

Serve One Another

Getting out of our offices and making things happen in the neighborhood is a big thing for us.

By the numbers
We're a bank, so numbers are kind of our thing...

Total Volunteer Hours 479
Total Corporate & Employee Donations \$90,000



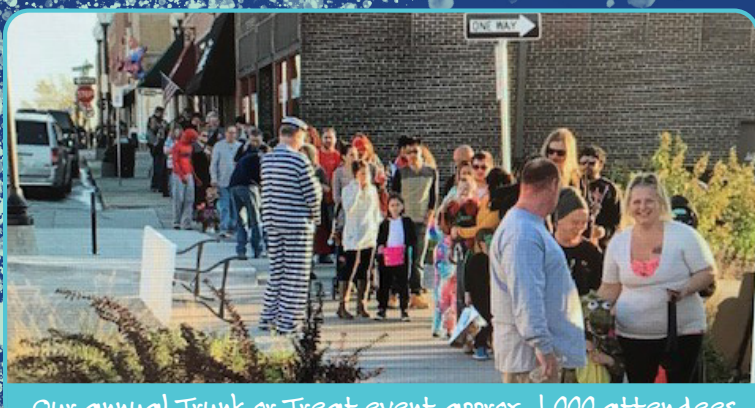
Cleaning up neighborhoods in Clay County, MO



Over 1100 pounds of food donated to Harvesters



Making Strides Against Breast Cancer: \$10,912.67 employee donations



Our annual Trunk or Treat event, approx. 1,000 attendees

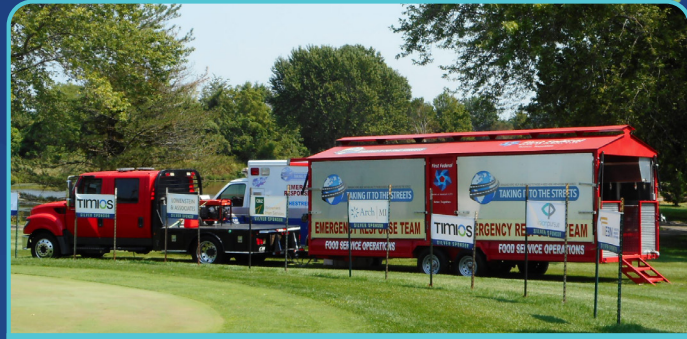
A sampling of organizations we're proud to support



For the past three years we have chosen TAKING IT TO THE STREETS as the beneficiary of our Annual Golf Benefit Tourney. Together with our employees, friends and generous sponsors, we've raised over \$60,000! These funds allowed TAKING IT TO THE STREETS to purchase a custom mobile kitchen, which they'll use to support first responders, disaster victims and the homeless in our community.



Scott Lamaster (left), CEO of Taking it to the Streets



Our support allowed Taking It To The Streets to pay off the truck that pulls the kitchen, as well as the emergency response unit

Never Stop Improving

We pulled together to make big things happen in 2019. Just a 'warm-up' for what's next in our mission to make banking even better for you in 2020....

Key Bank Stats

For those keeping score...

	Customer Households	14,500
	Helping Customers Save	Increased savings balances by 26,000,000
	Mortgages We Service	4,493 loans \$1.04 billion

That's "billion" with a B!



In 2019, FFB was given the "Legacy Award" from the BBB for being accredited for over 50 years.

Have Fun Together

We aren't "party animals," but we do have fun while making a positive impact around Kansas City.



Our annual "Souper Bowl" lunch at our administrative center in support of our partnership with Harvesters



We welcomed 144 golfers and 72 sponsors to our 3rd annual golf benefit



Attending the annual Gabriel's Gale charity dinner



Our Deposit Operations Team being "in tents" and passing out candy at our 2nd annual Trunk-or-Treat!



Whippin' up some tasty grub at Ronald McDonald House!

A message from the Chairman

2019 reflected another milestone anniversary for First Federal Bank of Kansas City, our 85th year as a community based, mutually owned financial institution focused on helping our customers build better financial futures.

In late 2018, the board and senior management of the bank determined that the current business plan needed to be re-examined to see what changes were necessary due to the changing operating environment facing banks nationwide. Because of this decision to challenge our current mode of operation, 2019 can best be described as a year of refocus and implementation of change for the bank.

Numerous strategies were identified and implemented in 2019, with a focus on improving the bank's operation, both short term as well as long term. The primary initiatives included the restructuring of the bank's staff and managerial positions, implementation of the Upstart consumer loan program, a branch review of our locations which identified opportunities for improvement, and an increased focus on our mortgage banking profitability. In addition, strategies to continue to improve our net interest margin and continuing emphasis on operating efficiencies at all levels of the bank were positioned, which will support stronger earnings in the future.

I am pleased to once again report that First Federal Bank continues to reflect one of the strongest capital positions of any financial institution in the Midwest, and the bank's asset portfolio continues to reflect a high level of asset quality with extremely low delinquency trends.

The bank's mission, vision and values are reflective of our mutual form of ownership and continue to define who we are and our strong focus on helping individuals and families build better financial futures. In addition, I am proud to report that in fiscal 2019, the bank contributed approximately \$70,000 to select non-profit organizations who we are proud to support, and also recognizing that we have over \$600,000 in contributions over the past five years.

The heart and success of First Federal Bank is reflective of our staff, and the ongoing commitment they make each day to serve our customers. Their dedication to service makes First Federal Bank one of the greatest places to work, and bank. My sincere thanks and gratitude to each member of our staff, our board of directors, and you, our customers, for placing your trust in First Federal Bank.

Best wishes,



2019 Annual Report



First Federal
BANK of KANSAS CITY

Better.
Together



ffbkc.com

• 816.241.7800

