Bust of the oil industry, and the Great Recession. Through all this, we maintained our desire to move forward and build on all the challenges of the past.

In 2016, we saw a slight improvement in the economy and oil prices, while battling huge budget deficits that threatened our schools and other public services. Problems like these challenge other states, but Oklahomans are no stranger to overcoming serious obstacles.

We have survived the 1995 Murrah Building bombing, tornados, fires and floods, and the Oklahoma Spirit stood strong and proud. Even under these pressures, our future continues to be brighter than ever. The "Oklahoma Standard" has never been stronger.

All these events in 2016, and before, have had an effect on your credit union. When you include the continual attacks from the banking industry to limit your credit union services, you may wonder just how Tinker Federal Credit Union fared throughout these events.

What I can tell you is that we navigated the storms extremely well, and Michael D. Kloiber, President/CEO

beginning of 7-10 members in 1946, we ended the year with 341,250 members. From \$4,000 in assets at the end of 1946, we ended 2016 with over \$3.5 billion in assets.

year with almost \$3.2 billion in shares (deposits) from our members, and over \$2.5 billion in loans to our members. Through the years, you have come to trust your credit union for all your financial service needs. We keep your life savings safe, while meeting all your borrowing needs. Tinker Federal Credit Union is here to meet all your financial needs, and we are committed to helping you achieve your goals and realize your dreams.

So, it is easy to see how Tinker Federal Credit Union has stood the test of time and remained meaningful to our membership. Just like people everywhere wanting to come to this great country of America, we continue to attract new members every day who come to us with a variety of needs.

I hear daily how we have made a positive impact on the financial well-being of our members. Whether it is buying that new car, purchasing a new home, money to send themselves or their children to college, or money to take that much needed vacation, Tinker Federal Credit Union has been here for them for over 70 years.

Just like America and Oklahoma, we have been here for you, and will be here for you in the future. We have stood the test of time, and you tell us every day that you find us to be the meaningful solution in helping you protect your financial future.

Thank you for your confidence, trust, loyalty and membership.

hael D. Klober



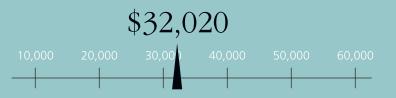
An Unfading Support for the Communities We Serve



raised for Combined Federal Campaign, benefiting local, state and national charities and organizations



raised in September to repair or refurbish the homes of four local disabled veterans



raised in April for Children's Miracle Network Hospitals in Oklahoma



TFCU President/CEO Michael Kloiber slices through ribbon on the opening day of the Greater Oklahoma City Hispanic Chamber of Commerces's ¡VIVA OKLAHOMA! Hispanic Chamber Expo.

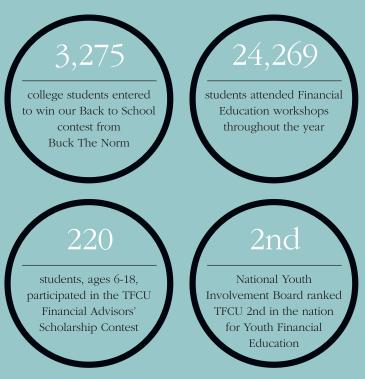


President/CEO Michael Kloiber along with airmen & sailors of Team Tinker Home Away From Home enjoy a fun night of burgers and bowling.



TFCU employees celebrate Independence Day at the Edmond LibertyFest Parade on July 4th.

A Lasting Impact on Oklahoma Youth



Save-A-Tron 5000 and TFCU President/CEO Michael Kloiber stand with eight TFCU Financial Advisors' Scholarship Contest winners. These young individuals were asked to illustrate the profession of their dreams.

Save-A-Tron 5000 was greeting thousands of trick-or-treaters at the front gate of the Oklahoma City Zoo and Botanical Gardens for their 33rd annual Haunt the Zoo.





SaveAbles members show off their cool dance moves as they help celebrate Save-A-Tron's birthday at the Myriad Botanical Gardens. Kids could also take part in games, face painting, caricature drawings and yummy snow cones.



2016

Founded originally to serve the financial needs of Tinker Air Force Base personnel, Tinker Federal Credit Union has always found it a privilege to serve the U.S. military, both active and retired. This year, we took that service a step further, partnering with Purple Heart Homes to help local disabled veterans in a very real and personal way.

At the beginning of the year, we reached out to Purple Heart Homes, a non-profit organization looking for communities and sponsors to help build or renovate homes for disabled veterans. We agreed to be part of a nationwide campaign in 2016 for the Oklahoma City area.

Throughout the year, we raised over \$48,000 through fundraising and donations and have chosen to repair or refurbish the homes of four local disabled veterans. We joined forces with local sponsors, Evan's Building Concepts and Home Depot, to help make these project goals a reality.

So far, we have worked with Purple Heart Homes to help three disabled veterans and we're currently working with a fourth veteran, Jacob Anthony.

Earl D. Wright

Mr. Wright is a retired Marine living in Lexington, Oklahoma. He served during the Vietnam War and was active from 1965 to 1969, when he was honorably discharged. TFCU and Purple Heart Homes installed a new wheelchair ramp at his home to make mobility easier for him.

Charles D. Lawrence

Mr. Lawrence served in the Navy from 1969 to 1978 during the Vietnam War and was honorably discharged. TFCU and Purple Heart Homes widened his doorways so he can move comfortably from room to room in his wheelchair. He currently lives in Moore, Oklahoma.

Gerald L. Ashley

Mr. Ashley was honorably discharged from the Marines after serving his country from 1963 to 1969, during the Vietnam War. TFCU and Purple Heart Homes lowered his kitchen drawers to make them accessible and installed a dishwasher. Mr. Ashley currently lives in Oklahoma City, Oklahoma.

Jacob Anthony

Mr. Anthony is a retired Green Beret. He joined the Army in 2002 and was honorably discharged in 2013 after serving his country during Operation Enduring Freedom. He and his wife are adopting twins, so TFCU and Purple Heart Homes will add an additional bedroom to their home.



Earl D. Wright



Charles D. Lawrence



Gerald L. Ashley



Jacob Anthony



TFCU and Purple Heart Homes volunteers wrap up a project at the home of one of our veterans. TFCU volunteers help build a wheelchair ramp for Vietnam veteran Earl Wright.

"There are a lot of folks who have served their country and need help now, and it's within our mission to do that."

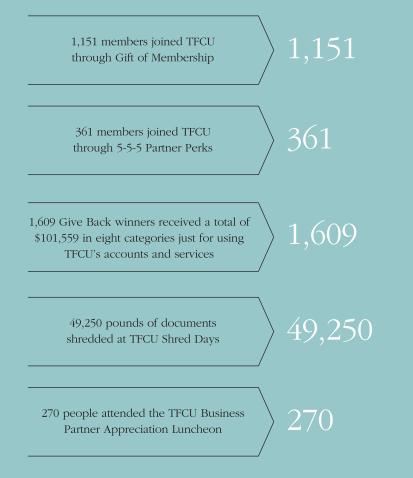


In addition to lowering veteran Gerald Ashley's kitchen cabinets to make them accessible, TFCU volunteers helped clear out his back yard and do some yard work.



2016

Giving Back to Our Members Never Gets Old





TFCU celebrated its 70th anniversary in 2016. As a way of saying thank you to all of our great members, we handed out free Roxy's ice cream or cupcakes at all of our branches. Nursing student Diana Moreno won the \$2,000 grand prize in Buck The Norm's Back to School contest. TFCU went to 16 colleges across the state promoting the contest and talking with students about Buck The Norm.

"We have a never-ending appreciation for the members we serve."



Doris Rider and Betty Agnew have gone on nearly all of TFCU's Heritage Club tours since 2004. These two members love adventuring across the country seeing new places and attractions.

Always Being There for Those Who Serve Our Country

**** **** 349 24 active duty military bought a car using the signed up for TFCU's Military Rewards First Military Rewards Time Auto Loan Program $\star\star\star\star\star$ airmen and sailors paired with 83 host families through Team Tinker Home Away From Home



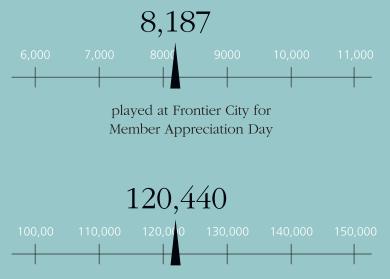


2016

Fun Will Never Go Out of Style



traveled the country on Heritage Club Tours



kids got to see Save-A-Tron at 26 events

Awards in 2016

- Dora Maxwell Social Responsibility Community Service Award 2nd place for Life Skills Boot-Camp in regional competition
- Louise Herring Philosophy in Action Member Service Award 2nd place in regional competition for Credit Card Balance Transfer Campaign
- Cornerstone Credit Union League Pinnacle Award Financial Education: Driving Away Happy Workshop
- Cornerstone Credit Union League Pinnacle Award Credit Card Balance Transfer Campaign
- Cornerstone Credit Union League Super Advocate Award
- CUNA Diamond Award Best in Category in Digital Advertising for Buck the Norm Click Checking
- CUNA Diamond Award Best Community One-Time Event for Buck the Norm Take One/Give One
- NexGen Under 30 Sarah Everett honored with NexGen Under 30 Award
- American Marketing Association OKC Award of Merit for Young Adult Click Checking Campaign
- The Oklahoman Readers' Choice Award Best Credit Union
- The Oklahoma Gazette Best of OKC Award Best Place to Get a Home or Auto Loan
- *Enid News & Eagle* Readers' Choice Best Credit Union and Best Bank
- Junior Achievement of Oklahoma Giovanni Monterroso received the Crystal Apple Award for inspiring over 750 students
- National Youth Involvement Board 2nd in the nation for Youth Financial Education

Gabe Stankewitz, 2016 Children's Miracle Network Hospitals' Oklahoma Champion Child, selected this fiery hot rod for the Miracle Kid's Choice Award at TFCU's 16th Annual Miracle Car Show in April.





Chair





Tiffany Broiles, Vice Chair

Eldon Overstreet, Secretary







Assistant Secretary

Sheila Jones,



A Rich, Assistant Secretary



Bill Watkins, Assistant Treasurer

Felix Lopez, Associate Board Member



Steve Walker, Associate Board Member

The smell of fresh cookies reminds us of family, and at TFCU, you're part of ours. That's because families are always there for each other, just like we're there for you.





BOARD OF DIRECTORS' REPORT

GARY WALL, CHAIR

If I was asked to describe 2016 in one word, tumultuous might be an and Home Branch Mobile platforms for easier use and added features, apt description. Many parts of our country were rocked by riots, floods, such as thumbprint identification. After implementing Apple Pay the wildfires and a "no holds barred" presidential election year, as we previous year, we added Samsung Pay and Android Pay in 2016 to continued to see slow economic progress.

For TFCU, I'm pleased to report no tumult or drama here. With the help of our faithful, loyal members, we ended a strong year with net income of \$27.3 million, over \$3.5 billion in assets and a record-setting \$2.5 billion in loans. Each loan represented another member we helped to achieve their goals and realize their dreams, and that's what we're all about.

I speak for the entire Board of Directors when I say we are very proud of the highly motivated TFCU team. They have developed and honed a service culture committed to ensuring our members receive the quality service they deserve.

We continued to excel in the area of bringing financial literacy to the communities we serve. In 2016, our Financial Empowerment team presented workshops to 26,746 people of all ages. They worked with businesses, civic organizations, schools, churches, military personnel and other organizations to help people achieve financial empowerment and gain control of their finances.

TFCU continually looks for ways to bring improved services and technology to our members. In 2016, we upgraded our Home Branch Chair, Board of Directors

augment payment options for our members. And, we provided an improved External Service Survey system to obtain member feedback that helps TFCU give better service and remain relevant to all of our members. Our Information Systems team implemented a number of initiatives to further protect members' information and finances from fraud attempts.

On behalf of your Board of Directors, thank you for trusting TFCU with your finances, your goals and your dreams. Our continued growth and success means we will be here for you and your families for many years to come.

Respectfully,

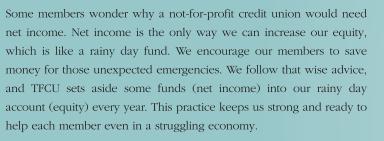
TREASURER'S REPORT

RODNEY C. WALKER, TREASURER

While most of 2016 continued the slow recovery with little movement in economy and even more burdensome regulations. Locally, the oil and rates, the election resulted in significant changes. We are finally seeing gas industries, along with many other struggling companies, had to an uptick in rates. While low rates have been great for our borrowers, reinvent how they do business. This resulted in a tax shortfall that has our saving members were far from thrilled. As rates move up and the hurt Oklahoma, especially state employees and schools. Despite these economy improves, loan rates will start to increase, but so will share many obstacles, TFCU ended the year with a Return on Assets (ROA) of rates. Because TFCU is the largest credit union in Oklahoma, our .78% and a Net Worth of 10.77%. These strong financial results mean we members will always find competitive loan and share rates, will continue to be the credit union of choice for generations to come. convenience, low fees and a wide range of financial products. Check out our popular Click Checking, money market accounts and a full range of regular and IRA share certificates. To counter the volatile rates, TFCU has a Rate Booster Share Certificate that allows members the opportunity for a one-time bump or "boost" in rates during the term of the certificate. So, if rates move up, our members have the opportunity to move their special certificate rate one time to catch up. Please check out our website or ask at your favorite branch for any special rates on our shares and certificates.

TFCU continues to have great loan rates and is ready to make your dreams come true, whether you need a vehicle, home equity line of credit or credit card. Maybe you are ready for a family vacation or that dream remodel. It might even be time to move and get a new mortgage loan. TFCU has plenty of money to lend, but do not wait too long. As the economy continues to improve, loan rates will be increasing.

We ended the year with net income of \$27.3 million, which is great in Kochney C. Walher this flat rate environment. When rates are so low, TFCU makes even less money on loans and investments, which are our primary sources of Rodney C. Walker income. Along with the low rates, TFCU faced a struggling world Treasurer, Board of Directors

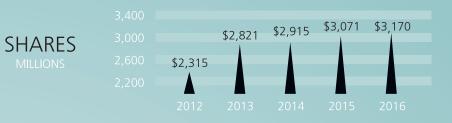


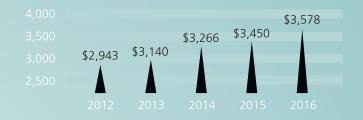
As always, it is our pleasure to help you achieve your goals and realize your dreams.

Respectfully,













a melody of success

ASSETS

LOANS

CONSOLIDATED STATEMENTS OF FINANCIAL CONDITION

YEARS ENDED DECEMBER 31, 2016 & 2015

	2016	2015		2016	2015
Assets			Interest Income		
Cash and cash equivalents	\$ 173,485,738	\$ 183,811,158	Interest on loans to members	\$ 96,222,486	\$ 87,946,641
Investments			Interest on investments and cash equivalents	14,386,455	14,313,143
Trading	2,066,610	1,924,592			
Available-for-sale	817,745,196	1,043,088,179	Total interest income	110,608,941	102,259,784
Time deposits with other institutions	246,617	244,676			
Other, at cost	3,839,688	3,698,871	Interest Expense		
Loans to members, net of allowance for loan losses of \$19,025,447			Dividends on members' shares	17,532,219	17,560,340
and \$15,943,546 at December 31, 2016 and 2015, respectively	2,455,019,926	2,099,747,486			
Interest receivable	11,350,195	11,726,137	Net interest income	93,076,722	84,699,444
Property and equipment, net	70,037,976	66,442,480			
National Credit Union Share Insurance Fund deposit	28,776,506	28,270,022	Provision for Loan Losses	22,665,000	19,675,000
Other assets	15,828,375	10,554,738			
			Net interest income after provision for loan losses	70,411,722	65,024,444
Total assets	\$ 3,578,396,827	\$ 3,449,508,339			
			Noninterest Income (Expense)		
Liabilities and Members' Equity			Net loss on sales of foreclosed assets	(74,930)	(70,838)
			Net gain on disposal of property and equipment	13,755	7,840
Liabilities			Net gain on sales of available-for-sale investments	1,226,036	509,835
Members' shares	\$ 3,170,555,785	\$ 3,070,590,064	Net gain on sales of mortgage loans	1,335,908	1,204,011
Accrued expenses and other liabilities	29,068,889	26,126,454	Loan servicing fees	526,526	527,953
			Service charges and other fees	41,647,623	38,942,491
Total liabilities	3,199,624,674	3,096,716,518	Other noninterest income	8,837,965	8,702,772
Members' Equity			Total noninterest income	53,512,883	49,824,064
Retained earnings	381,078,689	353,767,985			
Accumulated other comprehensive loss	(2,306,536)	(976,164)	Income before general and administrative expenses	123,924,605	114,848,508
			u de la companya de l		
Total members' equity	378,772,153	352,791,821	General and Administrative Expenses		
			Salaries and benefits	47,844,616	43,150,867
Total liabilities and members' equity	\$ 3,578,396,827	\$ 3,449,508,339	Operations	43,857,107	41,251,420
			Occupancy	4,912,178	4,700,911
For a complete copy of Tinker Federal Credit Union's audited consolidated fina	ncial statements with accompan	ying notes, contact our	Total general and administrative expenses	96,613,901	89,103,198
Member Service Center at (405) 732-0324, ext. 2255 for Oklahoma City, (918)			~ ·		
for Ada, (405) 707-7440, ext. 2255 for Stillwater, (580) 233-3330, ext. 2255 for	Enid, or 1-800-456-4828 (toll fre	e).	Net income	\$ 27,310,704	\$ 25,745,310

CONSOLIDATED STATEMENTS OF FINANCIAL CONDITION

YEARS ENDED DECEMBER 31, 2016 & 2015



You can trust that we will take the right path for you.

a path well traveled

SUPERVISORY COMMITTEE'S REPORT

TIM LOWELL, CHAIR

Appointed by Tinker Federal Credit Union's (TFCU) Board of Directors, the Supervisory Committee works closely with TFCU management, Internal Audit, Compliance and external auditors. A report with the results of our activities is submitted to the Board of Directors for their review and, if necessary, corrective action.

The Supervisory Committee is responsible for ensuring that the Board of Directors and management of the credit union meet required financial reporting objectives and establish practices and procedures sufficient to safeguard members' assets. We work closely with Audit and Compliance staff, the external audit firm of BKD and TFCU management to ensure the safety of your credit union. In addition to the auditing and compliance functions and ensuring overall soundness of your credit union, the Supervisory Committee is responsible for representing your interest in maintaining the highest standard of member service.

We take pride in assuring the continued integrity of TFCU for our members and would like to thank the entire TFCU family — members, employees, management and volunteers — for their enduring support during 2016.

Respectfully,

Jim Lowell

Tim Lowell Chair, Supervisory Committee



Tim Lowell, Chair



James Pearl



Scott White



Scott Freeman, Associate Member

SENIOR MANAGERS



Accounting Billie Houston, Executive Vice President/ Chief Financial Officer



Compliance Christie A. Porter, Senior Vice President/ Compliance



Corporate Michael D. Kloiber, President/ Chief Executive Officer



Human Resources Susan Rogers, Senior Vice President/ Human Resources



Executive Vice President/ Chief Information Officer





Linda K. Ellis, General Counse



Lending Connie Wall, Senior Vice President/ Lending

Marketing Matthew Stratton, Senior Vice President/ Marketing



Operations Lisa Martinez-Leeper, Senior Vice President/ Operations



Operations Administration David Willis. Executive Vice President/ Chief Operations Officer



Risk Management Patrick J. Yager, Executive Vice President/ Chief Risk Officer



TFCU Financial Advisors Brenda Peddycoart, Senior Vice President/ Supervisory Principal TFS



- Accounting
- 🔳 Ada
- Adjustments Rick Jurko.
- ✤ Card Center
- Jay Foote,

- Edmond East
- Marshall





CORPORATE OFFICERS

Accounting Kathy Kelso, VP Finance/Controller

+ Accounting Larry Selby, VP/Investment Officer

> Stefan Von Dollen, AVP/Manager, Finance

DeLisa Floyd, AVP/Branch Manager

AVP/Manager, Adjustments

Alan Schaefer. VP/Manager, Card Center

Corporate Lending VP/Director, Lending

Corporate Operations Shawn Cottle.

Corporate Operations Karl Wasserleben. VP/Regional Director, Operations 🛛 🔶 Legal

Cynthia Ormsby, AVP/Branch Manager

Edmond West & John Steven Gonner. AVP/Branch Manager

Enid & Vance AFB Anita Murrow. AVP/Branch Manager

Indirect Lending Loretta Ross, VP/Manager, Indirect Lending

Information Services Roger Ison, AVP/Manager, Applications Tech Support

Information Services Teresa Lee, AVP/Manager, Infrastructure

Information Services Steve Mooney, VP/Manager, IS Operations

Information Services Eric Quach, AVP/Manager, Network & Security

Information Services Eric Trinh, AVP/Manager, Software Development & DB

VP/Regional Director, Operations - Information Services Terri Vaught-Avants, AVP/Manager, Business Systems

> Layla Dougherty, Assistant General Counsel

🔶 Marketing Cody Buchholz, AVP/Manager, Financial Empowerment

Marketing Carolyn Kelly AVP/Manager, Marketing Communications

Marketing Kristy Viravong-Portis, AVP/Manager, Community Engagement

Marketing Nancy Ward, VP/Director, Marketing

Member Service Center Russell High, VP/Director, Call Center

Midwest City Carol Judd, VP/Branch Manager

Midwest City East Dana Stacy, AVP/Branch Manager

Moore & Crooked Oak Jan Davis, AVP/Branch Manager

Hortgage Lending Krista Basinger, VP/Manager, Mortgage Lending

Norman East & West Lorie Stueven, AVP/Branch Manager

🔳 OKC, Capitol Hill Edgar Medina, AVP/Branch Manager 🔳 OKC, Northeast & Metro Tech 🛛 🔶 Risk Management Joseph Arthur, AVP/Branch Manager

III OKC, Northwest & Bethany Cindy Akin, AVP/Branch Manager

III OKC, South Sooner Road Chelle Plumley, AVP/Branch Manager

OKC, Southwest & Southwest Drive-Thru Teri Chadick. AVP/Branch Manager

III OKC, Tri-City Erica Grissom, AVP/Branch Manager

Professional Development Chris Henkel, VP/Manager, Professional Development

Records Management & Support Brian Coleman, AVP/Manager, Records Management & Support

Research & Delivery Matthew Downing, VP Research & Delivery

Research & Delivery Jesse Hamilton, AVP/Sr. Project Manager

Hereich Risk Management Jack Kellev. AVP/Manager, Fraud

Taylor King, AVP Information Assurance

Risk Management Lester LaPorte, AVP/Manager, Internal Audit

Shawnee & Seminole Margaret Toole-Scallorn, AVP/Branch Manager

Special Services Justin Hightower AVP/Manager, Special Services

Special Services Jason Kapka, AVP/Manager, Construction

Stillwater Terra Loree, AVP/Branch Manager

H TFCU Financial Advisors Mindy Seagraves, AVP/Wealth Management Services

Tinker Air Force Base Jaime Schmidt, AVP/Branch Manager

III Tulsa & Tulsa Downtown Jim Schaefer, AVP/Branch Manager

🔳 Yukon Austin Moyer, AVP/Branch Manager

BRANCHES

Ada 1620 Lonnie Abbott Blvd.

Bethany 6750 N.W. 39th

Crooked Oak Crooked Oak campus Open to Crooked Oak students, faculty and staff

Edmond West 1401 N. Kelly

Edmond East 3141 S. Bryant

Enid 801 S. Oakwood

John Marshall John Marshall Mid-High School Open to John Marshall students, faculty and staff

Midwest City 6501 Tinker Diagonal

Midwest City East 1401 S. Post Road

Moore 400 S.W. 6th

Norman East 1131 12th Ave., N.E. **Norman West** 301 36th Ave., N.W.

> **Oklahoma City, Capitol Hill** 2315 S. Western Ave.

> **Oklahoma City, Metro Tech** 1800 Springlake Drive, Suite 200

Oklahoma City, Northeast 1177 N.E. 23rd

Oklahoma City, Northwest 4626 N.W. 39th

Oklahoma City, Southwest 9601 S. Pennsylvania

Oklahoma City, Southwest Drive-Thru 1200 S.W. 89th

Oklahoma City, Tri-City 4101 S.W. 134th

Seminole 2221 N. Milt Phillips Ave.

Shawnee 3923 N. Harrison

Stillwater 5101 W. 6th

Tinker AFB, Area A Bldg. 420 Tinker AFB, Area C-1 North Bldg. 3001 Post Y-92

Tinker AFB, Area C-2 South Bldg. 3001 Post Y-32

Tinker AFB, TAC Bldg. 9001 Post A-45

Tulsa 8920 E. 61st Street, South

Tulsa Downtown 702 S. Main Avenue

Vance Air Force Base 234 Fields Street

Yukon 11209 W. Reno

TFCU EXPRESS ELECTRONIC SERVICE CENTERS

Choctaw Express 14453 N.E. 23rd

Enid Express 215 W. Owen K. Garriott

Oklahoma City, Southwest Express 1200 S.W. 89th

Oklahoma City, West Express 4140 W. I-40



P.O. Box 45750 Tinker Air Force Base, OK 73145-0750 www.TinkerFCU.org

 (405) 732-0324
 Oklahoma City

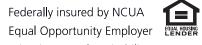
 (918) 592-0324
 Tulsa

 (405) 707-7440
 Stillwater

 (580) 310-0324
 Ada

 (580) 233-3330
 Enid

 1-800-456-4828
 Toll-Free



Minority / Female / Disability / Veterans