

CFCU Community Credit Union

2024 Annual Report

All that's possible



ITHACA COMMONS

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“...The best opportunities start by actively seeking out diverse voices and connecting them around a shared vision.”



President & CEO Report

I've had the privilege of serving as CFCU's President & CEO for 13 years, and I can say it's been my honor to help drive an organization with such a meaningful legacy and generous spirit.

Community lies at the core of CFCU. In 2024 alone, we double-downed on our volunteerism and local charity support – efforts we will continue growing for years to come.

In addition to CFCU-branded events, like the CFCU Downtown Ithaca Summer Concert Series and Shred Days, we sponsored initiatives for over 90 local nonprofits throughout our communities.

These included, but were not limited to:

- The NYS Bluesfest
- The Rev Theatre
- Habitat for Humanity
- YWCA
- YMCA
- United Way
- Special Olympics of New York

Our staff volunteered regularly, lending a hand at events, collecting donations, and serving on non-profit committees and boards.

CFCU also continued to empower our members at an individual level, by anticipating their banking needs and tailoring our services in response.

Looking back at CFCU's 2024 highlights, we:

- Successfully transitioned Digital Banking to CFCU More, a more comprehensive online banking app with an expanding library of services. The new app is secure and scalable with convenient, in-demand features for members on the go.
- Conducted thorough brand research to continue understanding our members and their needs.
- Introduced New Start Checking, a product aimed toward helping qualified members regain financial independence and confidence, after experiencing difficult financial times.
- Promoted our High Yield Checking product, which gave members the chance to earn dividends with a “blended” rate without a monthly fee.

- Offered a limited Money Market promotion with a six-month introductory period, where dividends increased by 2% APY (Annual Percentage Yield) from our regular Money Market offerings.
- Awarded CFCU members who were the primary owners of a CFCU checking account with an exclusive 6-month Certificate Special, helping them earn more on their savings.
- Celebrated alongside 224 of our Lucky Savers winner members, who won an incredible total of \$36,100.

These incredible products are just part of CFCU's larger guiding mission: to open possibilities for our members by providing innovative banking services.

Our efforts did not go unnoticed.

In 2024, CFCU was honored with four Gold Finger Lakes Favorites Awards: Best Credit Union, Best Home Mortgage, Best Wealth Management, and last but not least, Best Place to Work! Voted on by the community, these awards speak volumes about our passionate members and staff who continue to stand behind CFCU as their banking partner.

Finally, I want to sincerely thank all of you for building on CFCU's legacy – and more importantly, for contributing to its future.

We believe the best opportunities start by actively seeking out diverse voices and connecting them around a shared vision. All while being entirely transparent in our approach. CFCU will continue to collaborate with our people, delivering excellent, personalized resources and doing all we can to raise them to their highest potential. After all, anything is possible.

Transforming generations and communities. Simply. Personally.

Sincerely,

Lisa Whitaker

President & Chief Executive Officer

CFCU Community Credit Union





“CFCU prides itself
on transforming the
places and people
it serves –always
doing so as simply
and personably as
possible.”

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Board Chair Report

In my capacity as Board Chair April 2024 through January 2025, I was proud to represent CFCU Community Credit Union's Board of Directors. Our objective is to ensure that CFCU enacts its strategic plan, enforces its policies, and achieves its goals throughout the year.

It's been my true privilege to serve on the Board for over 10 years – not only because I enjoy supporting a solid, community-oriented organization like CFCU, but also because I have been able to do so alongside a fantastic group of fellow Board members. These members selflessly volunteer their precious time to support CFCU and to strengthen the regions it serves. The appreciation we have for you goes beyond words.

My heartfelt thanks also extend to those who serve on CFCU's Supervisory Committee, which maintains oversight of the credit union and protects our members' assets every day.

Throughout 2024, we were busy preparing for the digital banking conversion to CFCU More. The CFCU More framework allows us to be increasingly agile and flexible, so we can provide the latest and greatest banking technologies to our members at a much faster pace. The goal, as always, is to make the financial lives of our existing and new members even easier.

My most treasured moments of serving on the Board are hearing all the ways in which CFCU and its employees continue to meet members' needs and positively impact the local communities. Whether it's through top-notch technology, innovative ideas, sponsorships, volunteerism or maintaining an unshakeable commitment to quality service, it's clear that CFCU prides itself on transforming the places and people it serves – always doing so as simply and personably as possible.

On behalf of the Board of Directors, we are honored to play an instrumental role in guiding CFCU's strategic initiatives. Each and every day we wake up driven to unlock new financial opportunities for our communities, moving them forward – and in any direction they dream.

Sincerely,

Katie Foley

Board Chair

CFCU Community Credit Union



Board of Directors



Katie Foley

Chair



Blixey Taetzsch

Vice Chair



Robert Cree

Treasurer



Michelle Miner

Secretary



Dana Decker

Director



Amy Wood Gonzalez

Director



Lisa Whitaker

Director

Joseph During, CPA

Posthumous Director Emeritus

Claude “Skip” Hewitt

Posthumous Director Emeritus

Supervisory Committee Report

I am honored to serve as the Chair of the Supervisory Committee at CFCU Community Credit Union alongside Debbie Conley Jordan, CPA, Gregory Mezey, and Douglas North.

The Committee reviews reports from the internal audit staff alongside and selected independent audit firms to verify that adequate controls are in place to safeguard member assets. These comprehensive annual audits help us monitor compliance with applicable laws and regulations to ensure CFCU's overall fiscal integrity for our members.

This process involves several steps to ensure proper reporting.

First, the Committee approves the annual audit plan at the beginning of each year. Then, the responsible parties conduct internal audits, preparing detailed reports as well as a quarterly summary. Written responses addressing any audit findings are subsequently provided to CFCU leadership.

Similar to previous years, in 2024, the Committee met with our independent auditors and New York State and NCUA regulatory examiners to review the reports. The Committee was satisfied with the completion rate of the internal audit plan, the team's responsiveness to new audit requirements, and management's timely response to any audit findings.

The Committee is also pleased to announce that the independent audit firm Doeren Mayhew issued an unmodified (clean) opinion report on CFCU's consolidated financial statements for 2024.

Based on the examiners' reports, internal audit documentation, and the positive results from our independent auditors, the Committee remains confident that CFCU maintains adequate controls. CFCU complies with all applicable laws and regulations and is well-managed and fiscally sound. Findings were minimal and management was quick to address any issues or concerns.

The full report is available at CFCU's offices for inspection.

As a reminder, the CFCU code of ethics requires any member who suspects a violation of Corporate Policy, laws or regulations, or general business ethics should report their suspicion to the Committee in writing or by email. All communication will be held in strictest confidence. You do not have to identify yourself, but it is important to provide sufficient information and/or documentation to allow the Committee to investigate your concern.

For further details, please review the Committee information on the Our Story page at mycfcu.com/about.

The Committee continues its commitment to open and transparent availability with CFCU's regulators and external engagement partners.

We thank Celeste Uvanni, Vice President of Internal Audit, Kim VanDonsel, Internal Auditor, and Missy Allen, Junior Auditor, for the tremendous work done this year.

We appreciate Douglas North for his dedication to the Committee. Douglas is moving on to serve on the Board of Directors where he will continue to be a valued volunteer and member of the organization.

We're grateful to have such upstanding, competent people working with us. Finally, we respect and recognize CFCU's management for functioning in such a responsible, knowledgeable manner. Thank you.

Sincerely,

Susan Schattschneider

Supervisory Committee Chair

CFCU Community Credit Union



Supervisory Committee



**Susan
Schattschneider**

Chair



**Debbie Conley
Jordan**

Secretary



Gregory Mezey

Member



Douglas North

Member



Treasurer Report



CFCU's success is consistently a team effort. It's of course important that we recognize investments in our facilities, technical innovations, and process improvements, but we must equally celebrate the ways in which our credit union invests in its people, from our invaluable members to our dedicated staff.

CFCU's team has always and will always prioritize local community relationships. By providing hands-on guidance and unmatched

customer service, we help our members feel confident and in control of their finances.

Let's review the key milestones from CFCU's 2024 financial statements:

- In response to higher interest rates throughout 2024, members' needs shifted from borrowing to saving. As a result, our loan portfolio decreased 3.79 % to just over \$1 billion in loans outstanding.
- Our total shares decreased 1.46% to \$1.2 billion, ending the year with total assets of \$1.44 billion.
- Dividends paid to our members increased 38% to \$12.8 million.
- Results of operations and strong investment performance enabled us to end 2024 with a net income of \$5.6 million.
- Our net worth ratio remains strong ending 2024 at 13.68% up from 13.13% the prior year and well ahead of the 11.11% of our peers.
- Delinquency and charge-offs remained steady during 2024. Delinquency decreased to 1.24% compared to 1.25% in 2023. Charge-offs decreased from .64% to .61%.

- Liquidity remained strong throughout the year, and we ended the year with a loan-to-share ratio of 81.43%, down from 83.40% at the end of 2023.

But what do these numbers mean?

They reaffirm that CFCU is a sound and stable financial partner. We're committed to offering convenient, accessible, and quality products across lending, credit/debit cards, and financial planning.

Above all, we provide peace of mind knowing that your funds are safe and prudently managed.

CFCU believes opportunities are born each and every day. We'll continue to go above and beyond for our members, put banking at their fingertips and opening up all that's possible.

Sincerely,

Robert Cree

Board Treasurer

CFCU Community Credit Union

“We'll continue to go above and beyond for our members, put banking at their fingertips and opening up all that's possible.”

Our Vision:

Transforming generations and communities. Simply. Personally.



Our Values:

Spirit

We value each other as individuals and believe that people who enjoy coming to work are happier. We provide our members with an experience, not a transaction. We celebrate all of the nuances of life and seek to make every day one of discovery, joy, and excitement.

Collaboration

We believe that great decisions start by valuing different ideas and opinions, fostering inclusion, caring about others, and being transparent in our approach. Partnering with other stakeholders and organizations gives us the breadth of knowledge and experience to be successful. Decisions must always be genuine to our members, employees, and communities.

Innovation

We have the courage, curiosity, and agility to lead change, simplify experiences, and encourage transformation. We are always learning, remain resilient, and continuously look for ways to improve how we interact with those around us. We understand that our member and employee services must be easy to access, understand, and utilize.

Our Mission:

At CFCU, we are passionately guided by our member-owners to provide meaningful and personalized experiences. As a reliable partner and friend in our communities, we strive to make a memorable and lasting difference.

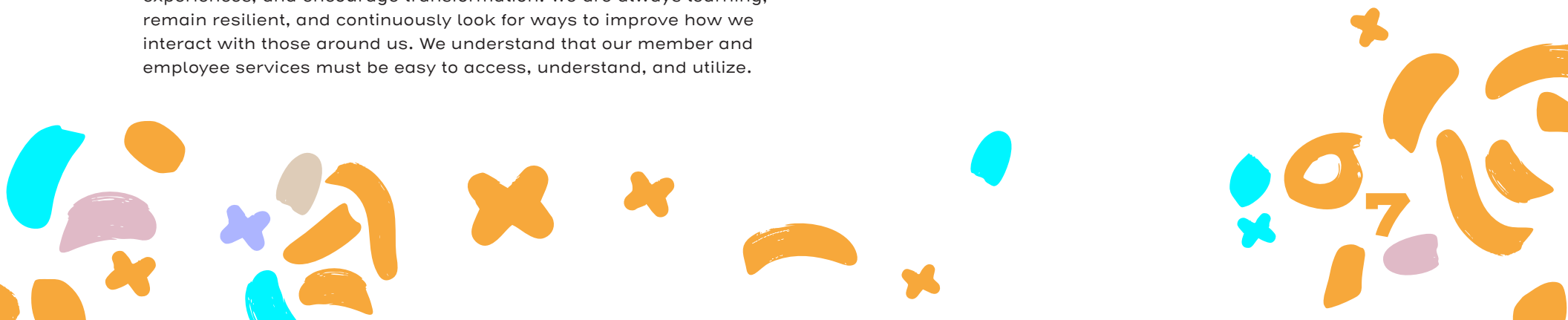
Impact

We partner with our members, employees, and communities to provide solutions and growth opportunities that will improve their financial well-being. We seek to empower the lives of our members, employees, and communities in every way.

Community

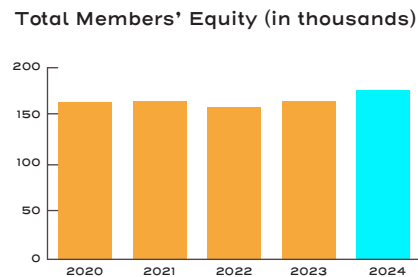
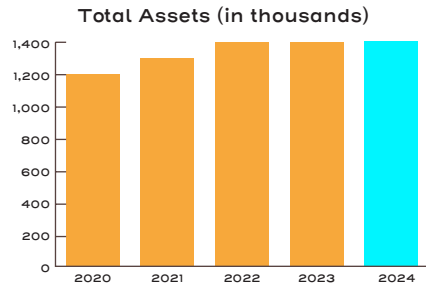
We recognize that our local communities are everything. Investing in our communities is investing in ourselves, our neighbors, our coworkers, and our Credit Union. We recognize that diversity is what makes our communities great and strive to support and reflect that diversity within our organization.

Compassion is at the core of what we do.



Consolidated Statements of Financial Condition

DECEMBER 31, 2024 AND 2023



ASSETS	2024	2023
Cash and cash equivalents	\$189,180,149	\$136,704,256
Certificates of deposit in other financial institutions	\$200,000	\$1,440,000
Investments:		
Equity Securities	\$39,470,767	\$35,624,816
Available-for-sale debt securities	\$154,052,912	\$182,696,907
Loans to members, net of allowance for credit losses of \$10,349,767 and \$11,786,907 as of December 31, 2024 and December 31, 2023, respectively	\$1,000,503,952	\$1,039,735,863
Accrued interest receivable	\$4,199,815	\$4,164,101
Prepaid and other assets	\$25,678,618	\$27,467,139
Property and equipment	\$11,708,002	\$14,358,567
NCUSIF deposit	\$10,567,403	\$11,116,210
Total Assets	\$1,435,561,618	\$1,453,307,859

LIABILITIES AND MEMBERS' EQUITY

Liabilities:		
Members' shares and savings accounts	\$1,229,848,782	\$1,248,093,710
Accrued expenses and other liabilities	\$24,139,200	\$31,621,138
Total Liabilities	\$1,253,987,982	\$1,279,714,848

Commitments And Contingent Liabilities

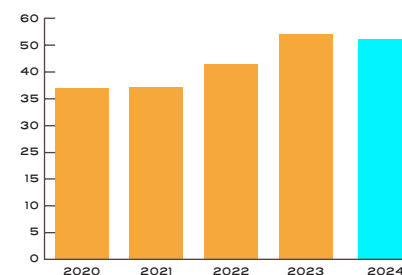
Members' Equity:		
Regular reserve	\$15,582,928	\$15,582,928
Undivided earnings	\$180,817,564	\$175,227,768
Accumulated other comprehensive loss	(\$14,826,856)	(\$17,217,685)
Total Members' Equity	\$181,573,636	\$173,593,011
Total Liabilities and Members' Equity	\$1,435,561,618	\$1,453,307,859

Consolidated Statements of Income

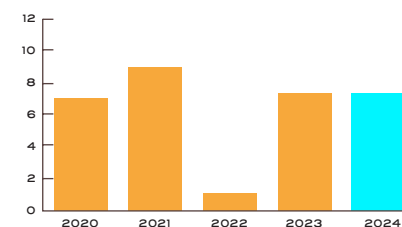
DECEMBER 31, 2024 AND 2023

INTEREST INCOME		
	2024	2023
Loans to members	\$50,298,620	\$47,647,902
Investment securities	\$10,659,285	\$7,461,280
Total Interest Income	\$60,957,905	\$55,109,182
Interest Expense		
Members' share and savings accounts	\$12,777,589	\$9,389,683
Net Interest Income	\$48,180,316	\$45,719,499
Provision for credit losses	\$4,760,815	\$5,847,530
Net Interest Income After Provision for Credit Losses	\$43,419,501	\$39,871,969
NON-INTEREST INCOME		
Fees and service charges	\$7,328,243	\$7,043,634
Interchange fees	\$4,917,544	\$5,001,099
Net gain on equity securities	\$2,561,964	\$3,387,579
Other	(\$323,266)	\$608,726
Total Non-interest Income	\$14,484,485	\$16,041,038
NON-INTEREST EXPENSES		
Compensation and benefits	\$29,345,843	\$25,561,046
Office occupancy and operations	\$13,497,202	\$13,379,969
Other	\$9,471,145	\$9,595,828
Total Non-interest Expense	\$52,314,190	\$48,536,843
Net Income	\$5,589,796	\$7,376,164

Total Interest Income (in millions)



Net Income (in millions)



Executive Leadership Team



Lisa Whitaker

President & CEO



Paul Kirk

Chief Operations Officer
& Chief Financial Officer



Cathy Benson-Aloi

Chief Lending Officer



William Crane

Chief Production Officer



Mallorie David

Chief People Officer



Eliza Mulhern

Chief Risk Officer
& General Counsel



Courtney Lowie

Executive Manager

Senior Management Team

Leigh Alo

VP of Project Management
& Continuous Improvement

Tanya Brozost

AVP of Human Resources

Jennifer Carlton

VP of Electronic Services

Kyle Christopher

VP of Learning & Development

Mike D'Angelo

VP of Member Experience

Matt Duso

VP of Information Technology

Mark Kenjerska

AVP of Business Origination

Margo Korowajczyk

AVP of Business Lending

Aidan Locke

Community Relations Manager

Jason Piper

AVP of Asset Recovery

Beth Putnam

SVP of Marketing & Sales

Erika Reed

VP of Risk

Gabrielle Sandy

AVP of Business Resiliency

Bill Sweeney

VP of Member Advocacy

Derek Thompson

VP of Consumer Lending

Sarah Tomei

VP of Finance/Controller

Celeste Uvanni

VP of Internal Audit

Amanda Walker

Employee Engagement
& Internal Communications Manager

Carissa Weidman

Associate Attorney

Chris Werner

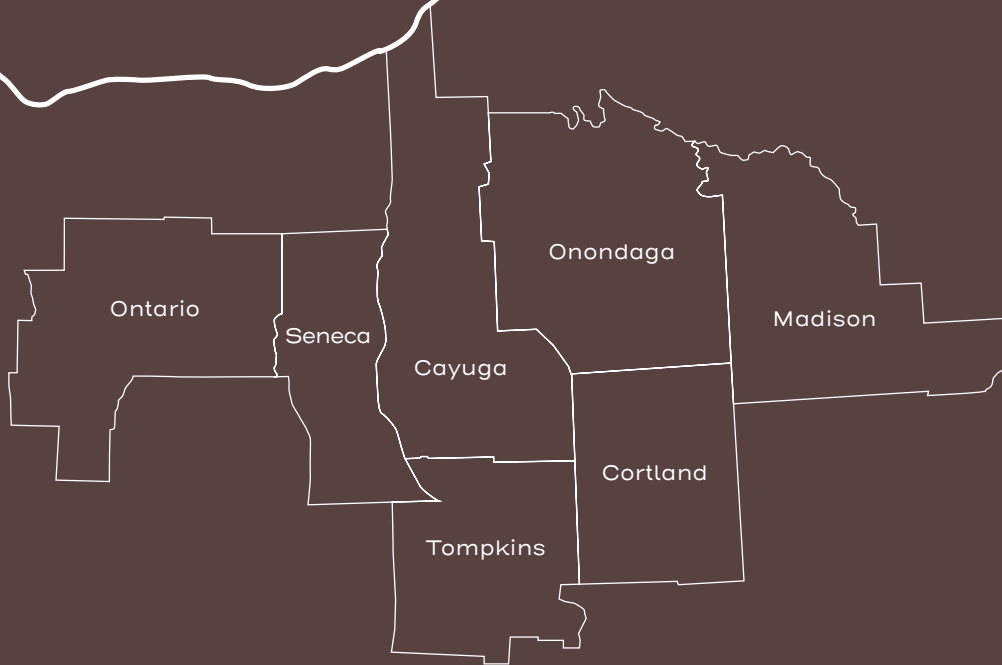
VP of Mortgage Operations



Community Spirit



Serving members and communities across Cayuga, Cortland, Madison, Onondaga, Ontario, Seneca, & Tompkins Counties, bringing people together and making positive impact.



“We’re connecting our members to new opportunities that unlock all that’s possible in our communities.”

—Lisa Whitaker

CFCU Community Credit Union is becoming...



Beginnings

Credit Union

800-428-8340 | mycfcu.com | Federally Insured by NCUA

