

## INDUSTRY PERFORMANCE

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## THE CONSOLIDATED CREDIT UNION FINANCIAL STATEMENT

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18\*

	DEC-17	DEC-18	% CHG		12 MOS. ENDED DEC-17	12 MOS. ENDED DEC-18	% CHG
<b>ASSETS</b>				<b>INCOME</b>			
Cash & Equivalents	99,987,574	93,703,869	-6.28%	Loans	42,143,070	47,662,635	13.10%
Government & Agencies	180,964,095	175,290,784	-3.14%	(Less Rebates)	(67,229)	(74,950)	-11.48%
Corporate Credit Unions	2,969,647	3,191,086	7.46%	Investments	5,915,355	7,116,389	20.30%
Banks/S&Ls	34,289,331	29,433,918	-14.16%	Fee Income	8,417,462	8,898,416	5.71%
Mutual Funds	2,322,595	2,478,973	6.73%	Trading & Other Operating	9,523,970	10,801,972	13.42%
All Other Investments & Insurance	45,088,761	46,456,663	3.03%	<b>Total Income</b>	<b>65,932,628</b>	<b>74,404,461</b>	<b>12.85%</b>
<b>Total Investments, Cash, &amp; Cash Eq.</b>	<b>365,622,003</b>	<b>350,555,292</b>	<b>-4.12%</b>	<b>EXPENSES</b>			
Real Estate Loans	478,747,991	520,906,370	8.81%	Employee Compensation & Benefits	21,327,948	22,943,533	7.57%
Auto Loans	335,836,640	369,830,394	10.12%	Travel & Conference	407,535	440,774	8.16%
All Other Loans	153,294,146	164,719,038	7.45%	Office Occupancy	2,745,310	2,938,059	7.02%
<b>Total Loans</b>	<b>967,878,778</b>	<b>1,055,455,802</b>	<b>9.05%</b>	Office Operations	7,708,287	8,384,522	8.77%
(Loan Loss Allowance)	(8,869,507)	(9,344,160)	-5.35%	Education & Promotional	1,636,152	1,801,757	10.12%
Reposessed Property	848,278	753,514	-11.17%	Loan Servicing	2,884,550	3,158,372	9.49%
Land & Buildings	22,878,499	24,638,518	7.69%	Professional Services	3,381,850	3,678,303	8.77%
Other Fixed Assets	4,847,148	5,392,271	11.25%	Member Insurance	21,245	20,744	-2.36%
All Other Assets	42,101,573	43,388,150	3.06%	Operating Fees	179,993	205,535	14.19%
<b>Total Assets</b>	<b>1,395,306,772</b>	<b>1,470,839,387</b>	<b>5.41%</b>	Miscellaneous	1,458,260	1,558,886	6.90%
<b>LIABILITIES &amp; CAPITAL</b>				<b>Expense Subtotal</b>	<b>41,751,129</b>	<b>45,130,485</b>	<b>8.09%</b>
Dividends Payable	309,357	374,525	21.07%	Provision For Loan Loss	6,459,741	6,574,978	1.78%
Notes Payable	54,996,952	58,444,193	6.27%	<b>Subtotal</b>	<b>48,210,870</b>	<b>51,705,462</b>	<b>7.25%</b>
Reverse Repurchase Agreements	647,926	734,876	13.42%	Non-Operating Gain (Loss)	398,645	293,874	-26.28%
Other Liabilities	16,735,507	15,939,179	-4.76%	<b>Income Before Dividends</b>	<b>18,120,403</b>	<b>22,992,873</b>	<b>26.89%</b>
<b>Total Liabilities</b>	<b>72,689,743</b>	<b>75,492,773</b>	<b>3.86%</b>	Cost Of Funds			
Regular Shares & Deposits	435,331,202	458,470,841	5.32%	Interest On Borrowed Funds	1,175,147	1,469,132	25.02%
Money Market Shares	262,373,515	264,676,537	0.88%	Dividends	6,438,559	8,384,985	30.23%
Share Drafts	183,331,661	192,786,871	5.16%	<b>Net Income Prior To Stabilization</b>	<b>10,506,697</b>	<b>13,138,756</b>	<b>25.05%</b>
IRA & KE0GH	78,418,939	78,264,640	-0.20%	Net NCUSIF Stabilization Expense	(1,546)	(12,776)	-726.60%
Share Certificates	214,254,166	240,551,175	12.27%	<b>Net Income</b>	<b>10,508,243</b>	<b>13,151,533</b>	<b>25.15%</b>
<b>Total Shares</b>	<b>1,173,709,483</b>	<b>1,234,750,063</b>	<b>5.20%</b>	<b>Total Number Of Credit Unions</b>	<b>5,689</b>	<b>5,492</b>	<b>% Chg</b>
Regular Reserve	21,827,587	22,221,986	1.81%	# FCUs	3,499	3,376	<b>-3.46%</b>
FASB 115 Valuation Reserve	(3,843,527)	(5,483,151)	-42.66%	# SCUs - Federally Insured	2,074	1,999	-3.52%
Undivided Earnings & Other Reserves	127,649,580	140,255,348	9.88%	# SCUs - Cooperatively Insured	116	117	-3.62%
Equity Acquired In Merger	3,273,906	3,602,369	10.03%	Members	112,635,478	117,552,533	0.86%
<b>Total Reserves &amp; Undivided Earnings</b>	<b>148,907,546</b>	<b>160,596,551</b>	<b>7.85%</b>	Employees (FTEs)	292,851	305,312	4.37%
<b>Total Liabilities &amp; Capital</b>	<b>1,395,306,772</b>	<b>1,470,839,387</b>	<b>5.41%</b>	Average Share Balance	10,328	10,402	4.26%
				Average Loan Balance	14,814	15,302	3.29%

\* IN THOUSANDS OF DOLLARS  
SOURCE: CALLAHAN & ASSOCIATES

## 10-YEAR BALANCE SHEET AND INCOME STATEMENT

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18\*

	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	10-Yr. CAGR
<b>ASSETS</b>											
Cash & Equivalents	14,581,631	13,904,468	13,537,687	14,285,323	13,597,124	14,554,649	15,392,070	15,168,242	15,357,457	15,413,084	0.56%
Cash At Corporate Credit Unions & Other Fis	54,375,872	62,010,104	83,155,335	88,392,457	75,376,644	72,692,509	80,786,329	84,157,907	84,630,116	78,290,785	3.71%
Government & Agencies	134,821,682	173,831,734	198,524,028	220,059,552	228,141,255	221,421,721	221,418,790	220,739,118	217,379,346	213,778,612	4.72%
Corporate Credit Unions **	33,845,437	17,427,592	6,253,631	3,997,640	3,664,204	2,972,105	2,804,898	2,872,618	2,969,647	3,191,086	-21.03%
Banks & S&LS	37,503,879	42,848,765	44,600,407	48,089,975	45,807,321	43,080,867	40,792,540	38,651,721	34,288,331	29,433,918	-2.39%
All Other Investment & Insurance	6,850,695	7,364,713	10,480,473	11,519,378	11,517,806	11,731,691	10,981,649	10,509,556	10,996,105	10,447,808	4.31%
<b>Total Investments, Cash, &amp; Cash Equivalents</b>	<b>281,979,195</b>	<b>317,387,375</b>	<b>356,551,561</b>	<b>386,344,325</b>	<b>378,104,355</b>	<b>366,453,541</b>	<b>372,176,275</b>	<b>372,099,162</b>	<b>365,622,003</b>	<b>350,555,292</b>	<b>2.20%</b>
Real Estate Loans	314,446,212	314,407,860	317,641,035	325,011,582	343,679,567	369,353,318	402,306,295	437,041,353	478,747,991	520,906,370	5.18%
Auto Loans	175,475,209	166,169,914	166,701,550	180,294,933	108,816,993	123,123,344	284,535,502	301,830,556	335,836,640	369,830,394	7.74%
All Other Loans	90,627,683	91,867,416	94,629,423	99,964,312	108,816,993	119,313,019	129,625,960	140,905,849	153,294,146	164,719,038	6.16%
<b>Total Loans</b>	<b>580,549,103</b>	<b>572,445,189</b>	<b>578,972,003</b>	<b>606,520,828</b>	<b>653,060,265</b>	<b>720,789,681</b>	<b>796,467,758</b>	<b>879,777,758</b>	<b>967,878,778</b>	<b>1,055,455,802</b>	<b>6.16%</b>
(Loan Loss Allowance)	(8,899,222)	(9,552,976)	(8,958,109)	(8,234,776)	(7,387,326)	(7,029,053)	(7,408,647)	(7,900,834)	(8,869,507)	(9,344,160)	0.49%
Land, Buildings, & Fixed Assets	19,981,381	20,422,185	20,845,872	21,405,074	22,112,812	23,101,006	24,332,307	25,882,157	27,725,648	30,030,789	4.16%
All Other Assets (Incl. Foreclosures & Reposs.)	23,269,275	25,879,266	26,774,343	30,089,638	29,453,087	32,801,067	33,663,452	39,228,309	42,949,851	44,141,664	6.61%
<b>Total Assets</b>	<b>896,934,434</b>	<b>926,608,505</b>	<b>974,185,674</b>	<b>1,034,875,089</b>	<b>1,075,343,194</b>	<b>1,136,116,243</b>	<b>1,219,231,145</b>	<b>1,309,086,551</b>	<b>1,395,306,772</b>	<b>1,470,839,387</b>	<b>5.07%</b>
<b>Liabilities &amp; Capital</b>											
<b>Total Liabilities</b>	<b>45,543,265</b>	<b>36,924,172</b>	<b>36,278,841</b>	<b>37,460,388</b>	<b>40,815,519</b>	<b>50,436,936</b>	<b>60,150,693</b>	<b>63,437,064</b>	<b>72,689,743</b>	<b>75,492,773</b>	<b>5.18%</b>
Regular Shares, Deposits, & Share Drafts	299,379,560	325,887,762	361,961,390	403,514,430	433,793,958	472,179,588	524,871,141	574,155,004	618,662,863	651,257,711	8.08%
Share Certificates	229,050,290	216,294,999	206,690,359	200,360,115	193,895,523	191,412,534	192,331,567	201,841,353	214,254,166	240,551,175	0.49%
All Other Shares (MMA, IRA)	234,885,920	255,112,027	269,853,831	285,706,174	294,344,287	299,524,274	311,884,243	331,124,869	340,792,455	342,941,177	3.86%
<b>Total Shares</b>	<b>763,315,770</b>	<b>797,294,768</b>	<b>838,505,580</b>	<b>889,580,719</b>	<b>922,033,767</b>	<b>963,116,396</b>	<b>1,029,086,952</b>	<b>1,107,121,225</b>	<b>1,173,709,483</b>	<b>1,234,790,063</b>	<b>4.93%</b>
<b>Total Reserves &amp; Undivided Earnings</b>	<b>87,944,485</b>	<b>92,380,906</b>	<b>99,401,253</b>	<b>107,833,982</b>	<b>112,493,907</b>	<b>122,562,911</b>	<b>129,993,500</b>	<b>138,528,262</b>	<b>148,907,546</b>	<b>160,596,551</b>	<b>6.21%</b>
<b>Total Liabilities &amp; Capital</b>	<b>896,934,434</b>	<b>926,608,505</b>	<b>974,185,674</b>	<b>1,034,875,089</b>	<b>1,075,343,194</b>	<b>1,136,116,243</b>	<b>1,219,231,145</b>	<b>1,309,086,551</b>	<b>1,395,306,772</b>	<b>1,470,839,387</b>	<b>5.07%</b>
<b>Income</b>											
Net Loan Interest Income	36,252,011	34,937,058	33,150,789	32,081,673	31,522,011	32,891,767	35,226,856	38,237,175	42,075,841	47,587,685	2.76%
Investment, Trading, & Other Operating Income	10,857,982	10,640,284	10,549,283	11,523,572	11,239,087	11,642,403	12,461,245	13,800,848	15,439,325	17,918,361	5.14%
Fee Income	7,108,769	7,145,827	7,033,415	7,475,104	7,503,380	7,296,658	7,625,847	8,103,232	8,417,462	8,898,416	2.27%
<b>Total Income</b>	<b>53,636,957</b>	<b>52,490,655</b>	<b>50,733,407</b>	<b>51,080,350</b>	<b>50,264,478</b>	<b>51,830,829</b>	<b>55,313,949</b>	<b>60,141,255</b>	<b>65,932,628</b>	<b>74,404,461</b>	<b>3.33%</b>
<b>Expenses</b>											
Employee Compensation & Benefits	13,865,124	14,193,147	14,680,575	15,706,157	16,507,265	17,272,084	18,627,239	19,948,749	21,327,948	22,943,533	5.17%
Office Occupancy & Operations	7,484,717	7,570,624	7,719,224	8,105,598	8,409,449	8,926,029	9,386,785	9,938,541	10,453,597	11,322,581	4.23%
All Other Expenses	6,108,705	8,269,364	8,531,107	8,185,080	8,441,676	8,216,624	8,712,439	9,391,786	9,968,038	10,851,595	5.91%
<b>Operating Expense Subtotal</b>	<b>27,458,546</b>	<b>30,033,135</b>	<b>30,930,906</b>	<b>31,996,835</b>	<b>33,358,390</b>	<b>34,414,737</b>	<b>36,726,464</b>	<b>39,279,076</b>	<b>41,749,583</b>	<b>45,117,708</b>	<b>5.09%</b>
Provision For Loan Loss	9,217,173	6,825,782	4,703,179	3,586,818	2,756,859	3,056,680	4,023,719	5,096,023	6,459,741	6,574,978	-3.32%
Non-Operating Gain (Loss)	(950,785)	25,785	122,167	396,194	323,538	459,897	366,991	556,490	388,645	293,874	3.09%
<b>Income Before Dividends</b>	<b>19,018,821</b>	<b>17,630,459</b>	<b>17,113,211</b>	<b>16,672,669</b>	<b>15,142,828</b>	<b>14,819,628</b>	<b>14,930,528</b>	<b>16,324,830</b>	<b>18,120,403</b>	<b>22,992,873</b>	<b>1.92%</b>
Cost Of Funds ***	14,797,742	10,961,195	8,777,417	7,299,377	6,242,655	5,951,497	6,094,306	6,633,085	7,613,706	9,854,116	-3.98%
<b>Net Income Prior To Stabilization</b>	<b>4,690,944</b>	<b>6,596,589</b>	<b>8,335,794</b>	<b>9,373,292</b>	<b>8,894,946</b>	<b>8,868,131</b>	<b>8,836,222</b>	<b>9,691,745</b>	<b>10,506,697</b>	<b>13,138,756</b>	<b>10.85%</b>
NCUSIF Stabilization Expense	(296,784)***	1,972,935	1,891,721	779,777	670,060	320	(229)	2,184	(1,546)	(12,776)	-26.99%
<b>Net Income</b>	<b>1,768,016</b>	<b>4,584,467</b>	<b>6,444,073</b>	<b>8,593,514</b>	<b>8,224,914</b>	<b>8,867,811</b>	<b>8,836,451</b>	<b>9,689,561</b>	<b>10,508,243</b>	<b>13,151,533</b>	<b>22.22%</b>
<b>TOTAL NUMBER OF CREDIT UNIONS</b>	<b>7,710</b>	<b>7,491</b>	<b>7,240</b>	<b>6,960</b>	<b>6,687</b>	<b>6,402</b>	<b>6,147</b>	<b>5,909</b>	<b>5,689</b>	<b>5,492</b>	
# FCUs	4,712	4,589	4,447	4,272	4,105	3,928	3,765	3,608	3,499	3,376	
# SCLs – Federally Insured	2,839	2,750	2,647	2,547	2,449	2,345	2,256	2,177	2,074	1,999	
# SCLs – Cooperatively Insured	159	152	146	141	133	129	126	124	116	117	
Members	91,202	91,778	93,062	95,085	97,508	100,498	103,941	108,197	112,635	117,553	
Employees (FTEs)	239	239	240	241	254	261	271	281	293	305	
Loan Originations	271,896,463	250,800,106	264,244,588	330,627,691	350,987,807	354,377,121	410,742,739	461,344,761	485,583,531	511,200,731	
Net Charge-Offs / Average Loans	1.21%	1.13%	0.91%	0.73%	0.56%	0.49%	0.48%	0.55%	0.59%	0.57%	
Return On Assets	0.21%	0.50%	0.68%	0.86%	0.78%	0.80%	0.75%	0.77%	0.78%	0.92%	
Capital / Assets	10.8%	11.0%	11.2%	11.2%	11.2%	11.4%	11.3%	11.2%	11.3%	11.6%	

BALANCE SHEET | DATA AS OF 12.31.18

INCOME STATEMENT | DATA THRU 12.31.18

KEY RATIOS

\* IN THOUSANDS OF DOLLARS. | \*\* EXCLUDES CASH EQUIVALENTS HELD AT CORPORATE CREDIT UNIONS. | \*\*\* INCLUDES DIVIDENDS AND INTEREST ON BORROWED FUNDS. | \*\*\*\* DUE TO THE CREATION OF THE TEMPORARY CORPORATE CREDIT UNION STABILIZATION FUND, IN JUNE 2009 THE NCUA REFUNDED A PORTION OF THE INITIAL PREMIUM ASSESSMENT FROM THE FIRST QUARTER OF THE SAME YEAR. THE NEGATIVE NCUSIF STABILIZATION EXPENSE REPRESENTS THE AMOUNT PAID TO THE FUND LESS THE REFUND.

SOURCE: CALLAHAN &amp; ASSOCIATES

## 200 LARGEST CREDIT UNIONS BY ASSETS

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18

Rk		Credit Union	St.	Total Assets	Rk		Credit Union	St.	Total Assets
2018	2017				2018	2017			
1	1	NAVY	VA	\$96,962,446,018	51	41	STATE FARM	IL	\$4,102,249,620
2	2	STATE EMPLOYEES'	NC	\$38,812,319,461	52	51	LANDMARK	WI	\$3,965,319,770
3	3	PENTAGON	VA	\$24,484,750,927	53	50	TINKER	OK	\$3,874,356,367
4	4	BEJU	WA	\$19,601,489,460	54	53	STATE EMPLOYEES	NY	\$3,755,479,304
5	5	SCHOOLSFIRST	CA	\$15,206,283,270	55	58	STATE EMPLOYEES OF MD	MD	\$3,642,602,360
6	6	GOLDEN 1	CA	\$12,255,270,008	56	55	VIRGINIA	VA	\$3,638,027,361
7	7	FIRST TECH	CA	\$12,179,507,571	57	57	MISSION	CA	\$3,560,256,583
8	8	ALLIANT	IL	\$11,226,543,830	58	60	SERVICE	NH	\$3,502,272,800
9	10	AMERICA FIRST	UT	\$10,322,440,624	59	70	BCU	IL	\$3,483,865,083
10	9	SECURITY SERVICE	TX	\$9,539,381,253	60	59	WESCOM	CA	\$3,478,388,201
11	12	SUNCOAST	FL	\$9,292,179,774	61	56	NORTHWEST	VA	\$3,412,424,286
12	13	RANDOLPH-BROOKS	TX	\$9,275,909,828	62	67	AFFINITY	NJ	\$3,385,817,436
13	11	STAR ONE	CA	\$8,568,235,095	63	66	CITADEL	PA	\$3,373,518,881
14	14	DIGITAL	MA	\$8,530,261,736	64	62	CHEVRON	CA	\$3,335,458,577
15	16	BETHPAGE	NY	\$8,400,746,931	65	64	MIDFLORIDA	FL	\$3,286,122,496
16	17	VYSTAR	FL	\$8,284,203,778	66	61	TDECU	TX	\$3,270,023,870
17	19	MOUNTAIN AMERICA	UT	\$8,212,199,279	67	74	SUMMIT	WI	\$3,224,170,223
18	15	SAN DIEGO COUNTY	CA	\$8,148,466,552	68	63	TEACHERS	IN	\$3,171,994,317
19	18	ALASKA USA	AK	\$7,650,089,940	69	73	COASTAL	NC	\$3,161,502,062
20	20	AMERICAN AIRLINES	TX	\$7,306,280,141	70	75	NASSAU EDUCATORS	NY	\$3,153,658,182
21	23	TEACHERS	NY	\$7,247,532,118	71	68	TRAVIS	CA	\$3,121,393,060
22	22	PATELCO	CA	\$6,592,865,516	72	77	COMMUNITY FIRST	WI	\$3,116,903,807
23	21	ESL	NY	\$6,204,535,651	73	65	CALIFORNIA	CA	\$3,086,714,883
24	27	LAKE MICHIGAN	MI	\$6,064,105,758	74	71	CREDIT HUMAN	TX	\$3,052,395,971
25	26	LOGIX	CA	\$6,019,062,386	75	79	GENERAL ELECTRIC	OH	\$3,042,617,151
26	24	CEFCU	IL	\$5,953,334,101	76	69	TOWER	MD	\$3,041,866,809
27	25	DELTA COMMUNITY	GA	\$5,756,302,878	77	72	EDUCATIONAL EMPLOYEES	CA	\$3,024,628,750
28	31	ENT	CO	\$5,567,859,598	78	76	UNIFY FINANCIAL	CA	\$3,023,881,938
29	29	UNITED NATIONS	NY	\$5,446,484,924	79	81	STCU	WA	\$2,986,315,665
30	28	ONPOINT COMMUNITY	OR	\$5,392,942,516	80	80	WASHINGTON STATE EMP.	WA	\$2,971,353,783
31	36	UNIVERSITY OF IOWA COMM.	IA	\$5,377,351,126	81	83	NAVY ARMY COMMUNITY	TX	\$2,970,687,295
32	30	PENNSYLVANIA STATE EMP.	PA	\$5,356,853,183	82	82	SAFE	CA	\$2,895,309,459
33	33	POLICE AND FIRE	PA	\$5,234,487,857	83	84	MUNICIPAL	NY	\$2,863,183,304
34	38	WINGS FINANCIAL	MN	\$5,065,189,002	84	78	APCO EMPLOYEES	AL	\$2,863,040,687
35	34	BANK-FUND STAFF	DC	\$4,971,904,840	85	85	GECU	TX	\$2,832,247,673
36	35	HUDSON VALLEY	NY	\$4,935,677,500	86	90	LANGLEY	VA	\$2,821,017,830
37	32	REDSTONE	AL	\$4,898,595,925	87	89	UNIVERSITY OF WISCONSIN	WI	\$2,819,644,183
38	37	DFCU FINANCIAL	MI	\$4,667,477,450	88	86	UNITED	MI	\$2,791,676,692
39	44	EASTMAN	TN	\$4,530,156,863	89	91	APPLE	VA	\$2,740,682,003
40	46	BELLCO	CO	\$4,517,595,714	90	92	TECHNOLOGY	CA	\$2,735,042,383
41	39	DESERT FINANCIAL	AZ	\$4,507,980,329	91	87	KEESLER	MS	\$2,734,647,835
42	42	REDWOOD	CA	\$4,455,861,077	92	88	COMMUNITYAMERICA	KS	\$2,686,627,768
43	40	KINECTA	CA	\$4,436,242,993	93	94	PREMIER AMERICA	CA	\$2,673,522,568
44	43	WRIGHT-PATT	OH	\$4,429,115,214	94	100	STANFORD	CA	\$2,616,235,773
45	54	IDAHO CENTRAL	ID	\$4,315,062,932	95	97	PROVIDENT	CA	\$2,599,866,298
46	48	MICHIGAN STATE UNIVERSITY	MI	\$4,229,818,147	96	104	NASA	MD	\$2,599,290,916
47	47	VISIONS	NY	\$4,187,734,437	97	101	GENISYS	MI	\$2,576,413,150
48	52	VERIDIAN	IA	\$4,145,422,058	98	93	SANDIA LABORATORY	NM	\$2,548,764,614
49	45	SPACE COAST	FL	\$4,142,519,909	99	95	GROW FINANCIAL	FL	\$2,534,525,632
50	49	MEMBERS 1ST	PA	\$4,125,328,873	100	98	ROBINS FINANCIAL	GA	\$2,509,837,153

CONTINUED ON PAGE 7



## 200 LARGEST CREDIT UNIONS BY ASSETS

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18

Rk		Credit Union	St.	Total Assets	Rk		Credit Union	St.	Total Assets
2018	2017				2018	2017			
101	96	CALIFORNIA COAST	CA	\$2,505,680,522	151	153	ROCKLAND	MA	\$1,760,195,777
102	99	FIRST COMMUNITY	MO	\$2,504,519,359	152	158	CAP COM	NY	\$1,751,980,469
103	108	ASCEND	TN	\$2,472,090,437	153	144	ADVIA	MI	\$1,749,022,743
104	105	TRULIANT	NC	\$2,470,165,413	154	154	PARTNERS	CA	\$1,744,779,348
105	103	CANVAS	CO	\$2,432,585,159	155	169	ACHIEVA	FL	\$1,717,085,439
106	115	AMERICAN HERITAGE	PA	\$2,410,945,481	156	142	OREGON COMMUNITY	OR	\$1,708,440,591
107	102	GEORGIA'S OWN	GA	\$2,406,137,741	157	147	ANHEUSER-BUSCH EMPLOYEES'	MO	\$1,707,183,095
108	106	UNIVERSITY	TX	\$2,400,656,680	158	202	USALLIANCE FINANCIAL	NY	\$1,701,300,475
109	113	FOUNDERS	SC	\$2,398,412,594	159	156	DUPACO COMMUNITY	IA	\$1,696,414,367
110	107	ROYAL	WI	\$2,390,524,196	160	160	HAPO COMMUNITY	WA	\$1,688,488,198
111	109	FAIRWINDS	FL	\$2,319,988,715	161	149	HAWAIIUSA	HI	\$1,684,183,089
112	112	PAWTUCKET	RI	\$2,317,278,100	162	157	CALTECH EMPLOYEES	CA	\$1,675,235,840
113	164	NUVISION	CA	\$2,296,606,008	163	173	FOX COMMUNITIES	WI	\$1,673,782,946
114	143	CONNEXUS	WI	\$2,274,624,186	164	159	F & A	CA	\$1,661,545,133
115	120	NUSENDA	NM	\$2,268,469,950	165	176	COVANTAGE	WI	\$1,645,093,652
116	119	NUMERICA	WA	\$2,267,006,224	166	186	EVANSVILLE TEACHERS	IN	\$1,645,027,773
117	116	EECU	TX	\$2,263,160,448	167	174	COMMUNITY FIRST OF FL	FL	\$1,638,566,294
118	110	CHARTWAY	VA	\$2,199,691,024	168	152	DOW CHEMICAL EMPLOYEES	MI	\$1,628,363,915
119	127	NAVIGANT	RI	\$2,188,173,770	169	219	TYNDALL	FL	\$1,619,574,207
120	118	TRUMARK FINANCIAL	PA	\$2,181,521,629	170	165	ORANGE COUNTY'S	CA	\$1,618,456,818
121	117	AFFINITY PLUS	MN	\$2,176,290,720	171	179	MERIWEST	CA	\$1,617,798,786
122	124	ORNL	TN	\$2,156,046,999	172	162	BAYPORT	VA	\$1,617,282,372
123	111	JSC	TX	\$2,135,828,980	173	163	ADVANCIAL	TX	\$1,617,259,288
124	135	KNOXVILLE TVA EMPLOYEES	TN	\$2,126,092,048	174	171	SELCO COMMUNITY	OR	\$1,615,336,226
125	114	ATLANTA POSTAL	GA	\$2,121,514,285	175	178	SHARONVIEW	SC	\$1,613,711,998
126	125	ELEVATIONS	CO	\$2,088,986,457	176	181	WHATCOM EDUCATIONAL	WA	\$1,606,494,568
127	122	GTE FINANCIAL	FL	\$2,087,847,517	177	166	ARIZONA	AZ	\$1,602,430,320
128	129	LOCAL GOVERNMENT	NC	\$2,073,777,770	178	167	HAWAII STATE	HI	\$1,587,863,871
129	131	GESA	WA	\$2,059,209,953	179	180	AMERICU	NY	\$1,578,708,066
130	121	ONEAZ	AZ	\$2,049,956,130	180	177	AMERICA'S FIRST	AL	\$1,576,168,052
131	136	MICHIGAN SCHOOLS AND GOVT.	MI	\$2,035,661,453	181	161	TEXANS	TX	\$1,572,471,413
132	123	EDUCATORS	WI	\$1,993,670,393	182	196	ISLAND	NY	\$1,562,047,602
133	130	SCHOOLS FINANCIAL	CA	\$1,988,384,739	183	170	ASSOCIATED	GA	\$1,556,679,095
134	132	STATE DEPARTMENT	VA	\$1,985,431,360	184	185	AUSTIN TELCO	TX	\$1,555,294,593
135	128	VANTAGE WEST	AZ	\$1,973,948,993	185	190	GOLDENWEST	UT	\$1,553,617,446
136	133	POLISH & SLAVIC	NY	\$1,956,241,161	186	182	FORT KNOX	KY	\$1,550,237,253
137	134	EGLIN	FL	\$1,941,199,969	187	175	KERN SCHOOLS	CA	\$1,547,373,466
138	137	INDIANA MEMBERS	IN	\$1,913,793,857	188	194	A+	TX	\$1,545,655,627
139	126	MERCK EMPLOYEES	NJ	\$1,900,048,135	189	191	ROGUE	OR	\$1,544,977,647
140	139	TTCU	OK	\$1,884,763,699	190	168	WESTERRA	CO	\$1,539,994,929
141	145	METRO	MA	\$1,877,534,258	191	188	ELEMENTS FINANCIAL	IN	\$1,536,061,617
142	140	CFE	FL	\$1,868,903,115	192	183	CREDIT UNION OF COLORADO	CO	\$1,534,256,863
143	138	LAKE TRUST	MI	\$1,860,352,441	193	184	SOUND	WA	\$1,532,187,195
144	150	CAMPUS USA	FL	\$1,849,798,086	194	187	FIRST ENTERTAINMENT	CA	\$1,525,870,785
145	141	CT STATE EMPLOYEES	CT	\$1,816,884,183	195	198	ALTRA	WI	\$1,514,584,034
146	148	AMERICAN EAGLE FINANCIAL	CT	\$1,809,998,115	196	215	COLUMBIA	WA	\$1,512,853,805
147	146	EMPOWER	NY	\$1,802,930,946	197	208	CAPITAL	WI	\$1,493,991,876
148	151	SOUTH CAROLINA	SC	\$1,801,248,390	198	195	CU OF SOUTHERN CALIFORNIA	CA	\$1,485,094,224
149	155	WORKERS	MA	\$1,797,705,514	199	200	COAST CENTRAL	CA	\$1,473,051,480
150	172	ANDREWS	MD	\$1,761,373,857	200	197	ALLEGACY	NC	\$1,470,432,581

U.S. AVERAGE

\$267,814,892

## MEMBER RELATIONSHIPS DEEPEN AS CREDIT UNION MEMBERSHIP INCREASES

In 2018, credit union membership increased by 4.9 million people to reach 117.6 million at year-end 2018. That's an annual growth rate of 4.4% — 27 basis points faster than year-end 2017. Membership growth has steadily accelerated since 2010 as an increasing number of people turn to credit unions for their member-focused, non-profit financial model.

But credit unions aren't only adding members at a faster pace; they're deepening those member relationships. The average member relationship — the average value of loans (excluding member business loans) and deposits an individual member holds with the credit union — increased 3.0% annually from \$18,312 to \$18,853 as of Dec. 31, 2018.

Credit unions reported year-end gains in loan as well as share balances per member. Average loans per member increased 4.3% from \$8,101 as of Dec. 31, 2017, to \$8,452 one year later. The average share balance per member hit \$10,402, a 0.7% annual increase.

Share draft penetration jumped 59 basis points annually to 57.8%, indicating that more than half of all credit union members had chosen a credit union as their primary financial institution by year-end 2018. More than one in every five members, a full 21.2%, held an auto loan with their credit union as of the fourth quarter of 2018. Similarly, credit card penetration increased 11 basis points through the year to 17.6%.

The national share of revolving loans, primarily credit cards, nearly doubled at U.S. credit unions in the past 10 years — increasing from 3.3% in 2008 to a new high of 6.0% in 2018. First mortgage market share also nearly doubled in that time. It's up 3.8 percentage points to 8.5% in 2018. Auto lending market share reached a high of 20.5% in 2018. The increase in market share across several loan products is evidence that credit unions are strongly prioritizing member relationships.



### KEEP IT SIMPLE TO ENGAGE MEMBERS

TOWN & COUNTRY CREDIT UNION / MINOT, ND / ASSETS: \$439.3M / MEMBERS: 19,234

Town & Country Credit Union embarked on a sweeping new strategy in 2018, casting aside traditional marketing channels and complicated products and processes in favor of aggressive pricing changes, direct community engagement, and social media use.

That broad effort includes providing some of the highest savings and lowest loan rates in the credit union's market, simplifying the product list, eliminating nearly two dozen fees, improving the website, and deepening local engagement.

TCCU now focuses on frequently posting to social media and participating in civic engagement aimed at boosting word-of-mouth around its service area. Its spend on TV, radio, and billboards dropped \$150,000 from 2017 to 2018.

"Simplifying our products, services, and processes provides a better member experience," says president and CEO Jeremiah Kossen. "We're also saving members money by charging fewer fees and providing better loan and deposit rates."

The credit union eliminated 22 different fees while raising ATM daily cash limits to \$1,000 and the debit POS limit to \$2,000 from \$200 and \$250, respectively. It also added instant issue debit cards to five of 11

branches and removed its annual credit card fee, lowered rates, and added a new cash-back reward.

To gauge the effectiveness of its new strategy, TCCU is relying heavily on member e-surveys that dig into member service, member value, and whether members would refer the credit union to a friend.

"We consider that to be their satisfaction level," says senior vice president of marketing Shannon Webster. "Currently, 97% of our members would refer us to their friends and family. We're proud of that number."

TCCU's new engagement efforts are also showing results in its metrics.

The credit union's average member relationship in the fourth quarter of 2018 was \$25,309, compared with \$22,853 for North Dakota credit unions and \$18,853 for all credit unions nationwide. Year-over-year member growth was 7.66% in the fourth quarter, compared with 4.30% for all North Dakota credit unions and 4.84% for all credit unions nationwide.

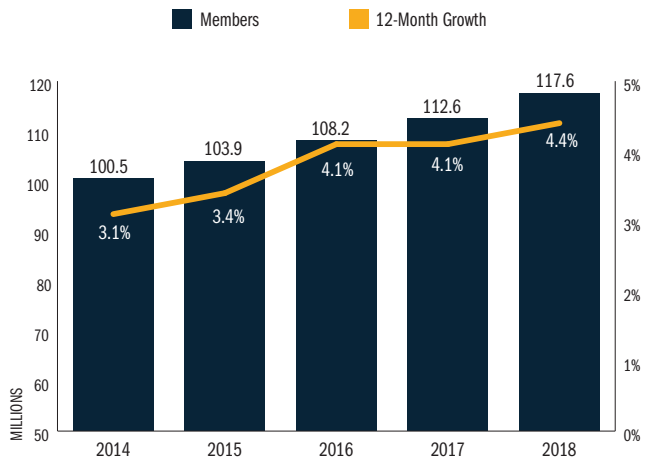
*Find more member best practices at [CreditUnions.com/marketing/members](https://CreditUnions.com/marketing/members).*



## MEMBERS

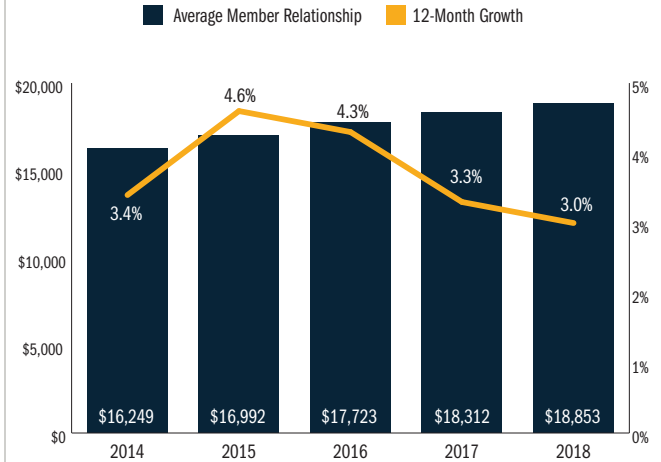
## MEMBERS &amp; 12-MONTH GROWTH

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



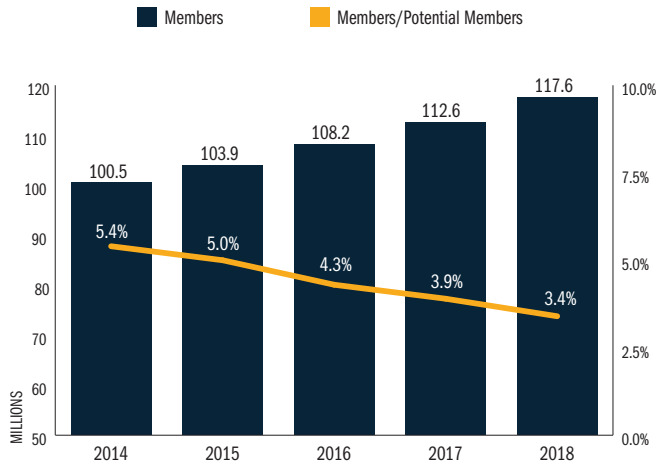
## AVERAGE MEMBER RELATIONSHIP &amp; 12-MONTH GROWTH

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



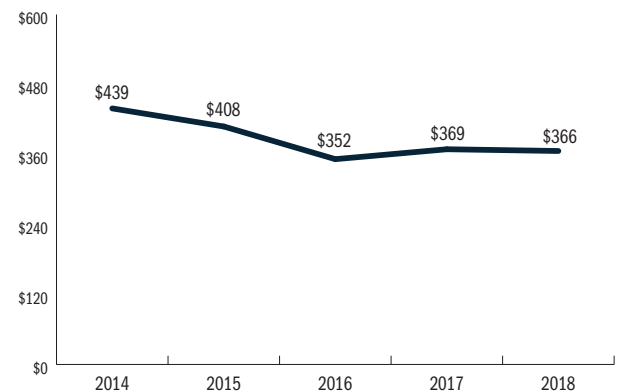
## MEMBERS &amp; MEMBERS/POTENTIAL MEMBERS

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



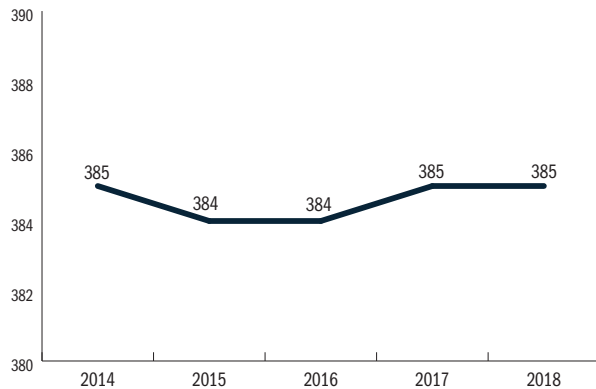
## ANNUALIZED EDUCATIONAL &amp; PROMOTIONAL EXPENSE PER NET NEW MEMBER

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



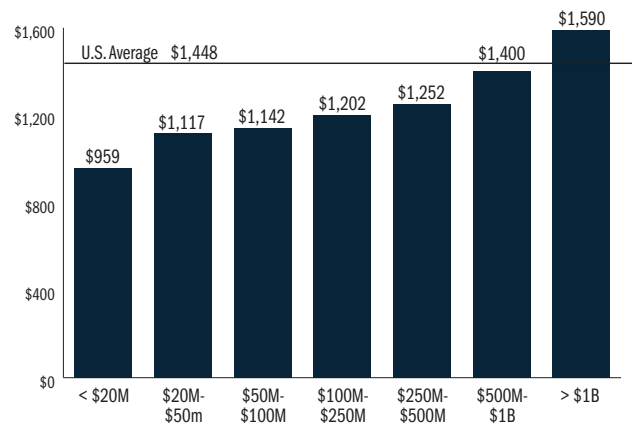
## MEMBERS PER EMPLOYEE

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



## CAPITAL PER MEMBER

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



SOURCE: CALLAHAN &amp; ASSOCIATES

## 200 LARGEST CREDIT UNIONS BY MEMBERSHIP

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18

Rk.	Credit Union	St.	Members	Average Share Balance	Total Assets	Rk.	Credit Union	St.	Members	Average Share Balance	Total Assets
1	NAVY	VA	8,232,022	\$8,545	\$96,962,446,018	51	VIRGINIA	VA	277,835	\$10,409	\$3,638,027,361
2	STATE EMPLOYEES'	NC	2,374,770	\$14,857	\$38,812,319,461	52	WASHINGTON STATE EMPLOYEES	WA	274,254	\$9,300	\$2,971,353,783
3	PENTAGON	VA	1,714,427	\$11,014	\$24,484,750,927	53	SERVICE	NH	272,291	\$10,451	\$3,502,272,800
4	BEUC	WA	1,162,490	\$14,207	\$19,601,489,460	54	MICHIGAN STATE UNIVERSITY	MI	269,344	\$12,907	\$4,229,818,147
5	GOLDEN 1	CA	1,003,235	\$10,688	\$12,255,270,008	55	NORTHWEST	VA	265,841	\$10,533	\$3,412,424,286
6	AMERICA FIRST	UT	1,001,404	\$9,079	\$10,322,440,624	56	WINGS FINANCIAL	MN	262,265	\$15,996	\$5,065,189,002
7	SCHOOLSFIRST	CA	862,933	\$15,037	\$15,206,283,270	57	STATE EMP. CU OF MARYLAND	MD	261,031	\$12,393	\$3,642,602,360
8	SUNCOAST	FL	811,218	\$9,779	\$9,292,179,774	58	UNIVERSITY OF WISCONSIN	WI	259,054	\$9,493	\$2,819,644,183
9	DIGITAL	MA	802,007	\$8,796	\$8,530,261,736	59	COASTAL	NC	257,090	\$10,471	\$3,161,502,062
10	RANDOLPH-BROOKS	TX	800,748	\$9,311	\$9,275,909,828	60	REDWOOD	CA	253,758	\$15,301	\$4,455,861,077
11	MOUNTAIN AMERICA	UT	796,578	\$8,297	\$8,212,199,279	61	UNIVERSITY	TX	252,763	\$8,472	\$2,400,656,680
12	SECURITY SERVICE	TX	774,333	\$10,203	\$9,539,381,253	62	BCU	IL	252,393	\$11,031	\$3,483,865,083
13	ALASKA USA	AK	664,502	\$10,323	\$7,650,089,940	63	LANGLEY	VA	252,029	\$8,938	\$2,821,017,830
14	VYSTAR	FL	643,809	\$8,978	\$8,284,203,778	64	UNIFY FINANCIAL	CA	250,901	\$9,385	\$3,023,881,938
15	MUNICIPAL	NY	581,133	\$4,626	\$2,863,183,304	65	CANVAS	CO	240,471	\$8,644	\$2,432,585,159
16	FIRST TECH	CA	554,529	\$14,965	\$12,179,507,571	66	MISSION	CA	240,176	\$12,529	\$3,560,256,583
17	PENNSYLVANIA STATE EMP.	PA	453,181	\$10,384	\$5,356,853,183	67	COMMUNITYAMERICA	KS	239,772	\$9,162	\$2,686,627,768
18	ALLIANT	IL	439,028	\$21,026	\$11,226,543,830	68	TRULIANT	NC	239,367	\$9,005	\$2,470,165,413
19	REDSTONE	AL	430,842	\$10,040	\$4,898,595,925	69	GTE FINANCIAL	FL	236,479	\$7,603	\$2,087,847,517
20	SPACE COAST	FL	421,035	\$8,306	\$4,142,519,909	70	CREDIT HUMAN	TX	234,178	\$9,705	\$3,052,395,971
21	MEMBERS 1ST	PA	415,127	\$8,345	\$4,125,328,873	71	SAFE	CA	231,045	\$10,639	\$2,895,309,459
22	SAN DIEGO COUNTY	CA	403,674	\$16,848	\$8,148,466,552	72	DFCU FINANCIAL	MI	228,818	\$17,834	\$4,667,477,450
23	DELTA COMMUNITY	GA	390,904	\$12,758	\$5,756,302,878	73	KEESLER	MS	228,773	\$9,883	\$2,734,647,835
24	GECU	TX	385,134	\$5,891	\$2,832,247,673	74	VERIDIAN	IA	226,196	\$14,491	\$4,145,422,058
25	TINKER	OK	383,236	\$8,881	\$3,874,356,367	75	EASTMAN	TN	223,119	\$17,420	\$4,530,156,863
26	BETHPAGE	NY	380,845	\$19,209	\$8,400,746,931	76	FOUNDERS	SC	219,512	\$8,903	\$2,398,412,594
27	WRIGHT-PATT	OH	380,255	\$10,044	\$4,429,115,214	77	GENISYS	MI	210,986	\$10,036	\$2,576,413,150
28	STATE EMPLOYEES	NY	365,906	\$9,326	\$3,755,479,304	78	TRAVIS	CA	209,991	\$12,277	\$3,121,393,060
29	ONPOINT COMMUNITY	OR	361,518	\$12,151	\$5,392,942,516	79	ROYAL	WI	209,776	\$9,708	\$2,390,524,196
30	ESL	NY	357,900	\$9,577	\$6,204,535,651	80	METRO	MA	209,717	\$6,739	\$1,877,534,258
31	LAKE MICHIGAN	MI	351,030	\$13,803	\$6,064,105,758	81	APPLE	VA	209,467	\$10,501	\$2,740,682,003
32	PATELCO	CA	345,671	\$16,607	\$6,592,865,516	82	CITADEL	PA	207,692	\$13,187	\$3,373,518,881
33	LANDMARK	WI	341,538	\$9,838	\$3,965,319,770	83	EVANSVILLE TEACHERS	IN	207,220	\$5,327	\$1,645,027,773
34	IDAHO CENTRAL	ID	340,839	\$9,863	\$4,315,062,932	84	EECU	TX	205,766	\$9,572	\$2,263,160,448
35	LOCAL GOVERNMENT	NC	339,957	\$5,381	\$2,073,777,770	85	ROBINS FINANCIAL	GA	202,991	\$10,061	\$2,509,837,153
36	ENT	CO	338,834	\$13,688	\$5,567,859,598	86	GROW FINANCIAL	FL	202,842	\$10,797	\$2,534,525,632
37	CEFCU	IL	337,569	\$15,543	\$5,953,334,101	87	ASCEND	TN	200,946	\$9,249	\$2,472,090,437
38	DESERT FINANCIAL	AZ	332,023	\$11,618	\$4,507,980,329	88	LOGIX	CA	199,396	\$22,452	\$6,019,062,386
39	CONNEXUS	WI	330,693	\$5,702	\$2,274,624,186	89	VISIONS	NY	199,208	\$16,383	\$4,187,734,437
40	TEACHERS	NY	329,036	\$19,517	\$7,247,532,118	90	NUSENDA	NM	198,538	\$10,067	\$2,268,469,950
41	BELLCO	CO	326,057	\$10,762	\$4,517,595,714	91	AFFINITY PLUS	MN	197,007	\$9,905	\$2,176,290,720
42	FIRST COMMUNITY	MO	317,380	\$6,882	\$2,504,519,359	92	KNOXVILLE TVA EMPLOYEES	TN	195,232	\$8,455	\$2,126,092,048
43	MIDFLORIDA	FL	311,824	\$8,942	\$3,286,122,496	93	EMPOWER	NY	195,165	\$7,735	\$1,802,930,946
44	POLICE AND FIRE	PA	304,409	\$13,907	\$5,234,487,857	94	WESCOM	CA	193,587	\$14,648	\$3,478,388,201
45	TDECU	TX	303,418	\$8,472	\$3,270,023,870	95	NASSAU EDUCATORS	NY	192,477	\$14,692	\$3,153,658,182
46	KINECTA	CA	303,146	\$12,475	\$4,436,242,993	96	FAIRWINDS	FL	190,040	\$10,353	\$2,319,988,715
47	TEACHERS	IN	300,996	\$8,841	\$3,171,994,317	97	CHARTWAY	VA	188,303	\$10,036	\$2,199,691,024
48	AMERICAN AIRLINES	TX	296,107	\$22,135	\$7,306,280,141	98	GENERAL ELECTRIC	OH	187,869	\$12,353	\$3,042,617,151
49	HUDSON VALLEY	NY	292,048	\$14,250	\$4,935,677,500	99	STCU	WA	187,720	\$12,633	\$2,986,315,665
50	EDUCATIONAL EMPLOYEES	CA	289,733	\$9,045	\$3,024,628,750	100	UNIVERSITY OF IOWA COMM.	IA	186,721	\$19,095	\$5,377,351,126

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## 200 LARGEST CREDIT UNIONS BY MEMBERSHIP

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18

Rk.	Credit Union	St.	Members	Average Share Balance	Total Assets	Rk.	Credit Union	St.	Members	Average Share Balance	Total Assets
101	TOWER	MD	186,642	\$14,148	\$3,041,866,809	151	ROGUE	OR	134,373	\$10,190	\$1,544,977,647
102	AMERICAN HERITAGE	PA	184,642	\$9,419	\$2,410,945,481	152	AMERICU	NY	133,464	\$10,073	\$1,578,708,066
103	EDUCATORS	WI	183,793	\$9,336	\$1,993,670,393	153	UNITED NATIONS	NY	133,047	\$36,686	\$5,446,484,924
104	SUMMIT	WI	183,709	\$12,780	\$3,224,170,223	154	NORTHEAST	NH	132,596	\$9,161	\$1,458,550,363
105	GEORGIA'S OWN	GA	183,654	\$10,394	\$2,406,137,741	155	ANHEUSER-BUSCH EMPLOYEES'	MO	131,638	\$11,268	\$1,707,183,095
106	CALIFORNIA COAST	CA	181,127	\$11,438	\$2,505,680,522	156	JSC	TX	130,216	\$14,547	\$2,135,828,980
107	ROCKLAND	MA	179,689	\$7,846	\$1,760,195,777	157	APG	MD	130,062	\$9,313	\$1,362,960,385
108	UTAH COMMUNITY	UT	178,998	\$6,763	\$1,380,746,365	158	TTCU	OK	130,059	\$10,658	\$1,884,763,699
109	NUVISION	CA	178,082	\$10,797	\$2,296,606,008	159	BARKSDALE	LA	129,611	\$9,130	\$1,342,828,007
110	NAVY ARMY COMMUNITY	TX	175,887	\$14,474	\$2,970,687,295	160	CREDIT UNION OF COLORADO	CO	129,458	\$10,435	\$1,534,256,863
111	LAKE TRUST	MI	175,445	\$9,233	\$1,860,352,441	161	FIRST COMMUNITY	TX	129,190	\$9,731	\$1,423,471,394
112	UNITED	MI	174,248	\$11,082	\$2,791,676,692	162	TWINSTAR	WA	128,955	\$8,917	\$1,361,270,534
113	AFFINITY	NJ	170,860	\$13,731	\$3,385,817,436	163	ANDREWS	MD	128,538	\$11,380	\$1,761,373,857
114	ORNL	TN	165,696	\$10,867	\$2,156,046,999	164	ALTURA	CA	128,225	\$9,297	\$1,415,150,496
115	HAPO COMMUNITY	WA	165,598	\$8,477	\$1,688,488,198	165	MICHIGAN SCHOOLS AND GOV.	MI	127,825	\$13,570	\$2,035,661,453
116	PARTNERS	CA	165,161	\$9,078	\$1,744,779,348	166	CAP COM	NY	127,820	\$11,495	\$1,751,980,469
117	GESA	WA	164,281	\$10,327	\$2,059,209,953	167	IH MISSISSIPPI VALLEY	IL	127,780	\$8,868	\$1,339,242,494
118	AMERICA'S FIRST	AL	163,732	\$8,454	\$1,576,168,052	168	HAWAIIUSA	HI	127,217	\$11,570	\$1,684,183,089
119	GEORGIA UNITED	GA	163,412	\$7,050	\$1,359,039,397	169	INDIANA MEMBERS	IN	126,997	\$12,940	\$1,913,793,857
120	CALIFORNIA	CA	163,178	\$15,586	\$3,086,714,883	170	HUGHES	AZ	126,935	\$8,001	\$1,143,062,707
121	ACHIEVA	FL	161,593	\$9,254	\$1,717,085,439	171	SOUND	WA	126,546	\$10,355	\$1,532,187,195
122	ASSOCIATED	GA	160,863	\$8,355	\$1,556,679,095	172	CREDIT UNION ONE	MI	126,332	\$8,295	\$1,190,826,265
123	CFE	FL	160,687	\$10,157	\$1,868,903,115	173	SAFE	SC	125,510	\$7,295	\$1,052,862,332
124	NASA	MD	159,763	\$13,370	\$2,599,290,916	174	STATE FARM	IL	125,399	\$28,184	\$4,102,249,620
125	SOUTH CAROLINA	SC	159,399	\$8,398	\$1,801,248,390	175	WHATCOM EDUCATIONAL	WA	124,960	\$10,700	\$1,606,494,568
126	OREGON COMMUNITY	OR	157,876	\$9,433	\$1,708,440,591	176	ARIZONA	AZ	123,210	\$10,686	\$1,602,430,320
127	VANTAGE WEST	AZ	155,634	\$10,668	\$1,973,948,993	177	CENTRA	IN	119,867	\$10,266	\$1,468,696,851
128	ADVIA	MI	155,308	\$9,611	\$1,749,022,743	178	WESTERRA	CO	119,804	\$11,036	\$1,539,994,929
129	ARROWHEAD CENTRAL	CA	154,995	\$7,193	\$1,322,565,610	179	ALLSOUTH	SC	119,714	\$5,928	\$840,293,376
130	A+	TX	153,960	\$8,561	\$1,545,655,627	180	EGLIN	FL	119,427	\$14,229	\$1,941,199,969
131	SCHOOLS FINANCIAL	CA	153,340	\$11,170	\$1,988,384,739	181	TRUMARK FINANCIAL	PA	119,406	\$15,404	\$2,181,521,629
132	FORUM	IN	152,866	\$6,524	\$1,416,758,841	182	MEMBER ONE	VA	118,882	\$7,365	\$1,011,861,175
133	MICHIGAN FIRST	MI	150,759	\$4,519	\$925,233,172	183	PROVIDENT	CA	118,288	\$17,735	\$2,599,866,298
134	ALLEGACY	NC	148,903	\$8,311	\$1,470,432,581	184	PHILADELPHIA	PA	118,100	\$8,375	\$1,141,369,649
135	KERN SCHOOLS	CA	148,210	\$9,216	\$1,547,373,466	185	CONSUMERS	IL	116,980	\$8,869	\$1,231,505,462
136	NUMERICA	WA	146,411	\$11,983	\$2,267,006,224	186	USALLIANCE FINANCIAL	NY	116,851	\$9,444	\$1,701,300,475
137	AMERICAN EAGLE FINANCIAL	CT	144,358	\$11,291	\$1,809,998,115	187	PAWTUCKET	RI	116,781	\$15,671	\$2,317,278,100
138	BAYPORT	VA	143,094	\$9,458	\$1,617,282,372	188	TEXAS TRUST	TX	116,529	\$8,116	\$1,240,896,516
139	SCOTT	IL	142,796	\$7,054	\$1,219,604,278	189	TYNDALL	FL	116,419	\$12,479	\$1,619,574,207
140	TENNESSEE VALLEY	TN	142,476	\$8,710	\$1,445,783,154	190	CAPITAL	WI	116,336	\$10,005	\$1,493,991,876
141	AMERICA'S CHRISTIAN	CA	141,785	\$2,380	\$390,042,520	191	NORTHWEST COMMUNITY	OR	115,172	\$8,827	\$1,155,332,635
142	CREDIT UNION OF TEXAS	TX	140,349	\$8,457	\$1,417,275,989	192	TEXANS	TX	114,895	\$12,672	\$1,572,471,413
143	SELCO COMMUNITY	OR	139,675	\$10,127	\$1,615,336,226	193	DUPACO COMMUNITY	IA	113,934	\$11,773	\$1,696,414,367
144	GOLDENWEST	UT	137,495	\$9,559	\$1,553,617,446	194	CAMPUS USA	FL	113,859	\$13,512	\$1,849,798,086
145	ELEVATIONS	CO	137,066	\$13,365	\$2,088,986,457	195	LGE COMMUNITY	GA	113,282	\$10,091	\$1,391,337,596
146	COMMUNITY FIRST	WI	136,340	\$18,427	\$3,116,903,807	196	OREGON STATE	OR	113,184	\$9,925	\$1,316,827,425
147	SRP	SC	135,715	\$5,969	\$927,897,788	197	PREMIER AMERICA	CA	112,016	\$21,216	\$2,673,522,568
148	ONEAZ	AZ	135,051	\$13,157	\$2,049,956,130	198	CHEVRON	CA	111,066	\$26,339	\$3,335,458,577
149	COMM. FIRST CU OF FLORIDA	FL	134,886	\$10,371	\$1,638,566,294	199	Y-12	TN	111,001	\$8,455	\$1,195,159,871
150	LBS FINANCIAL	CA	134,478	\$9,147	\$1,433,506,717	200	CU OF SOUTHERN CALIFORNIA	CA	110,979	\$11,351	\$1,485,094,224

U.S. AVERAGE

21,404 \$10,402 \$267,814,892

## LEADERS IN 12-MONTH MEMBERSHIP GROWTH

FOR U.S. CREDIT UNIONS &gt;\$100 MILLION IN ASSETS | DATA AS OF 12.31.18

Rk.	Credit Union	St.	12-Month Growth	Members	Total Assets
1	NUVISION*	CA	93.20%	178,082	\$2,296,606,008
2	NEW DIMENSIONS*	ME	83.21%	16,293	\$160,090,993
3	PFCU*	MI	69.70%	50,219	\$533,428,290
4	BLUEOX*	MI	58.20%	23,389	\$173,046,159
5	COMMUNITY 1ST*	WA	55.82%	13,315	\$144,682,637
6	HERCULES FIRST*	UT	48.75%	8,055	\$102,869,265
7	ISLAND*	NY	47.43%	56,159	\$1,562,047,602
8	MEMBERS PLUS*	MA	43.29%	13,763	\$305,910,962
9	VALLEYSTAR*	VA	40.95%	43,184	\$400,492,377
10	FIRST COMMUNITY*	ND	35.28%	43,990	\$825,691,349
11	UNIVERSITY OF KENTUCKY	KY	34.81%	94,221	\$864,618,683
12	WHATCOM EDUCATIONAL	WA	32.77%	124,960	\$1,606,494,568
13	NORTHWOODS*	MN	30.86%	11,051	\$112,837,575
14	LOWER VALLEY*	WA	27.92%	19,435	\$147,102,746
15	MEMBERSFIRST*	GA	27.31%	34,371	\$234,962,236
16	CENTURY*	OH	27.09%	33,190	\$393,232,252
17	SUPERIOR CHOICE^	WI	25.91%	34,308	\$476,111,242
18	ONE SOURCE*	TX	25.69%	14,694	\$105,036,861
19	O.A.S. STAFF*	DC	24.68%	8,285	\$241,988,171
20	HIGHMARK*	SD	24.15%	12,052	\$139,453,047
21	COREPLUS*	CT	24.02%	26,087	\$227,387,667
22	FRANKLIN MINT	PA	22.94%	104,905	\$1,094,100,496
23	HARTFORD*	CT	22.86%	18,942	\$113,931,547
24	UNITED FINANCIAL	MI	22.29%	24,957	\$216,185,656
25	ASE*	AL	21.26%	41,689	\$294,473,216
26	DIRECTIONS*	OH	21.19%	104,452	\$857,663,506
27	MARINE*	WI	21.03%	91,773	\$753,826,020
28	PEARL HAWAII*	HI	21.01%	29,037	\$371,063,868
29	WEST VIRGINIA CENTRAL*	WV	20.88%	20,572	\$187,213,780
30	FAMILY FIRST*	GA	19.59%	14,878	\$108,123,956
31	VONS EMPLOYEES*	CA	18.96%	53,604	\$567,543,012
32	SHAREPOINT*	MN	17.84%	22,450	\$234,856,842
33	CARIBE*	PR	17.74%	37,699	\$395,266,065
34	ALABAMA*	AL	17.53%	86,974	\$876,272,368
35	DEPARTMENT OF THE INTERIOR	DC	17.19%	16,107	\$205,850,945
36	SERVICE 1ST*	PA	16.66%	33,844	\$378,265,824
37	NAE*	VA	16.56%	19,071	\$125,307,464
38	TECHNOLOGY	CA	16.25%	110,799	\$2,735,042,383
39	SOUTHPOINT FINANCIAL	MN	16.21%	21,505	\$352,843,518
40	SERVICE	NH	15.94%	272,291	\$3,502,272,800
41	UNIVERSITY OF NEBRASKA	NE	15.80%	12,464	\$103,287,607
42	MERITRUST	KS	15.69%	106,725	\$1,214,462,047
43	USALLIANCE FINANCIAL*	NY	14.88%	116,851	\$1,701,300,475
44	NEIGHBORHOOD*	TX	14.72%	56,752	\$715,246,878
45	MY COMMUNITY	TX	14.64%	35,027	\$382,844,967
46	NORTHCOUNTRY	VT	14.47%	51,471	\$620,192,629
47	TEACHERS*	NY	14.30%	329,036	\$7,247,532,118
48	IDAHO CENTRAL*	ID	14.24%	340,839	\$4,315,062,932
49	SELFRELIANCE*	IL	14.11%	23,746	\$589,328,570
49	ORION	TN	14.11%	76,974	\$807,661,126
<b>U.S. AVERAGE</b>			<b>4.37%</b>	<b>21,404</b>	<b>\$267,814,892</b>

\* MERGED IN THE PAST YEAR.

^ ACQUIRED A BANK OR BANK BRANCH(ES) IN THE PAST YEAR.

ANNUAL CREDIT UNION DIRECTORY – VOL. 34 | CALLAHAN.COM

## LEADERS IN 5-YEAR MEMBERSHIP GROWTH

FOR U.S. CREDIT UNIONS &gt;\$100 MILLION IN ASSETS | DATA AS OF 12.31.18

Rk.	Credit Union	St.	5-Year CAGR**	Members	Rk.	Credit Union	St.	5-Year CAGR**	Members
1	AMERICA'S CHRISTIAN	CA	29.70%	141,785	51	NEIGHBORHOOD*	TX	11.50%	56,752
2	CAPITAL*	WI	27.54%	116,336	52	CENTRIC	LA	11.34%	21,879
3	PREMIER MEMBERS*	CO	26.80%	71,824	53	UNIVERSITY OF KENTUCKY	KY	11.32%	94,221
4	PARTNERSHIP FINANCIAL*	IL	25.44%	13,212	54	ENVISION*	FL	11.28%	53,781
5	EVANSVILLE TEACHERS^	IN	23.30%	207,220	55	ELEMENTS FINANCIAL*	IN	11.25%	107,221
6	LINCONE*	NE	18.43%	17,746	56	HERCULES FIRST*	UT	11.20%	8,055
7	LOWER VALLEY*	WA	18.15%	19,435	57	CACL	PA	11.04%	10,570
8	IDAHO CENTRAL*	ID	17.43%	340,839	58	UNIVERSITY OF MICHIGAN*	MI	11.04%	94,632
9	COMMUNITY FIRST*	CA	17.21%	55,391	59	HOPE*	MS	11.04%	47,967
10	NEW DIMENSIONS*	ME	16.71%	16,293	60	COMMUNITY WEST*	MI	11.03%	25,028
11	NORTH STAR COMMUNITY*	ND	16.53%	19,624	61	BLUEOX*	MI	10.91%	23,389
12	PFCU*	MI	16.14%	50,219	62	CONSUMERS	MI	10.85%	92,707
13	ADVIA*^	MI	16.06%	155,308	63	FRANKENMUTH*	MI	10.84%	45,727
14	PARK SIDE FINANCIAL*	MT	15.53%	26,666	64	HANSCOM*	MA	10.84%	88,107
15	NUVISION*	CA	15.37%	178,082	65	UNIVERSITY OF IOWA COMMUNITY	IA	10.82%	186,721
16	CONSUMERS*	IL	14.97%	116,980	66	RIVER REGION*	MO	10.74%	23,285
17	HONOR**^	MI	14.95%	82,276	67	TDECU*	TX	10.67%	303,418
18	TEXAS TECH*	TX	14.85%	22,225	68	TEXAS TRUST*	TX	10.65%	116,529
19	VERVE A*	WI	14.28%	59,465	69	IC	MA	10.62%	34,753
20	DIGITAL	MA	13.99%	802,007	70	NORTHWOODS*	MN	10.58%	11,051
21	URW COMMUNITY	VA	13.89%	28,057	71	SPIRE*	MN	10.57%	107,213
22	CALIFORNIA*	CA	13.68%	163,178	72	TELHIO*	OH	10.42%	77,025
23	COOSA VALLEY*	GA	13.57%	44,827	73	BETHPAGE*	NY	10.40%	380,845
24	CU OF SOUTHERN CALIFORNIA*	CA	13.47%	110,979	74	PUGET SOUND COOPERATIVE	WA	10.36%	15,917
25	MEMBERSFIRST*	GA	13.38%	34,371	75	MIDFLORIDA*	FL	10.35%	311,824
26	ATOMIC	OH	13.38%	49,969	76	IQ*	WA	10.33%	80,878
27	LEWIS CLARK*	ID	13.04%	13,934	77	NOBLE	CA	10.31%	94,264
28	COMMUNITY CHOICE*	MI	13.01%	98,029	78	ESSENTIAL*	LA	10.30%	36,495
29	INTERSTATE UNLIMITED*	GA	12.56%	22,939	79	NORTHCOUNTRY*	VT	10.22%	51,471
30	NORTHSTAR*	IL	12.44%	15,109	80	MEMBERS 1ST	PA	10.18%	415,127
31	ISLAND*	NY	12.44%	56,159	81	CANVAS	CO	10.07%	240,471
32	GUARDIAN^	AL	12.39%	64,720	81	MARINE*^	WI	10.07%	91,773
33	MEMBERS COOPERATIVE*	MN	12.32%	50,679	83	VALLEYSTAR*	VA	9.96%	43,184
34	NORTHWEST	VA	12.32%	265,841	84	CARIBE*	PR	9.91%	37,699
35	MOUNTAIN AMERICA*	UT	12.20%	796,578	85	MICHIGAN FIRST*	MI	9.90%	150,759
36	COLORADO*	CO	12.18%	17,842	86	DUPACO COMMUNITY*	IA	9.87%	113,934
37	LOUVIERS*	DE	12.16%	19,645	87	RED RIVER EMPLOYEES*	TX	9.85%	108,942
38	USALLIANCE FINANCIAL*	NY	11.97%	116,851	88	ICON*	ID	9.83%	25,867
38	NASA	MD	11.97%	159,763	89	O BEE	WA	9.79%	30,469
40	SUPERIOR*	OH	11.96%	88,658	90	HUGHES	AZ	9.77%	126,935
41	NAVY*	VA	11.92%	8,232,022	90	MEMBER ONE	VA	9.77%	118,882
42	FLORIDA	FL	11.91%	102,978	90	LEADERS	TN	9.77%	50,313
43	FIVE STAR*^	AL	11.90%	42,216	90	LAKE MICHIGAN^	MI	9.77%	351,030
44	ROGUE	OR	11.84%	134,373	94	PIONEER*	ID	9.76%	51,398
45	RANDOLPH-BROOKS	TX	11.83%	800,748	95	ROCKY MOUNTAIN*	MT	9.74%	21,615
46	WHATCOM EDUCATIONAL	WA	11.75%	124,960	96	CARDINAL*	OH	9.65%	30,792
47	SOUTHPOINT FINANCIAL*	MN	11.64%	21,505	97	CPORT	ME	9.60%	23,168
48	AZURA*	KS	11.62%	50,467	98	CAMPUS USA	FL	9.58%	113,859
49	BLUE*	WY	11.58%	82,406	99	PARTNERS	CA	9.53%	165,161
50	4FRONT*	MI	11.58%	80,616	100	AMERICA FIRST*	UT	9.52%	1,001,404

U.S. AVERAGE

3.81%

21,404

\* MERGED IN THE PAST FIVE YEARS.

^ ACQUIRED A BANK OR BANK BRANCH(ES) IN THE PAST FIVE YEARS.

\*\*5-YEAR CAGR FOR DECEMBER 2013-DECEMBER 2018

## LEADERS IN 12-MONTH AVERAGE MEMBER RELATIONSHIP GROWTH

FOR U.S. CREDIT UNIONS >\$100 M\*\*\* IN ASSETS | DATA AS OF 12.31.18

Rk.	Credit Union	St.	12-Month Growth**	Average Member Relationship**	Average Loan/Member**	Average Share Balance	Total Assets
1	HOOSIER HILLS	IN	25.32%	\$29,424	\$15,734	\$13,808	\$554,200,810
2	INNOVATIONS	FL	23.95%	\$18,912	\$7,082	\$11,830	\$263,545,201
3	PANHANDLE EDUCATORS	FL	20.67%	\$23,111	\$6,978	\$16,133	\$247,813,361
4	FREEDOM NORTHWEST	ID	20.39%	\$32,116	\$17,638	\$16,330	\$157,570,045
5	SALAL	WA	17.51%	\$25,575	\$11,424	\$14,157	\$656,178,771
6	TYNDALL	FL	17.20%	\$18,343	\$5,863	\$12,479	\$1,619,574,207
7	TRUENERGY	VA	16.99%	\$20,196	\$8,645	\$11,552	\$123,344,963
8	HAWAIIAN FINANCIAL*	HI	15.16%	\$15,452	\$6,081	\$9,372	\$658,524,660
9	SUNLIGHT	WY	14.39%	\$13,793	\$6,055	\$7,739	\$111,212,139
10	PARK CITY	WI	14.38%	\$16,332	\$7,551	\$8,781	\$216,445,595
11	ALLIANCE	TX	14.19%	\$16,449	\$7,270	\$9,179	\$252,148,854
12	CALIFORNIA LITHUANIAN	CA	13.96%	\$94,848	\$33,688	\$61,160	\$120,778,506
13	CONNECTIONS	ID	12.68%	\$14,526	\$6,631	\$7,895	\$170,403,864
14	MEMBERS 1ST	CA	12.50%	\$17,860	\$8,325	\$9,796	\$225,720,081
15	AUSTIN TELCO	TX	12.43%	\$27,364	\$11,804	\$15,559	\$1,555,294,593
16	UNITED STATES SENATE	VA	12.37%	\$35,577	\$16,786	\$18,790	\$840,055,467
17	BLACKHAWK COMMUNITY*	WI	11.97%	\$17,485	\$7,063	\$10,422	\$605,879,643
18	MARKET USA	MD	11.85%	\$9,961	\$4,615	\$5,345	\$120,066,038
19	BHCU	PA	11.80%	\$27,884	\$11,963	\$15,921	\$148,912,862
20	U.S. POSTAL SERVICE	MD	11.77%	\$15,445	\$6,893	\$8,552	\$239,180,039
21	FREEDOM	PA	11.52%	\$21,145	\$9,619	\$11,608	\$888,255,332
22	PLATINUM	GA	11.31%	\$18,798	\$7,783	\$11,015	\$113,893,134
23	WESTEX COMMUNITY	TX	11.30%	\$11,797	\$4,155	\$7,642	\$103,111,213
24	PUERTO RICO	PR	11.11%	\$9,238	\$4,036	\$5,423	\$146,549,968
24	HARVARD UNIVERSITY EMPLOYEES	MA	11.11%	\$24,122	\$12,899	\$11,222	\$732,369,481
26	ARBOR FINANCIAL	MI	11.07%	\$23,084	\$11,855	\$11,494	\$573,422,495
27	FIRST FLORIDA	FL	10.99%	\$24,053	\$11,795	\$12,350	\$930,360,156
28	CYPRUS	UT	10.89%	\$14,884	\$7,245	\$7,638	\$975,964,204
29	SOUTHWEST HERITAGE	TX	10.77%	\$21,370	\$9,225	\$12,660	\$164,826,203
29	SOUTHERN MASS	MA	10.77%	\$23,144	\$10,903	\$12,422	\$222,044,474
31	PIONEER MUTUAL	TX	10.68%	\$26,987	\$10,111	\$16,876	\$169,291,105
32	PHILADELPHIA	PA	10.67%	\$13,333	\$4,958	\$8,375	\$1,141,369,649
33	UTAH FIRST	UT	10.66%	\$25,279	\$11,276	\$14,949	\$406,816,838
34	ENRICHMENT	TN	10.54%	\$17,531	\$8,038	\$9,493	\$497,391,796
35	LATINO COMMUNITY	NC	10.50%	\$6,953	\$3,697	\$3,299	\$339,723,305
36	FOUNDERS	SC	10.46%	\$17,984	\$9,081	\$8,904	\$2,398,412,594
37	SIERRA CENTRAL	CA	10.39%	\$25,321	\$10,800	\$14,521	\$1,115,563,517
38	WATER AND POWER COMMUNITY	CA	10.36%	\$27,098	\$10,590	\$16,509	\$704,045,650
39	SELFRELIANCE*	IL	10.21%	\$27,545	\$7,537	\$20,008	\$589,328,570
40	FIRST	IA	10.16%	\$32,648	\$16,712	\$16,494	\$156,041,538
41	MINNCO	MN	10.06%	\$16,544	\$7,119	\$9,425	\$303,036,852
42	GREATER NEVADA	NV	10.05%	\$21,096	\$8,956	\$12,140	\$965,384,982
43	PARTNER COLORADO	CO	9.94%	\$19,130	\$8,355	\$10,775	\$417,941,968
44	PEACH STATE*	GA	9.93%	\$11,966	\$4,702	\$7,264	\$491,866,462
45	FIRST COMMUNITY*	ND	9.91%	\$20,921	\$5,303	\$16,035	\$825,691,349
46	ELKO	NV	9.90%	\$15,756	\$5,873	\$9,883	\$164,962,083
47	FINANCIAL ONE	MN	9.85%	\$21,400	\$10,415	\$12,391	\$132,922,054
48	CITIZENS	TX	9.84%	\$22,109	\$4,233	\$17,876	\$144,845,182
49	VERIDIAN	IA	9.82%	\$29,587	\$15,096	\$15,202	\$4,145,422,058
50	OHIO VALLEY COMMUNITY	OH	9.70%	\$19,243	\$8,219	\$11,024	\$149,936,275
<b>U.S. AVERAGE</b>			<b>2.62%</b>	<b>\$18,788</b>	<b>\$8,387</b>	<b>\$10,504</b>	<b>\$267,814,892</b>

\* MERGED IN THE PAST YEAR. ^ ACQUIRED A BANK OR BANK BRANCH(ES) IN THE PAST YEAR.

\*\* EXCLUDING MEMBER BUSINESS LOANS. \*\*\* FOR CREDIT UNIONS WITH MEMBER GROWTH GREATER THAN OR EQUAL TO ZERO.

ANNUAL CREDIT UNION DIRECTORY - VOL. 34 | CALLAHAN.COM



## LOAN ORIGINATIONS HIT A RECORD HIGH

Loan balances at U.S. credit unions expanded 9.0% in 2018, slowing from the previous four consecutive years of double-digit growth. Annual credit union loan growth was 93 basis points slower than in 2017 and has now slowed at year-end for each of the past three years. However, 9.0% growth is still evidence that loan demand remains robust.

Aggregate credit union loan balances surpassed \$1 trillion at year-end for the first time ever. They totaled \$1.1 trillion as of Dec. 31, 2018. The average credit union loan balance was \$15,302 as of the fourth quarter, a 3.3% increase from the \$14,814 average reported one year prior.

Total loan originations expanded 5.3% year-over-year to hit a record high of \$511.2 billion at the end of 2018. Consumer loans continued to drive origination growth at credit unions, with production expanding 8.4% year-over-year to \$313.9 billion. The \$24.4 billion year-over-year expansion in this segment accounted for 95.3% of the change in total credit union originations throughout year. Originations in other real estate loans and member business loans also increased

year-over-year. They grew 6.1% and 3.7%, respectively, from year-end 2017. First mortgage originations fell 1.2% from year-end 2017.

At 40.9%, first mortgages comprised the largest segment of the loan portfolio. Auto loans followed at 35.0%. First mortgage balances grew 9.2% year-over-year to \$431.6 billion as of Dec. 31. Auto loans — the fastest-growing product in 2018 — increased 10.1% year-over-year to \$369.8 billion at year-end.

Despite strong loan demand, total delinquency improved. It fell 10 basis points year-over-year to 0.71% as credit unions reported the lowest year-end level in 12 years. Aside from an increase of 2 basis points in 2016, credit union loan delinquency has decreased every year at year-end since 2010. Notably in 2018, credit unions reported improvements in all loan products except credit cards.



### FIRST TECH FCU GOES ALL IN ON STUDENT DEBT

FIRST TECH FEDERAL CREDIT UNION / SAN JOSE, CA / ASSETS: \$12.2B / MEMBERS: 554,529

First Tech Federal Credit Union offers three different student loan refinancing options, but it doesn't originate new ones.

The decision is part of an aggressive response to the student debt crisis the big Silicon Valley credit union says is a major issue to much of its membership. The credit union has built a team of specially trained advisors and offers three different loan products that are tailored to members at different life stages and repayment capabilities.

"Our goal is to help our members live the lives they want, have the careers they want, and make the choices they need to make based on what they want and not on what they have to do because of student debt," says Sandi Papenfuhs, First Tech's senior vice president of consumer lending.

The formal effort to understand members' needs began two years after the credit union suspended in-school lending in 2013. Through emails, anecdotal information, member analysis, and SEGs conversations, First Tech found that borrowers fall roughly into two categories: students, and parents who borrow for their children.

It also found that, because of student debt, the former often were delaying life events such as buying homes and forming families. The latter were often delaying retirement.

The credit union now offers fixed-term, balloon, and interest-only loans.

Approximately 90% of First Tech's student refinance options are fully amortized, fixed-term loans. The credit union determines which option is best for the individual borrower through a personalized, digitized advisory process. Members can reach out through any channel and engage with a student loan specialist specifically trained for the job.

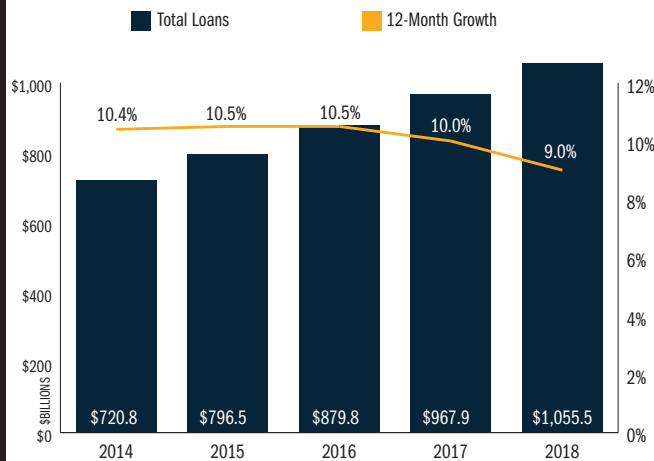
"There are a lot of options available, particularly when the debt is with the federal government, that can include deferment and even in some limited cases, forgiveness," Papenfuhs says. "We want to make sure they understand all their choices. Then, we can help them decide what's best for them."

*Find more lending best practices at [CreditUnions.com/lending](https://CreditUnions.com/lending).*

## LENDING

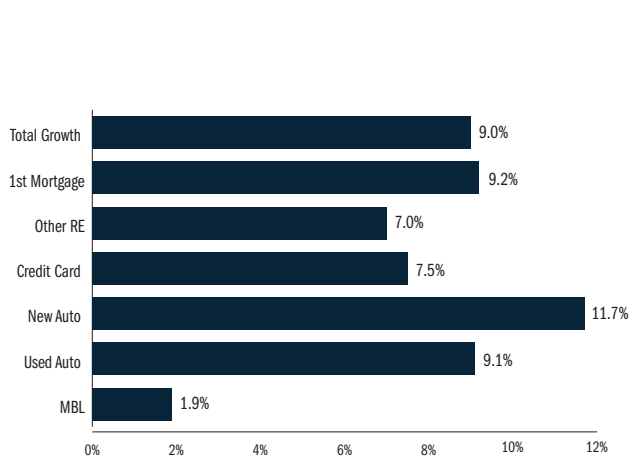
## TOTAL LOANS &amp; 12-MONTH GROWTH

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



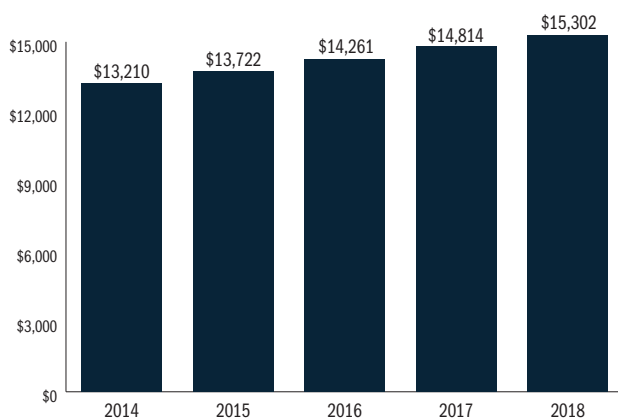
## 12-MONTH LOAN GROWTH BY CATEGORY

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



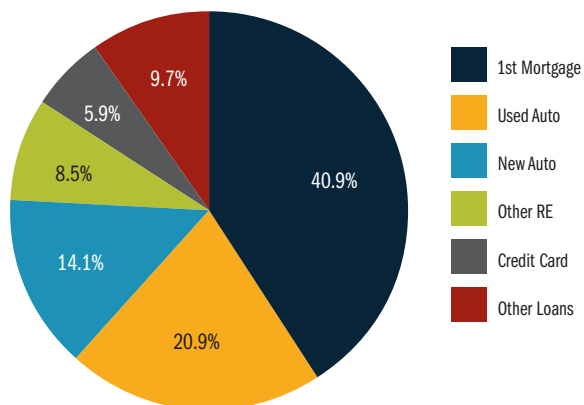
## AVERAGE LOAN BALANCE

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



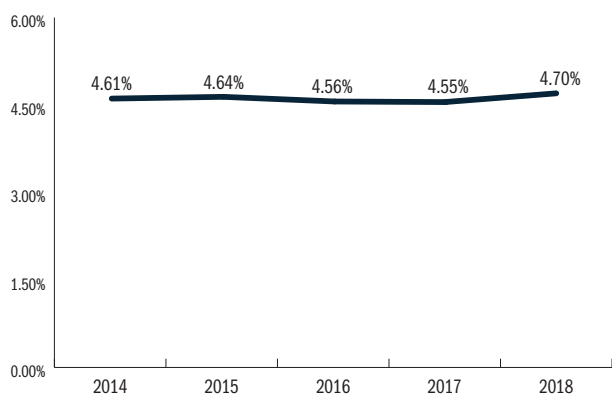
## LOAN PORTFOLIO COMPOSITION

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



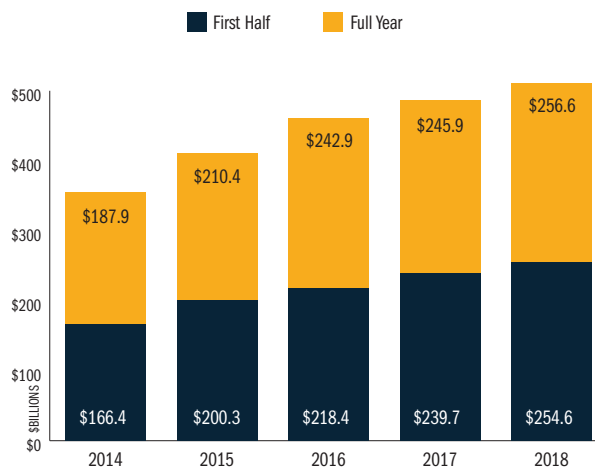
## AVERAGE LOAN YIELD

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



## TOTAL LOAN ORIGINATIONS

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



SOURCE: CALLAHAN &amp; ASSOCIATES

## LEADERS IN 12-MONTH LOAN GROWTH

FOR U.S. CREDIT UNIONS >\$100M\*\* IN ASSETS | DATA AS OF 12.31.18

Rk.	Credit Union	St.	12-Month Growth	Total Loans	Rk.	Credit Union	St.	12-Month Growth	Total Loans
1	HERCULES FIRST*	UT	68.66%	\$59,383,273	51	KEESLER*	MS	24.05%	\$2,091,276,985
2	NEW DIMENSIONS*	ME	59.80%	\$135,529,836	52	MOUNTAIN	NC	23.99%	\$140,139,698
3	NUVISION*	CA	58.65%	\$1,913,308,478	53	NORTHWOODS*	MN	23.85%	\$93,153,480
4	SUNLIGHT	WY	52.83%	\$71,246,015	54	AVENTA	CO	23.84%	\$170,718,026
5	BLUEOX*	MI	50.36%	\$107,546,126	55	JEFFERSON COUNTY	KY	23.76%	\$66,246,568
6	PUERTO RICO	PR	40.65%	\$91,279,701	56	USALLIANCE FINANCIAL*	NY	23.67%	\$1,480,988,109
7	PASADENA	CA	40.26%	\$87,838,649	57	TEACHERS*	NY	23.48%	\$4,447,587,579
8	PFCU*	MI	39.58%	\$350,782,701	58	COLLINS COMMUNITY	IA	23.40%	\$1,139,014,306
9	FREEDOM NORTHWEST	ID	38.28%	\$133,797,333	59	EVERENCE	PA	23.38%	\$140,600,684
10	GLENDALE AREA SCHOOLS	CA	36.49%	\$118,225,746	60	ASCEND	TN	23.25%	\$1,981,906,530
11	ALABAMA*	AL	35.46%	\$508,157,898	61	MERCO	CA	23.21%	\$63,390,894
12	TRUEENERGY	VA	34.74%	\$73,962,661	62	MY COMMUNITY	TX	22.96%	\$301,060,900
13	DEPARTMENT OF COMMERCE	DC	33.08%	\$345,617,554	63	LATINO COMMUNITY	NC	22.93%	\$310,236,172
14	U.S. POSTAL SERVICE	MD	31.57%	\$170,822,125	64	SOUTHWEST HERITAGE	TX	22.89%	\$126,957,448
15	COMMUNITY 1ST*	WA	31.45%	\$98,599,390	65	SIOUX FALLS	SD	22.76%	\$171,611,497
16	COUNTY EDUCATORS	NJ	31.30%	\$25,114,514	66	ELKO	NV	22.74%	\$97,112,013
17	MID OREGON^	OR	31.09%	\$264,409,563	67	UTAH FIRST	UT	22.72%	\$361,109,955
18	TEXAS TECH	TX	30.43%	\$158,603,496	68	RIVERFALL	AL	22.67%	\$61,539,722
19	ONE SOURCE*	TX	30.29%	\$62,595,574	69	SANTA CLARA COUNTY	CA	22.61%	\$441,292,599
20	UNITED STATES SENATE	VA	29.38%	\$667,838,177	70	PINELLAS	FL	22.58%	\$68,351,072
21	AMERICAN HERITAGE*	PA	28.95%	\$1,712,334,580	71	NAHEOLA	AL	22.56%	\$73,323,023
21	FIRST COMMUNITY*	ND	28.95%	\$680,504,466	72	FREEDOM	PA	22.30%	\$658,527,738
23	BELLCO	PA	28.68%	\$86,841,329	73	FOUR POINTS	NE	22.08%	\$91,416,973
24	ENRICHMENT	TN	28.55%	\$395,240,575	74	COLORADO	CO	22.04%	\$55,064,379
25	PUGET SOUND COOPERATIVE	WA	28.34%	\$137,729,087	75	FIRST FLORIDA	FL	21.95%	\$634,803,606
26	CABRILLO	CA	28.25%	\$186,245,161	76	COMPASS COMMUNITY	CA	21.94%	\$74,520,540
27	WATER AND POWER COMMUNITY	CA	27.65%	\$398,032,961	77	PARSONS	CA	21.85%	\$118,969,127
28	CITIZENS	TX	27.58%	\$30,972,814	78	DANNEMORA	NY	21.80%	\$116,424,688
29	FRONTIER COMMUNITY	KS	27.09%	\$110,507,176	79	LA FINANCIAL	CA	21.69%	\$316,548,454
30	INDUSTRIAL	WA	27.06%	\$172,505,760	79	MULTIPLI	MO	21.69%	\$68,705,348
31	CHENEY	WA	26.85%	\$53,960,788	81	UNIVERSITY OF MICHIGAN	MI	21.66%	\$703,572,976
32	SOUTHERN MASS	MA	26.57%	\$164,855,534	82	APL	MD	21.60%	\$279,034,892
33	KANE COUNTY TEACHERS*	IL	26.54%	\$149,036,935	83	SIOUX EMPIRE	SD	21.57%	\$77,315,487
34	SIDNEY	NY	26.51%	\$333,632,030	84	ALL IN	AL	21.55%	\$876,587,862
35	COREPLUS*	CT	25.85%	\$183,373,173	85	LAFCU*	MI	21.47%	\$501,047,563
36	CALIFORNIA BEAR	CA	25.78%	\$62,984,860	86	ZEAL	MI	21.37%	\$367,126,144
37	ACT 1ST	MD	25.69%	\$94,816,882	87	INSPIRE	PA	21.34%	\$140,893,016
38	VALLEYSTAR*	VA	25.56%	\$247,077,967	88	VERIDIAN	IA	21.32%	\$3,788,107,025
39	PEACH STATE*	GA	25.43%	\$339,919,969	89	CLARK COUNTY	NV	21.19%	\$551,208,064
40	CHEMCEL	TX	25.31%	\$84,738,873	90	AMERICA FIRST*	ME	21.09%	\$348,336,338
41	PARK CITY	WI	25.24%	\$165,537,607	90	MAINE SAVINGS	UT	21.09%	\$8,423,666,270
42	TELCOMM*	MO	25.03%	\$79,097,486	92	TOPLINE	MN	21.08%	\$345,511,594
43	SOUTH JERSEY	NJ	24.88%	\$262,494,900	93	PSE	OH	21.02%	\$84,727,880
44	LAKE MICHIGAN^	MI	24.81%	\$4,949,496,307	94	WEST MICHIGAN	MI	20.94%	\$92,990,893
45	SHAREPOINT*	MN	24.75%	\$183,531,672	95	ALLEGUIS	IN	20.91%	\$89,413,644
46	AUSTIN TELCO	TX	24.67%	\$1,159,829,186	95	ARIZONA	AZ	20.91%	\$881,907,450
47	LOWER VALLEY*	WA	24.65%	\$124,072,990	97	HARTFORD*	CT	20.83%	\$54,011,721
48	WESTERN VISTA	WY	24.47%	\$121,253,419	98	DUKE UNIVERSITY	NC	20.66%	\$82,294,315
49	EVERGREEN	ME	24.23%	\$219,647,037	99	MISSOULA	MT	20.64%	\$265,106,833
50	ISLAND*	NY	24.19%	\$859,542,365	99	JSC	TX	20.64%	\$711,241,916

\* MERGED IN THE PAST YEAR.

^ ACQUIRED A BANK OR BANK BRANCH(ES) IN THE PAST YEAR.

\*\* EXCLUDES SIGNIFICANT LOAN GROWTH FROM PARTICIPATIONS.

**U.S. AVERAGE**

**9.05%**

**\$192,180,590**

## LEADERS IN 5-YEAR LOAN GROWTH

FOR U.S. CREDIT UNION &gt;\$100M IN ASSETS | DATA AS OF 12.31.18

Rk.	Credit Union	St.	5-Year CAGR**	Total Loans	Rk.	Credit Union	St.	5-Year CAGR**	Total Loans
1	PREMIER MEMBERS*	CO	49.19%	\$906,188,015	51	UNCLE*	CA	19.96%	\$342,304,850
2	CAPITAL*	WI	34.37%	\$1,314,390,473	52	PARTNERSHIP FINANCIAL*	IL	19.94%	\$81,445,045
3	AZURA*	KS	33.71%	\$353,605,019	53	NUVISION*	CA	19.92%	\$1,913,308,478
4	COMMUNITY FIRST*	CA	30.80%	\$380,446,723	54	DENVER FIRE DEPARTMENT	CO	19.66%	\$78,075,138
5	HERCULES FIRST*	UT	30.54%	\$59,383,273	55	PIONEER*	ID	19.65%	\$415,222,537
6	SELF-HELP*	NC	30.44%	\$961,674,060	56	CAPED	ID	19.52%	\$586,604,319
7	4FRONT*	MI	28.59%	\$418,971,972	57	NORTHWEST	VA	19.45%	\$2,751,651,124
8	ADVIA*^	MI	28.41%	\$1,416,636,455	58	HONOR*^	MI	19.29%	\$762,193,095
9	INTERSTATE UNLIMITED*	GA	28.01%	\$139,441,806	59	PUBLIC SERVICE*	MI	19.28%	\$204,968,570
10	FREEDOM NORTHWEST	ID	27.13%	\$133,797,333	60	GREATER NEVADA*	NV	19.22%	\$674,096,242
11	CALIFORNIA*	CA	26.31%	\$2,283,709,075	61	MIAMI FIREFIGHTERS	FL	19.14%	\$70,716,519
12	CREDIT UNION OF SOUTHERN	CA	25.77%	\$927,958,702	62	OREGON STATE*	OR	19.07%	\$1,054,959,425
13	FIRST FLORIDA*	FL	25.33%	\$634,803,606	63	COMMUNITY CHOICE*	MI	19.02%	\$904,133,610
14	NEIGHBORHOOD*	TX	25.17%	\$551,309,113	63	MOUNTAIN AMERICA*	UT	19.02%	\$6,987,288,778
15	LOWER VALLEY*	WA	25.14%	\$124,072,990	65	PUGET SOUND COOPERATIVE	WA	18.99%	\$137,729,087
16	GLENDALE AREA SCHOOLS	CA	25.08%	\$118,225,746	66	PREMIER AMERICA*	CA	18.97%	\$2,183,427,455
17	KANE COUNTY TEACHERS*	IL	24.73%	\$149,036,935	67	UTAH COMMUNITY	UT	18.94%	\$1,061,653,990
18	FAMILIES AND SCHOOLS TOGETHER	CA	24.70%	\$127,349,027	68	MID OREGON^	OR	18.93%	\$264,409,563
19	LATINO COMMUNITY	NC	24.32%	\$310,236,172	69	DEPARTMENT OF COMMERCE*	DC	18.87%	\$345,617,554
20	ORION*	TN	24.27%	\$701,534,228	70	PLATINUM	GA	18.85%	\$83,734,093
21	MEMBERS 1ST*	CA	24.03%	\$173,171,801	71	TECHNOLOGY*	CA	18.79%	\$2,184,288,903
22	CANVAS	CO	23.53%	\$2,097,172,204	72	TRUENERGY	VA	18.74%	\$73,962,661
23	GUARDIAN^	AL	23.37%	\$415,024,207	73	RIVER REGION*	MO	18.73%	\$196,242,666
24	HARVESTERS	FL	23.25%	\$155,369,441	74	ANDREWS	MD	18.65%	\$1,477,587,833
25	PEACH STATE*	GA	23.01%	\$339,919,969	74	OKLAHOMA EDUCATORS	OK	18.65%	\$119,183,944
26	ALTURA*	CA	22.94%	\$1,021,581,032	76	FREEDOM*	PA	18.61%	\$658,527,738
27	COOSA VALLEY*	GA	22.89%	\$283,072,234	77	USALLIANCE FINANCIAL*	NY	18.58%	\$1,480,988,109
28	IDAHO CENTRAL*	ID	22.63%	\$3,687,219,872	78	FAIRFAX COUNTY	VA	18.38%	\$342,157,693
29	ENVISION*	FL	22.61%	\$419,548,806	79	UNIVERSITY OF MICHIGAN*	MI	18.24%	\$703,572,976
30	INSPIRE	PA	22.60%	\$140,893,016	80	VERVE A*	WI	18.16%	\$806,715,631
31	LAKE MICHIGAN^	MI	22.43%	\$4,949,496,307	81	CLEARVIEW*	PA	18.15%	\$980,924,665
32	COMPASS COMMUNITY	CA	22.00%	\$74,520,540	82	FIRST TECH	CA	18.08%	\$8,984,927,067
33	ASE*	AL	21.97%	\$199,377,647	83	MARKET USA	MD	17.91%	\$84,054,325
34	UNITED STATES SENATE	VA	21.74%	\$667,838,177	84	SCHOOLS FINANCIAL	CA	17.87%	\$1,485,487,838
35	MOTOR CITY CO-OP	MI	21.72%	\$102,169,398	85	CONSUMERS	MI	17.81%	\$959,059,463
36	SERVICE FIRST	SD	21.65%	\$138,372,517	86	BLUEOX*	MI	17.76%	\$107,546,126
37	WINGS FINANCIAL^	MN	21.42%	\$3,254,646,583	87	SANTA FE	TX	17.72%	\$86,151,960
38	ISLAND*	NY	21.06%	\$859,542,365	88	VERIDIAN*	IA	17.67%	\$3,788,107,025
39	IQ*	WA	21.05%	\$830,963,024	89	ASCEND*	TN	17.62%	\$1,981,906,530
40	INSPIRUS	WA	21.01%	\$1,077,681,428	90	GOLDEN 1	CA	17.60%	\$8,819,855,277
41	CACL	PA	20.98%	\$95,379,153	91	ALLIANCE	CA	17.59%	\$429,240,809
42	RAILROAD & INDUSTRIAL	FL	20.88%	\$151,877,071	92	TEACHERS*	NY	17.58%	\$4,447,587,579
43	AUSTIN TELCO*	TX	20.81%	\$1,159,829,186	93	ALL IN	AL	17.57%	\$876,587,862
44	ALTA VISTA	CA	20.77%	\$131,373,366	94	FRANKENMUTH*	MI	17.49%	\$535,170,977
45	UNIVERSITY OF IOWA COMMUNITY	IA	20.46%	\$5,006,671,349	94	UNITED	IL	17.49%	\$95,562,191
46	MISSION CITY	CA	20.32%	\$69,429,839	96	ST. JEAN'S*	MA	17.48%	\$203,725,640
47	INTERRA	IN	20.31%	\$987,411,311	97	LEWIS CLARK*	ID	17.38%	\$87,982,306
48	CONSUMERS*	IL	20.25%	\$961,501,586	98	NEW DIMENSIONS*	ME	17.36%	\$135,529,836
49	PARSONS	CA	20.22%	\$118,969,127	99	DIVERSIFIED MEMBERS*	MI	17.34%	\$146,742,057
50	OAKLAND COUNTY*	MI	20.18%	\$268,523,180	100	SAFE	CA	17.33%	\$2,477,303,268

\* MERGED IN THE PAST FIVE YEARS.

^ ACQUIRED A BANK OR BANK BRANCH(ES) IN THE PAST FIVE YEARS.

\*\*5-YEAR CAGR FOR DECEMBER 2013-DECEMBER 2018

U.S. AVERAGE

10.08%

\$192,180,590

## LEADERS IN AVERAGE CONSUMER LOAN BALANCE

FOR U.S. CREDIT UNIONS >\$100M IN ASSETS | DATA AS OF 12.31.18

Rk.	Credit Union	St.	Average Loan Balance*	Total Loans	Rk.	Credit Union	St.	Average Loan Balance*	Total Loans
1	CALIFORNIA LITHUANIAN	CA	\$260,686	\$87,552,846	51	ST. JEAN'S	MA	\$31,334	\$203,725,640
2	SELF RELIANCE NEW YORK	NY	\$107,419	\$701,782,873	52	MILLBURY	MA	\$31,258	\$289,794,120
3	LONG BEACH FIREMEN'S	CA	\$103,232	\$129,551,832	53	ALLIANT	IL	\$31,210	\$8,537,403,539
4	CHEVRON	CA	\$93,176	\$2,813,537,290	54	FREEDOM NORTHWEST	ID	\$30,699	\$133,797,333
5	IDB-IIC	DC	\$80,648	\$400,334,938	55	PAHO-WHO	DC	\$30,667	\$122,312,562
6	STAR ONE	CA	\$77,924	\$3,956,075,523	56	ARRHA	MA	\$30,633	\$94,409,859
7	UKRAINIAN SELFRELANCE	PA	\$72,137	\$244,091,765	57	MAUI COUNTY	HI	\$30,620	\$144,038,582
8	SUMA YONKERS	NY	\$70,719	\$210,119,009	58	PATELCO	CA	\$30,602	\$5,030,392,895
9	WHITEFISH	MT	\$70,654	\$862,899,254	59	L & N	KY	\$30,566	\$917,114,262
10	POLISH NATIONAL	MA	\$68,685	\$490,258,890	60	PROVIDENT	CA	\$30,344	\$1,704,116,257
11	NOVA UA	NJ	\$62,104	\$63,879,670	61	FIRST	IA	\$30,155	\$125,726,298
12	LUSO	MA	\$58,804	\$202,263,991	62	GREATER SPRINGFIELD	MA	\$29,877	\$86,404,569
13	OCEAN STATE	RI	\$58,027	\$211,038,288	63	APPLETREE	WI	\$29,862	\$100,754,960
14	STANFORD	CA	\$48,007	\$1,894,393,429	64	LOGIX	CA	\$29,766	\$5,419,120,438
15	NAVIGANT	RI	\$47,858	\$1,868,259,027	65	BP	TX	\$29,644	\$89,968,884
16	SOMERSET	MA	\$44,817	\$83,696,453	66	PEOPLE'S COMMUNITY	WA	\$29,517	\$93,455,350
17	NAVEO	MA	\$44,316	\$86,644,466	67	PITTSFORD	NY	\$29,509	\$291,042,788
18	LIBERTY BAY	MA	\$44,055	\$477,997,564	68	CONSTELLATION	VA	\$29,445	\$134,063,762
19	BETHPAGE	NY	\$43,364	\$6,040,666,777	69	UNITED NATIONS	NY	\$29,443	\$3,156,514,650
20	NORTHWESTERN MUTUAL	WI	\$41,887	\$85,155,591	70	TREMONT	MA	\$29,395	\$130,160,697
21	FREEDOM	MA	\$39,662	\$347,451,834	71	NUVISION	CA	\$29,083	\$1,913,308,478
22	BROTHERHOOD	MA	\$39,355	\$45,219,262	72	POLISH-AMERICAN	MI	\$29,068	\$83,171,147
23	ST. ANNE'S OF FALL RIVER	MA	\$38,823	\$826,891,535	73	PREMIER AMERICA	CA	\$28,628	\$2,183,427,455
24	FAIRFAX COUNTY	VA	\$38,235	\$342,157,693	74	E-CENTRAL	CA	\$28,532	\$110,531,172
25	MERIWEST	CA	\$37,588	\$1,324,614,245	75	SILVER STATE SCHOOLS	NV	\$28,514	\$591,816,896
26	CALTECH EMPLOYEES	CA	\$37,524	\$483,733,693	76	DENVER FIRE DEPARTMENT	CO	\$28,513	\$78,075,138
27	BHCU	PA	\$37,263	\$98,314,535	77	AFFINITY	NJ	\$28,477	\$2,968,926,521
28	PAWTUCKET	RI	\$37,151	\$2,021,706,473	78	SF POLICE	CA	\$28,204	\$644,279,058
29	LAFAYETTE	MD	\$36,955	\$492,100,630	79	TIDEMARK	DE	\$27,961	\$156,589,335
30	SELF-HELP	NC	\$36,887	\$961,674,060	80	ALLIANCE	MO	\$27,660	\$243,888,188
31	UKRAINIAN NATIONAL	NY	\$36,792	\$82,306,105	81	ST. FRANCIS X	MI	\$27,462	\$98,657,888
32	TECHNOLOGY	CA	\$36,455	\$2,184,288,903	82	PEOPLE'S	RI	\$27,381	\$432,110,318
33	SAN JOAQUIN POWER EMPLOYEES	CA	\$36,349	\$99,304,669	83	FIRESTONE	OH	\$27,331	\$34,655,244
34	RIVER WORKS	MA	\$36,299	\$63,310,174	84	FIRST ENTERTAINMENT	CA	\$27,252	\$946,755,455
35	FIRST PRIORITY	MA	\$35,964	\$69,986,478	85	SAN DIEGO COUNTY	CA	\$27,203	\$6,599,871,133
36	LONG BEACH CITY EMPLOYEES	CA	\$35,772	\$92,113,804	86	OCEAN FINANCIAL	NY	\$27,101	\$197,176,549
37	MASS BAY	MA	\$35,013	\$207,655,747	87	KEYPOINT	CA	\$26,946	\$1,053,757,249
38	COUNTRYSIDE	NY	\$34,912	\$136,857,037	88	SAN FRANCISCO	CA	\$26,725	\$773,566,391
39	WEBSTER FIRST	MA	\$34,691	\$816,575,115	89	CONNECTICUT STATE EMPLOYEES	CT	\$26,696	\$324,329,346
40	BANK-FUND STAFF	DC	\$34,315	\$2,820,960,041	90	WYMAR	LA	\$26,652	\$76,797,829
41	POWER FINANCIAL	FL	\$34,216	\$480,136,218	91	AUSTIN TELCO	TX	\$26,602	\$1,159,829,186
42	BOULDER DAM	NV	\$33,412	\$232,131,277	92	GREYLOCK	MA	\$26,561	\$1,033,225,055
43	MERRIMACK VALLEY	MA	\$32,896	\$416,150,725	93	MEMBERS CHOICE	TX	\$26,416	\$428,730,189
44	WESTERLY COMMUNITY	RI	\$32,772	\$258,675,116	94	ALOHA PACIFIC	HI	\$26,306	\$534,905,327
45	AMERICAN FIRST	CA	\$32,523	\$544,063,538	95	NEBRASKA ENERGY	NE	\$26,108	\$225,280,490
46	SF FIRE	CA	\$32,453	\$990,726,912	96	AMPLIFY	TX	\$26,066	\$775,531,378
47	USALLIANCE FINANCIAL	NY	\$32,350	\$1,480,988,109	97	APCO EMPLOYEES	AL	\$25,989	\$841,927,359
48	MOOG EMPLOYEES	NY	\$31,627	\$84,602,438	98	ADVANCIAL	TX	\$25,980	\$1,348,422,192
49	HOMEFIELD	MA	\$31,514	\$107,836,648	99	TEACHERS	NY	\$25,843	\$4,447,587,579
50	SANTA BARBARA TEACHERS	CA	\$31,438	\$65,014,265	100	ST. MARY'S	MA	\$25,729	\$710,367,098

U.S. AVERAGE

\$14,294

\$192,180,590

\* EXCLUDES MEMBER BUSINESS LENDING.



## LEADERS IN PRIVATE STUDENT LOANS OUTSTANDING

FOR U.S. CREDIT UNIONS >\$100M IN ASSETS | DATA AS OF 12.31.18

Rk.	Credit Union	St.	Non-Fed Guaranteed Student Loans	Average Student Loan Balance	Student Loans / Total Loans	Total Assets
1	NAVY	VA	\$547,435,807	\$17,330	0.74%	\$96,962,446,018
2	PENTAGON	VA	\$476,811,872	\$42,542	2.39%	\$24,484,750,927
3	UNIVERSITY OF WISCONSIN	WI	\$177,537,205	\$7,800	8.11%	\$2,819,644,183
4	DIGITAL	MA	\$165,624,679	\$35,420	2.29%	\$8,530,261,736
5	HARVARD UNIVERSITY EMPLOYEES	MA	\$124,223,343	\$25,075	19.13%	\$732,369,481
6	MASSACHUSETTS INSTITUTE OF TECHNOLOGY	MA	\$103,992,606	\$50,506	20.50%	\$564,203,340
7	WRIGHT-PATT	OH	\$86,206,788	\$27,489	2.56%	\$4,429,115,214
8	MEMBERS 1ST	PA	\$82,011,146	\$31,812	2.40%	\$4,125,328,873
9	AFFINITY PLUS	MN	\$80,272,781	\$23,898	4.14%	\$2,176,290,720
10	UNITED NATIONS	NY	\$79,778,664	\$12,432	2.53%	\$5,446,484,924
11	BCU	IL	\$78,877,302	\$29,203	2.51%	\$3,483,865,083
12	QUORUM	NY	\$72,791,733	\$75,043	10.34%	\$817,533,234
13	EDUCATORS	WI	\$71,040,144	\$19,304	4.21%	\$1,993,670,393
14	ELEMENTS FINANCIAL	IN	\$68,915,760	\$14,660	5.63%	\$1,536,061,617
15	CEFCU	IL	\$63,649,478	\$10,066	1.43%	\$5,953,334,101
16	EASTMAN	TN	\$63,376,603	\$14,856	1.59%	\$4,530,156,863
17	BECU	WA	\$49,984,925	\$27,692	0.39%	\$19,601,489,460
18	MOUNTAIN AMERICA	UT	\$47,918,587	\$7,587	0.69%	\$8,212,199,279
19	AFFINITY	NJ	\$45,881,442	\$12,532	1.55%	\$3,385,817,436
20	USC	CA	\$45,092,646	\$24,011	9.37%	\$549,733,309
21	STAR ONE	CA	\$42,982,195	\$51,599	1.09%	\$8,568,235,095
22	CAP COM	NY	\$40,948,527	\$13,070	2.61%	\$1,751,980,469
23	NASA	MD	\$37,846,791	\$24,528	1.95%	\$2,599,290,916
24	LAKE TRUST	MI	\$36,392,987	\$28,929	2.46%	\$1,860,352,441
25	KEMBA FINANCIAL	OH	\$35,746,505	\$26,499	3.55%	\$1,349,022,356
26	COASTAL	NC	\$35,266,907	\$34,140	1.29%	\$3,161,502,062
27	UNIVERSITY	UT	\$34,406,439	\$1,453	3.82%	\$1,037,832,323
28	NORTHWEST	VA	\$34,067,550	\$24,247	1.24%	\$3,412,424,286
29	3RIVERS	IN	\$33,286,362	\$31,109	4.18%	\$1,057,398,451
30	ALLIANT	IL	\$31,895,762	\$8,784	0.37%	\$11,226,543,830
31	CAPITAL	WI	\$28,922,018	\$1,514	2.20%	\$1,493,991,876
32	EMPOWER	NY	\$26,618,623	\$25,018	1.73%	\$1,802,930,946
33	ANHEUSER-BUSCH EMPLOYEES'	MO	\$24,092,833	\$24,993	1.65%	\$1,707,183,095
34	VERIDIAN	IA	\$24,033,720	\$2,959	0.63%	\$4,145,422,058
35	COMMONWEALTH	KY	\$23,630,292	\$2,748	2.63%	\$1,266,771,960
36	COMMUNITY FIRST	WI	\$23,516,655	\$15,847	0.94%	\$3,116,903,807
37	VISIONS	NY	\$22,542,300	\$7,474	0.80%	\$4,187,734,437
38	ALTAONE	CA	\$22,411,074	\$1,313	4.63%	\$627,575,742
39	CLEARVIEW	PA	\$22,177,395	\$21,182	2.26%	\$1,220,085,959
40	BLACK HILLS	SD	\$21,364,866	\$1,704	2.56%	\$1,298,959,186
41	GEORGIA'S OWN	GA	\$21,304,571	\$32,526	1.13%	\$2,406,137,741
42	UMASSFIVE COLLEGE	MA	\$20,707,116	\$25,755	5.39%	\$485,377,499
43	JEANNE D'ARC	MA	\$20,071,398	\$28,111	1.65%	\$1,388,832,412
44	LANDMARK	WI	\$19,989,775	\$19,811	0.58%	\$3,965,319,770
45	AMERICU	NY	\$19,702,435	\$25,422	1.61%	\$1,578,708,066
46	APPLE	VA	\$18,854,457	\$19,931	0.92%	\$2,740,682,003
47	UNIVERSITY OF MICHIGAN	MI	\$18,581,040	\$14,173	2.64%	\$907,339,038
48	NASSAU EDUCATORS	NY	\$17,874,586	\$39,633	0.69%	\$3,153,658,182
49	ARMCO	PA	\$17,715,302	\$26,720	7.31%	\$345,892,642
50	WORKERS	MA	\$17,549,006	\$30,573	1.34%	\$1,797,705,514
<b>U.S. AVERAGE</b>			<b>\$934,528</b>	<b>\$8,002</b>	<b>0.49%</b>	<b>\$267,814,892</b>



## LEADERS IN LOAN-TO-SHARE RATIO

FOR U.S. CREDIT UNIONS &gt;\$100M IN ASSETS | DATA AS OF 12.31.18

Rk.	Credit Union	St.	Loans / Shares	Net Worth / Assets	Rk.	Credit Union	St.	Loans / Shares	Net Worth / Assets
1	SHARONVIEW	SC	135.63%	9.90%	52	SECURITY SERVICE	TX	109.06%	9.41%
3	UNITED	MI	125.29%	9.97%	53	RIVERLAND	LA	109.00%	8.94%
4	UNIVERSITY OF IOWA COMMUNITY	IA	121.99%	8.75%	54	SOLIDARITY COMMUNITY	IN	108.94%	8.94%
5	LOGIX	CA	121.05%	15.51%	55	SANDIA AREA	NM	108.68%	11.84%
6	COOPERATIVE TEACHERS	TX	120.89%	12.59%	56	CORNERSTONE COMMUNITY FINANCIAL	MI	108.54%	12.86%
7	USALLIANCE FINANCIAL	NY	120.31%	8.24%	57	SUNMARK	NY	108.10%	9.00%
8	COMMUNITY FINANCIAL	MI	120.27%	12.11%	58	SOLARITY	WA	108.08%	14.47%
9	WEBSTER FIRST	MA	120.04%	19.36%	59	PREMIER	IA	108.05%	10.36%
10	CREDIT HUMAN	TX	119.73%	11.48%	60	FIRST SOURCE	NY	108.02%	10.01%
11	SUMMIT	WI	118.52%	11.96%	61	COUNTRYSIDE	NY	107.92%	14.63%
12	FOX COMMUNITIES	WI	117.81%	11.25%	62	CENTRAL ONE	MA	107.91%	9.67%
13	SOUTHBRIDGE	MA	117.51%	11.73%	63	CENTRIS	NE	107.89%	9.02%
14	SELF-HELP	NC	116.81%	15.84%	64	ALTRA	WI	107.88%	11.28%
15	AFFINITY	NJ	116.70%	7.90%	65	CARTER	LA	107.77%	8.34%
16	COLLINS COMMUNITY	IA	116.49%	7.80%	66	ST. MARY'S	MA	107.72%	10.27%
17	HARVARD UNIVERSITY EMPLOYEES	MA	116.42%	8.80%	67	CAPITAL	WI	107.67%	11.99%
17	LINN AREA	IA	116.42%	8.84%	68	IDAHO CENTRAL	ID	107.64%	8.69%
19	ALLIANCE	MO	115.23%	9.71%	69	UTAH FIRST	UT	107.63%	11.57%
20	TDECU	TX	115.21%	8.93%	70	MASS BAY	MA	107.58%	10.54%
21	HOOSIER HILLS	IN	114.19%	9.76%	71	GOLDEN PLAINS	KS	107.55%	9.87%
22	WORKERS	MA	113.94%	10.21%	71	ATLANTIC	ME	107.55%	12.96%
23	DIRECT	MA	113.83%	12.12%	73	NAVIGANT	RI	107.27%	10.91%
24	CHAMPION	NC	113.65%	11.24%	74	CHIEF FINANCIAL	MI	107.26%	14.31%
25	FIRST PEOPLES COMMUNITY	MD	113.59%	12.90%	75	FORTERA	TN	107.19%	14.27%
26	WEST COMMUNITY	MO	113.28%	8.26%	76	THE SUMMIT	NY	107.08%	9.88%
27	LEOMINSTER	MA	112.92%	8.52%	77	FORUM	IN	106.95%	10.76%
28	ROCKLAND	MA	112.65%	12.07%	78	YORK COUNTY	ME	106.93%	9.79%
29	BCU	IL	112.54%	9.36%	79	INTERRA	IN	106.91%	9.59%
30	COBALT	IA	112.22%	8.75%	80	CREDIT UNION OF AMERICA	KS	106.83%	13.01%
31	INOVA	IN	112.19%	8.44%	81	VERVE, A	WI	106.71%	12.03%
32	LATINO COMMUNITY	NC	112.05%	12.25%	82	CYPRUS	UT	106.69%	11.81%
33	SEBASTICOOK VALLEY	ME	111.92%	10.01%	83	CAP COM	NY	106.65%	10.22%
34	CRESCENT	MA	111.53%	14.88%	84	ASCEND	TN	106.63%	16.24%
35	FREEDOM NORTHWEST	ID	111.47%	8.60%	85	CITADEL	PA	106.62%	9.53%
36	FIRST CITIZENS'	MA	111.45%	9.88%	86	UNIFY FINANCIAL	CA	106.39%	8.40%
37	ELGA	MI	111.44%	14.50%	87	AMERICAN FIRST	CA	106.33%	9.67%
38	INSPIRE	PA	111.38%	7.66%	88	COMMUNITYWIDE	IN	106.30%	16.38%
39	TOWN & COUNTRY	ME	111.20%	7.83%	89	FINANCIAL ONE	MN	106.16%	8.38%
40	MID AMERICAN	KS	111.07%	9.90%	90	PARTNERS	CA	106.04%	11.26%
41	METRO	MA	111.04%	9.46%	91	KNOXVILLE TVA EMPLOYEES	TN	106.00%	9.15%
42	FARMERS INSURANCE GROUP	CA	110.89%	12.03%	92	PENTAGON	VA	105.85%	10.32%
43	MOBILOIL	TX	110.79%	12.26%	93	INTOUCH	TX	105.76%	7.77%
44	1ST GATEWAY	IA	110.73%	11.19%	93	ENVISTA	KS	105.76%	10.64%
45	PAWTUCKET	RI	110.47%	9.49%	95	SOUTH CAROLINA	SC	105.71%	10.99%
46	CONSUMERS	MI	110.41%	9.19%	96	SEVEN SEVENTEEN	OH	105.70%	15.13%
47	VERIDIAN	IA	110.17%	9.71%	97	JEANNE D'ARC	MA	105.54%	8.56%
48	GECU	TX	109.72%	10.14%	97	MERIWEST	CA	105.54%	8.83%
49	STCU	WA	109.50%	10.69%	99	COASTHILLS	CA	105.50%	8.95%
50	PEOPLE'S	RI	109.47%	11.15%	100	WESTERN VISTA	WY	105.49%	12.21%
51	FAIRFAX COUNTY	VA	109.09%	12.64%	100	UNITEDONE	WI	105.49%	12.99%
<b>U.S. AVERAGE</b>					<b>85.48% 11.31%</b>				

## CREDIT UNIONS EXCEL AT MEETING MEMBERS' AUTO LOAN NEEDS

Total auto loans at credit unions expanded 10.1% year-over-year, the fastest of any major loan product, and added \$34.0 billion to the industry's total loan portfolio in 2018. By year-end, auto loan balances totaled \$369.8 billion, with \$220.9 billion, or 59.7%, coming from used auto loans and \$148.9 billion, or 40.3%, coming from new.

The share of the credit union loan portfolio held by auto loans increased 34 basis points year-over-year to 35.0% as of Dec. 31, 2018. Since year-end 2017, credit unions have gone from financing 19.7% of auto loans on the market to 20.5%. By the end of 2018, one in five credit union members, or 21.2%, held an auto loan with their cooperative. That's an increase of 74 basis points year-over-year.

Growth in new auto loans was up 11.7% in 2018; however, that is a slowdown of 1.3 percentage points year-over-year. Growth in used auto loans followed close behind at 9.1%, which also is a deceleration of 1 percentage point from the year prior. Despite slower growth in 2018, the average auto loan balance for

the industry increased \$265 since year-end 2017 to \$14,834 by Dec. 31, 2018.

Indirect balances, which consist primarily of auto loans, increased 14.3% annually to \$223.6 billion at year-end. This is down 3.5 percentage points from Dec. 31, 2017. As production slows in both the new and used auto segments, credit unions are also slowing the rate at which they originate loans through point-of-sale relationships.

Year-end delinquency in the auto portfolio improved 2 basis points year-over-year to 0.66%. Total delinquency for this segment has remained within 10 basis points since credit unions started reporting it in 2013. Used auto loan delinquency was nearly double the rate of new auto loans — 0.82% versus 0.43%, respectively. Delinquency in indirect lending improved 5 basis points from year-end 2017 to 0.67% at year-end 2018. Overall, auto lending delinquency remained the steadiest of any product in the credit union loan portfolio.



### DATA DIVING DRIVES AUTO LENDING

OREGON COMMUNITY CREDIT UNION / EUGENE, OR / ASSETS: \$1.7B / MEMBERS: 157,876

Oregon Community Credit Union has infused data into its lending to drive auto loan production.

Declining indirect lending share in a competitive market prompted the Eugene-based credit union to explore a new approach to rating risk and pricing loans. OCCU kicked off the project by challenging some assumptions — including that FICO scores and loan length are both good predictors of risk — baked into an auto rate sheet that the cooperative hadn't fundamentally changed in years. Turns out, the former assumption was still true, the latter not so much.

Business intelligence manager Casey Foltz's team put together 20 different models that used algorithms and machine learning techniques. The lending team contributed supporting documents, testing, and validation, as well as deep institutional knowledge about members and the market.

The project began in late 2016, and OCCU put new rates into place in May 2017. The effects were swift. The credit union posted record months in auto loan volumes in the following two months.

Building on experience, OCCU pricing continues to incorporate such factors as overhead cost of

paying the dealer reserves, probability of default, how much interest the note is likely to generate, and member loyalty.

"It all goes into one simple number where we can see where we're breaking even and where we have room to adjust," Foltz says. "We use that science to support lower rates and properly price those with higher risk, so pricing as a whole is more in line with the real risks."

But OCCU's approach to lending isn't solely about hard numbers.

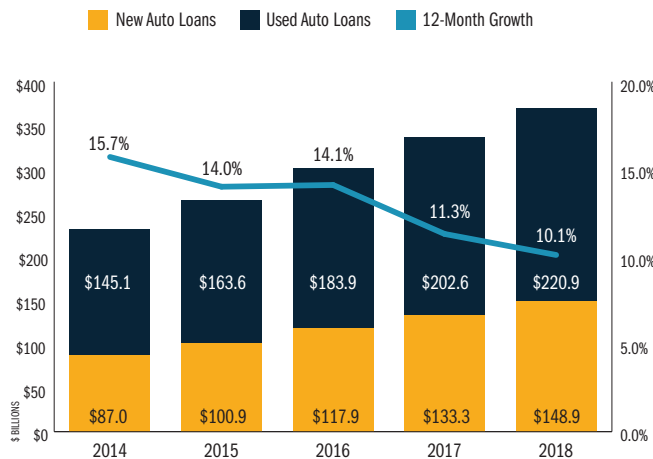
"We balance that science with what our gut tells us about pricing loans, what our competitors are doing, how our dealers will react, and what we know about each member we deal with," says vice president of lending Ethan Nelson.

*Find more auto lending best practices at [CreditUnions.com/lending/auto](https://www.creditunions.com/lending/auto).*

# AUTO LENDING

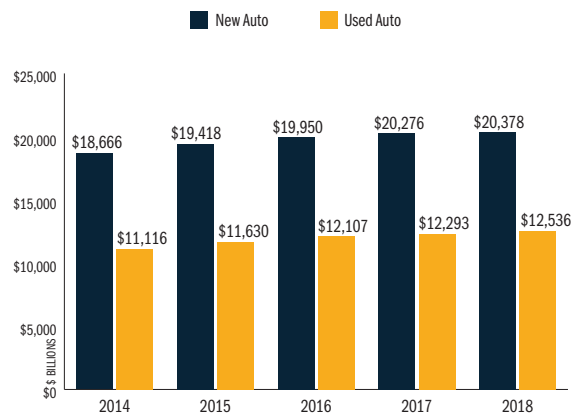
## TOTAL AUTO LOANS & 12-MONTH GROWTH

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



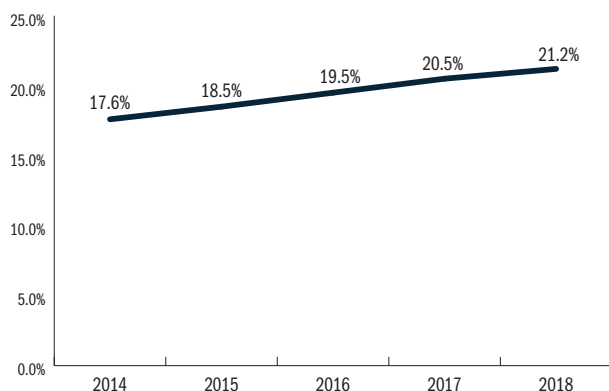
## AVERAGE AUTO LOAN BALANCE

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



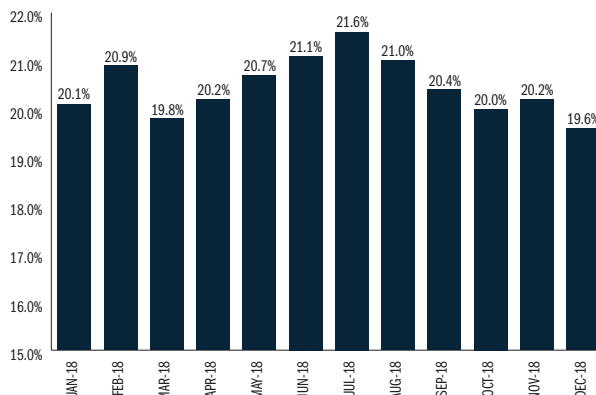
## AUTO LOAN PENETRATION

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



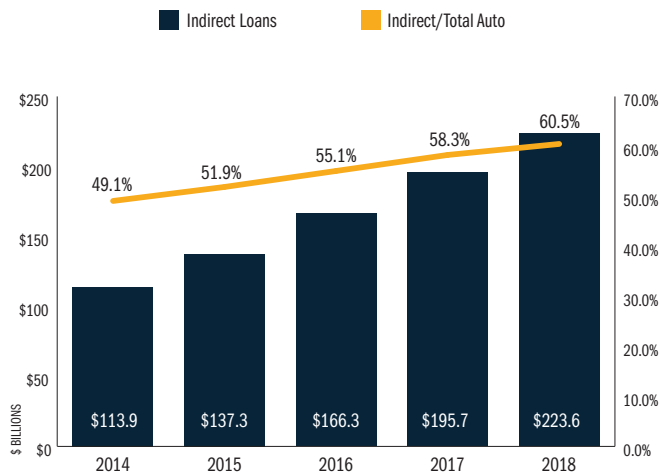
## AUTO LENDING MARKET SHARE

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



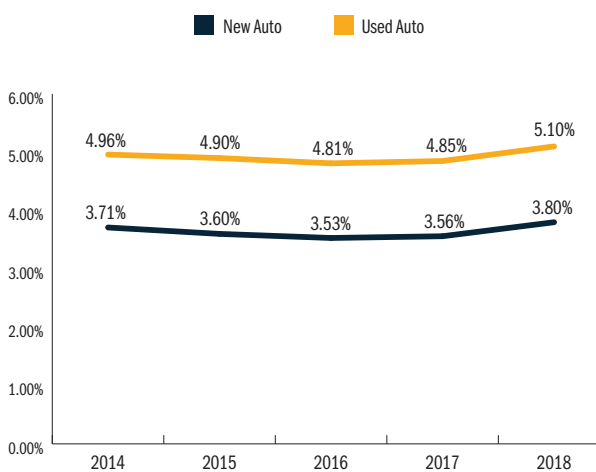
## INDIRECT LOANS TO TOTAL AUTO LOANS

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



## AUTO LOAN RATES

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



SOURCE: CALLAHAN & ASSOCIATES | EXPERIAN AUTOMOTIVE

## LEADERS IN 12-MONTH AUTO LOAN GROWTH

FOR U.S. CREDIT UNIONS >\$100M IN ASSETS | DATA AS OF 12.31.18

Rk.	Credit Union	St.	12-Month Growth	Total Auto Loans** (12.31.18)	Total Auto Loans (12.31.17)	Total Assets
1	NUVISION*	CA	118.79%	\$810,008,164	\$370,214,793	\$2,296,606,008
2	ARAPAHOE	CO	104.99%	\$37,468,258	\$18,278,335	\$144,230,793
3	NORTH SHORE	MN	104.28%	\$23,153,667	\$11,334,281	\$168,660,054
4	UKRAINIAN SELFRELANCE	PA	94.35%	\$9,778,972	\$5,031,707	\$351,482,109
5	BELLCO	PA	93.81%	\$37,593,557	\$19,397,565	\$122,136,894
6	AMERICAN HERITAGE*	PA	87.15%	\$519,431,026	\$277,551,657	\$2,410,945,481
7	PUERTO RICO	PR	79.67%	\$52,166,634	\$29,034,217	\$146,549,968
8	O.A.S. STAFF*	DC	77.72%	\$5,180,669	\$2,915,021	\$241,988,171
9	AMERICA'S CHRISTIAN	CA	76.30%	\$55,793,666	\$31,646,545	\$390,042,520
10	PFCU*	MI	75.60%	\$153,101,482	\$87,186,412	\$533,428,290
11	MOOG EMPLOYEES	NY	75.30%	\$8,703,900	\$4,965,273	\$174,481,496
12	PASADENA	CA	75.01%	\$31,337,225	\$17,905,759	\$165,858,171
13	JERSEY SHORE	NJ	70.67%	\$24,277,599	\$14,224,515	\$159,993,380
14	CONNECTIONS	ID	67.97%	\$55,975,376	\$33,325,162	\$170,403,864
15	LANDINGS	AZ	64.28%	\$68,898,041	\$41,939,101	\$164,300,713
16	MEMBERS PLUS*	MA	61.06%	\$11,211,558	\$6,960,907	\$305,910,962
17	FOREST AREA	MI	59.74%	\$23,144,306	\$14,488,990	\$112,380,442
18	MY PERSONAL	MI	59.44%	\$24,246,247	\$15,207,045	\$138,236,679
19	NEW DIMENSIONS*	ME	58.75%	\$55,370,652	\$34,878,138	\$160,090,993
20	PUGET SOUND COOPERATIVE	WA	56.97%	\$6,646,752	\$4,234,433	\$151,984,690
21	FITZSIMONS	CO	56.43%	\$62,302,268	\$39,828,802	\$183,963,956
22	ACTORS	NY	56.13%	\$6,257,799	\$4,008,133	\$217,863,849
23	COMMUNITIES OF ABILENE	TX	54.71%	\$45,197,937	\$29,214,859	\$138,551,455
24	YOLO	CA	53.14%	\$68,899,921	\$44,990,619	\$289,846,755
25	COLLINS COMMUNITY	IA	52.82%	\$398,719,581	\$260,901,179	\$1,314,874,535
26	ASSOCIATED SCHOOL EMPLOYEES	OH	52.33%	\$39,368,160	\$25,843,754	\$133,199,757
27	APL	MD	52.24%	\$121,278,088	\$79,660,250	\$487,421,700
28	ZEAL	MI	52.23%	\$136,948,258	\$89,963,936	\$600,564,527
29	SIDNEY	NY	51.91%	\$187,782,451	\$123,614,183	\$500,460,134
30	MAINE SAVINGS	ME	51.29%	\$44,858,592	\$29,650,100	\$424,275,162
31	GERBER	MI	51.00%	\$30,078,079	\$19,919,092	\$150,254,259
32	MUTUAL SECURITY	CT	48.64%	\$88,622,895	\$59,623,973	\$309,950,951
33	MID OREGON^	OR	48.54%	\$100,221,768	\$67,470,732	\$311,420,293
34	KANE COUNTY TEACHERS*	IL	45.35%	\$49,003,652	\$33,714,838	\$248,585,387
35	HERITAGE SOUTH	AL	44.46%	\$38,044,418	\$26,335,269	\$125,141,054
36	HARTFORD*	CT	44.33%	\$10,134,553	\$7,021,742	\$113,931,547
37	CHENEY	WA	43.35%	\$22,227,818	\$15,506,255	\$101,962,727
38	VALLEYSTAR*	VA	41.54%	\$82,214,720	\$58,086,452	\$400,492,377
39	INDUSTRIAL	IN	41.52%	\$75,678,637	\$53,475,566	\$190,633,944
40	MERRIMACK VALLEY	MA	41.17%	\$66,176,720	\$46,876,029	\$630,368,872
41	1ST NORTHERN CALIFORNIA	CA	41.03%	\$96,039,708	\$68,096,519	\$696,834,722
42	SUNLIGHT	WY	40.99%	\$43,626,331	\$30,942,878	\$111,212,139
43	RIVERFALL	AL	40.73%	\$26,557,894	\$18,871,364	\$119,473,574
44	VERITY	WA	40.65%	\$133,297,748	\$94,769,986	\$587,187,700
45	WESTERN VISTA	WY	40.36%	\$71,030,217	\$50,607,277	\$153,172,759
46	ELKO	NV	40.33%	\$37,155,648	\$26,476,517	\$164,962,083
47	AVENTA	CO	40.24%	\$120,548,443	\$85,958,233	\$193,672,836
48	UNIVERSITY OF WISCONSIN	WI	40.16%	\$545,274,686	\$389,043,126	\$2,819,644,183
49	ARIZONA	AZ	40.08%	\$399,592,860	\$285,265,711	\$1,602,430,320
50	TRANSPORTATION	VA	39.99%	\$39,436,924	\$28,171,638	\$240,438,533
<b>U.S. AVERAGE</b>			<b>10.12%</b>	<b>\$67,339,839</b>	<b>\$59,032,631</b>	<b>\$267,814,892</b>

\* MERGED IN THE PAST YEAR. ^ ACQUIRED A BANK OR BANK BRANCH(ES) IN THE PAST YEAR.

\*\* TOTAL AUTO LOANS >\$3 MILLION; EXCLUDES CONSUMER PURCHASES AND LOAN POOL PARTICIPATIONS.

## LEADERS IN AUTO LOAN PENETRATION

FOR U.S. CREDIT UNIONS >\$100M IN ASSETS | DATA AS OF 12.31.18

Rk.	Credit Union	St.	Auto Loans / Members	Total Auto Loans / Total Loans	Total Auto Loans**	12-Month Auto Loan Growth	Indirect Loans Outstanding
1	PARTNERSHIP FINANCIAL	IL	126.63%	26.75%	\$21,789,714	39.84%	\$0
2	CITIZENS COMMUNITY	IA	106.65%	90.81%	\$150,560,585	11.75%	\$129,627,242
3	MISSION CITY	CA	105.98%	27.40%	\$19,022,508	23.08%	\$2,221,939
4	ATLANTA POSTAL	GA	97.94%	56.13%	\$888,366,428	1.64%	\$0
5	COOPERATIVE CENTER	CA	95.46%	51.65%	\$36,000,084	-17.88%	\$31,271,759
6	SOLANO FIRST	CA	88.21%	56.74%	\$51,335,942	-4.72%	\$25,359,499
7	CORPORATE AMERICA FAMILY	IL	74.14%	47.33%	\$232,821,617	30.87%	\$28,198,596
8	UNITED	IL	71.93%	56.86%	\$54,340,418	26.16%	\$43,382,969
9	ASSOCIATED	GA	71.06%	69.93%	\$822,344,265	4.27%	\$178,276,953
10	COMMUNITY CREDIT UNION OF LYNN	MA	70.74%	20.95%	\$24,482,810	-22.04%	\$21,370,406
11	HERITAGE COMMUNITY	CA	65.86%	58.65%	\$107,755,371	13.91%	\$98,708,461
12	ABBOTT LABORATORIES EMPLOYEES	IL	61.77%	19.71%	\$90,078,953	20.82%	\$3,159,823
13	SYNERGY	TX	58.95%	41.73%	\$83,985,408	19.08%	\$0
14	COMMUNITYWIDE	IN	57.73%	85.88%	\$338,578,905	7.94%	\$341,803,741
15	OREGONIANS	OR	55.88%	58.05%	\$101,978,151	24.64%	\$48,335,502
16	EVANGELICAL CHRISTIAN	CA	54.26%	21.12%	\$108,968,040	15.58%	\$100,817,480
17	GEORGIA'S OWN	GA	53.56%	35.49%	\$671,281,144	1.30%	\$92,611,251
18	PROVIDENCE	OR	53.03%	40.28%	\$36,634,314	-12.25%	\$0
19	GENERAL ELECTRIC	OH	50.70%	50.54%	\$1,336,164,435	-7.58%	\$1,981,308,239
20	LINN AREA	IA	50.34%	43.33%	\$174,791,179	9.04%	\$162,106,555
21	THE PEOPLE'S	TX	48.56%	77.54%	\$84,530,864	6.38%	\$11,329,051
22	MOBILITY	TX	48.08%	60.71%	\$105,872,628	14.32%	\$106,323,219
23	FORT WORTH CITY	TX	47.81%	48.14%	\$41,043,160	5.82%	\$4,083,871
24	COLUMBUS METRO	OH	47.40%	80.46%	\$153,776,952	3.36%	\$14,493,442
25	AMARILLO COMMUNITY	TX	47.19%	70.08%	\$107,793,461	-0.49%	\$33,476,571
26	PARDA	MI	47.12%	51.90%	\$54,177,633	13.91%	\$29,253,753
27	ANDIGO	IL	46.51%	15.37%	\$100,102,246	-14.50%	\$20,682,568
28	HEARTLAND	IL	46.18%	88.25%	\$209,102,385	5.71%	\$176,387,980
29	FALL RIVER MUNICIPAL EMPLOYEES	MA	45.80%	14.36%	\$18,255,775	-5.72%	\$0
30	GREENWOOD	RI	45.67%	61.47%	\$277,966,406	1.96%	\$281,561,265
31	UNITED BUSINESS & INDUSTRY	CT	45.48%	68.28%	\$58,229,777	21.95%	\$46,571,251
32	MONTEREY	CA	45.06%	76.38%	\$114,291,976	6.22%	\$34,572,907
33	SCIENT	CT	44.77%	60.33%	\$136,852,391	18.49%	\$137,047,530
33	1ST GATEWAY	IA	44.77%	42.06%	\$53,416,341	22.62%	\$39,188,860
35	MEMBERFOCUS COMMUNITY	MI	43.65%	41.19%	\$17,094,047	12.39%	\$1,520,064
36	CU HAWAII	HI	43.59%	30.86%	\$45,043,682	5.85%	\$3,969,755
36	RIVER CITY	TX	43.59%	53.98%	\$52,940,699	-8.75%	\$20,576,424
38	SANTA FE	TX	43.19%	83.25%	\$71,722,379	19.24%	\$24,126,873
39	DELTA COMMUNITY	GA	42.95%	39.35%	\$1,795,936,181	4.87%	\$0
40	RIVER REGION	MO	42.78%	61.03%	\$119,771,898	12.66%	\$76,081,345
41	VERIDIAN	IA	42.71%	42.83%	\$1,622,544,800	23.23%	\$1,373,236,174
42	DOW CHEMICAL EMPLOYEES	MI	42.69%	34.80%	\$335,267,880	4.49%	\$152,775,008
43	CREDIT UNION OF AMERICA	KS	42.67%	57.20%	\$435,561,036	10.19%	\$268,519,995
44	ABERDEEN	SD	42.20%	64.75%	\$64,314,737	11.19%	\$35,028,698
45	1ST MIDAMERICA	IL	42.16%	66.59%	\$435,866,767	2.73%	\$368,748,316
46	CHARTWAY	VA	42.09%	62.46%	\$1,104,945,667	0.04%	\$584,236,754
47	WESTSTAR	NV	42.08%	54.96%	\$64,832,499	4.37%	\$16,335,194
48	RIVER VALLEY	OH	42.04%	55.79%	\$152,788,616	-5.15%	\$117,015,065
49	UNIVERSITY OF IOWA COMMUNITY	IA	41.67%	24.74%	\$1,238,811,395	10.52%	\$997,070,131
50	MERITRUST	KS	41.52%	63.06%	\$666,188,489	-5.49%	\$477,389,790
<b>U.S. AVERAGE</b>			<b>21.21%</b>	<b>35.04%</b>	<b>\$67,339,839</b>	<b>10.12%</b>	<b>\$40,714,858</b>

\*\* TOTAL AUTO LOANS >\$3 MILLION.

## LEADERS IN AUTO LOAN CONCENTRATION

FOR U.S. CREDIT UNIONS >\$100M IN ASSETS | DATA AS OF 12.31.18

Rk.	Credit Union	St.	Total Auto Loans / Total Loans	Total Auto Loans	Total Loans	Total Assets
1	CAL-COM	TX	91.55%	\$80,469,334	\$87,896,143	\$142,684,679
2	CITIZENS COMMUNITY	IA	90.81%	\$150,560,585	\$165,801,463	\$199,150,267
3	CITIZENS	TX	88.56%	\$27,430,075	\$30,972,814	\$144,845,182
4	HEARTLAND	IL	88.25%	\$209,102,385	\$236,943,954	\$296,356,713
5	ENDURANCE	OK	86.60%	\$103,400,834	\$119,396,146	\$146,900,574
6	COMMUNITYWIDE	IN	85.88%	\$338,578,905	\$394,258,862	\$444,266,449
7	CATHOLIC & COMMUNITY	IL	85.49%	\$73,891,183	\$86,435,718	\$124,403,783
8	LORMET COMMUNITY	OH	85.34%	\$105,855,621	\$124,045,600	\$181,052,101
9	NAE	VA	84.46%	\$78,903,788	\$93,422,409	\$125,307,464
10	GOLDEN PLAINS	KS	83.66%	\$499,165,763	\$596,631,836	\$657,261,364
11	SANTA FE	TX	83.25%	\$71,722,379	\$86,151,960	\$132,624,147
12	GENCO	TX	81.88%	\$174,288,105	\$212,853,124	\$302,790,310
13	MAC	AK	80.63%	\$71,813,178	\$89,062,423	\$110,292,387
14	COLUMBUS METRO	OH	80.46%	\$153,776,952	\$191,114,689	\$229,270,901
15	SAFE 1	CA	80.05%	\$417,926,107	\$522,052,956	\$620,022,297
16	1ST FINANCIAL	MO	79.90%	\$172,931,737	\$216,431,750	\$245,898,379
17	OKLAHOMA EDUCATORS	OK	77.95%	\$92,903,989	\$119,183,944	\$155,955,667
18	THE PEOPLE'S	TX	77.54%	\$84,530,864	\$109,013,774	\$182,038,358
19	GEORGIA HERITAGE	GA	77.51%	\$62,174,352	\$80,218,298	\$100,805,338
20	MEMBERS 1ST	CA	77.48%	\$134,171,920	\$173,171,801	\$225,720,081
21	ALIVE	FL	76.85%	\$63,436,172	\$82,547,930	\$130,626,889
22	VALLEY FIRST	CA	76.82%	\$318,586,876	\$414,722,277	\$590,851,202
23	MONTEREY	CA	76.38%	\$114,291,976	\$149,634,168	\$243,054,901
24	UNITED LOCAL	CA	76.23%	\$61,721,818	\$80,967,681	\$109,867,335
25	SUNWEST	AZ	76.21%	\$204,901,541	\$268,851,717	\$363,906,578
26	MISSOURI	MO	75.73%	\$196,016,851	\$258,841,080	\$341,727,695
27	MID AMERICAN	KS	75.50%	\$202,884,704	\$268,718,861	\$298,491,111
28	MIDSOUTH COMMUNITY	GA	75.45%	\$145,520,494	\$192,879,886	\$261,908,194
29	TINKER	OK	75.01%	\$2,172,931,025	\$2,896,722,252	\$3,874,356,367
30	FIRST IMPERIAL	CA	74.83%	\$69,795,417	\$93,273,605	\$122,480,004
31	SCENIC COMMUNITY	TN	74.67%	\$66,887,241	\$89,572,443	\$119,063,176
32	UNIVERSAL 1	OH	74.50%	\$258,772,336	\$347,363,960	\$416,141,861
33	KINGS	CA	74.49%	\$56,192,960	\$75,438,304	\$117,445,720
34	LOWER VALLEY	WA	74.42%	\$92,331,670	\$124,072,990	\$147,102,746
35	AIR FORCE	TX	74.20%	\$256,211,955	\$345,302,777	\$423,096,245
36	FORT SILL	OK	74.11%	\$98,165,439	\$132,454,218	\$279,865,446
37	SANDIA AREA	NM	74.04%	\$473,228,137	\$639,194,706	\$693,136,527
38	SERVICE FIRST	SD	73.75%	\$102,056,225	\$138,372,517	\$163,044,941
38	MIDWEST MEMBERS	IL	73.75%	\$78,317,077	\$106,188,758	\$128,425,665
40	CENTRAL STATE	CA	73.55%	\$81,993,330	\$111,474,538	\$199,102,756
41	HUGHES	AZ	73.42%	\$767,375,244	\$1,045,141,493	\$1,143,062,707
42	PARTNER COLORADO	CO	73.21%	\$211,955,476	\$289,526,995	\$417,941,968
43	ONE SOURCE	TX	73.03%	\$45,710,496	\$62,595,574	\$105,036,861
44	COMMUNICATION	OK	72.94%	\$636,181,286	\$872,164,712	\$1,227,535,001
45	GOLD COAST	FL	72.77%	\$65,471,720	\$89,970,650	\$178,025,147
46	ALLSOUTH	SC	72.52%	\$413,775,246	\$570,590,891	\$840,293,376
47	FLORIDA CENTRAL	FL	72.48%	\$258,219,268	\$356,279,101	\$498,163,250
48	SIERRA PACIFIC	NV	72.35%	\$51,811,234	\$71,611,677	\$124,991,589
49	R.I.A.	IA	72.32%	\$239,731,294	\$331,501,402	\$412,947,152
50	MY COMMUNITY	TX	72.30%	\$217,663,004	\$301,060,900	\$382,844,967
<b>U.S. AVERAGE</b>			<b>35.04%</b>	<b>\$67,339,839</b>	<b>\$192,180,590</b>	<b>\$267,814,892</b>



## REAL ESTATE ASSET QUALITY IMPROVES YEAR-OVER-YEAR

Real estate loans comprised nearly half, 49.4%, of the total loan portfolio as of Dec. 31, 2018. This past year, real estate balances increased 8.8%, from \$478.7 billion in 2017 to \$520.9 billion in 2018.

First mortgages increased 9.2% year-over-year, adding \$36.3 billion to total loans. Aggregate balances reached \$431.6 billion at year-end 2018. Although the real estate share of the total loan portfolio was down 11 basis points annually to 49.4%, first mortgages increased their portion of the portfolio 5 basis points to 40.9%.

Growth in other real estate increased 6 basis points year-over-year to 7.0%. This was the only loan product for which credit unions reported accelerated growth from 2017. Despite being the only major loan product with accelerating growth, the share of the overall loan portfolio held by other real estate declined 16 basis points year-over-year. As of year-end 2018, other real estate balances at credit unions was \$89.3 billion — 8.5% of the overall loan portfolio.

Credit unions in the U.S. tend to favor fixed-rate mortgages, which comprised 56.8% of all first mortgage

loans in the fourth quarter of 2018. Comparatively, adjustable-rate and balloon/hybrid mortgages accounted for 14.4% and 28.8%, respectively. Although balloon/hybrid mortgages comprised only 28.8% of the first mortgage loan portfolio, with 14.8% year-over-year growth, they were the fastest-growing mortgage category. Adjustable-rate first mortgage loans grew 5.7% annually, whereas fixed-rate balances expanded 7.4%.

Credit unions reported the lowest delinquency of all loan types in real estate. First mortgage delinquency fell 7 basis points year-over-year to 0.55%. That's 1.7 percentage points lower than the year-end, post-recession high recorded in 2010. Other real estate delinquency improved 4 basis points in 2018 to finish the year at 0.52%.

Credit unions financed 8.5% of all mortgage loans nationwide as of Dec. 31. Although first mortgage originations were down 1.2% in the past year, consistent with national mortgage production trends, market share was up 23 basis points.



### SAVING SHELTERS FROM THE STORM

TDECU / LAKE JACKSON, TX / ASSETS: \$3.3B / MEMBERS: 303,418

Hurricane Harvey dropped a record amount of rain in and around southeast Texas. Nearly five feet in some spots. The August 2017 storm also gave TDECU the opportunity to respond by setting a high standard for responding to disaster.

An estimated half-million vehicles and 35,700 homes in nine Texas counties were damaged or destroyed by flooding from the wettest storm ever recorded on U.S. soil. TDECU says approximately 30% of its membership was affected — counting cars, houses, and jobs— and the big Houston-area cooperative vowed to keep 100% of them in their homes.

Hurricane preparation is a fact of life at TDECU. Three days before Harvey hit, the credit union activated its business continuity and disaster plan, which included moving staff from IT, accounting, call center, cards, and more to Dallas so the cooperative could remain operational.

“We never lost our card system,” says CFO Rhonda Pavlicek. “ATMs were up, and our credit and debit cards worked 100% of the time. The call center was up so members always had full financial support.”

A lot of people, however, did lose a lot. In response, TDECU didn't charge late fees for the first 60 days after the storm. It also offered emergency loans of up

to \$5,000 and forbearances in 90-day installments for up to a year.

“We made 60,000 loan extensions in our auto loan portfolio and agreed to 1,000 mortgage forbearances,” Pavlicek says. “Once they come out of the forbearance, we had to make sure they could repay. We created a loan modification team to modify and re-adjust members' loans because we knew members were going to reach out with this request.”

Only one loan appeared headed for default as of mid-May last year, and TDEC continues to monitor its risk mitigation.

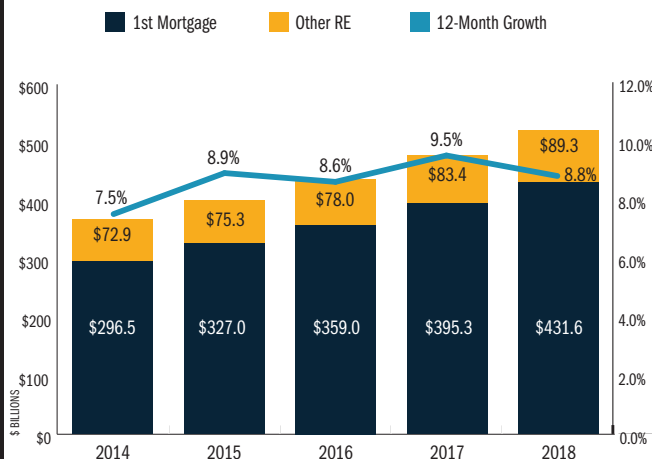
“We were there for our members,” Pavlicek says. “And they have been able to repay us.”

*Find more real estate best practices at [CreditUnions.com/lending/mortgages](https://CreditUnions.com/lending/mortgages).*

# REAL ESTATE LENDING

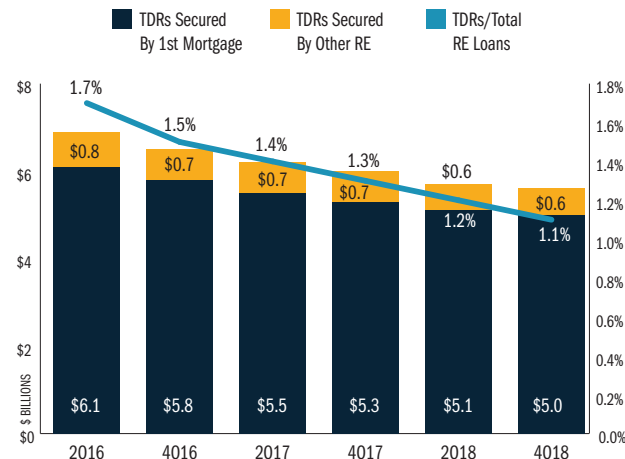
## TOTAL REAL ESTATE LOANS & 12-MONTH GROWTH

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



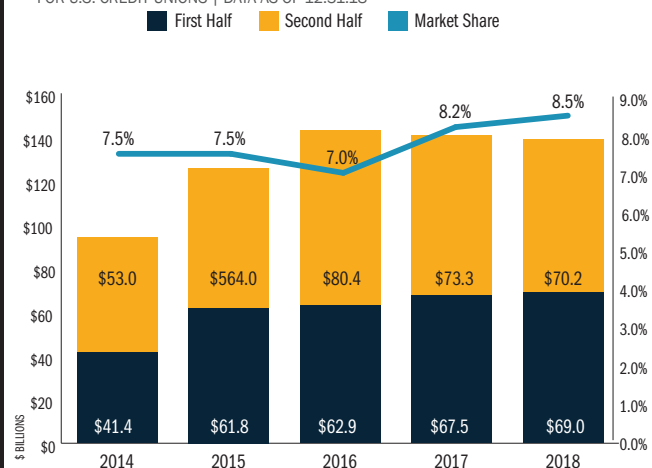
## TROUBLED DEBT RESTRUCTURES

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



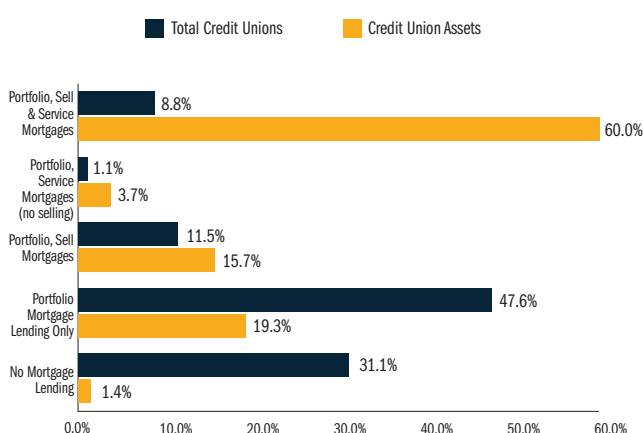
## 1ST MORTGAGE ORIGINATIONS: VOLUME AND MARKET SHARE

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



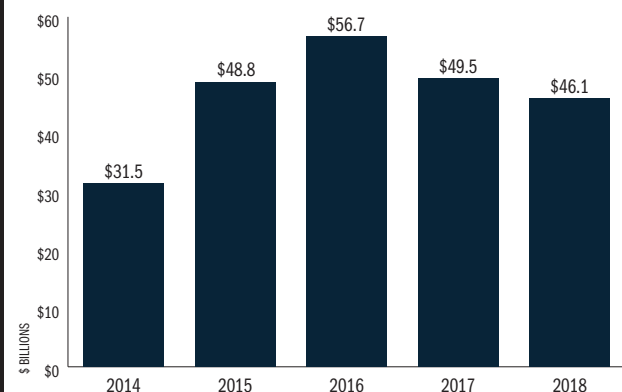
## MORTGAGE LENDING ACTIVITY

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



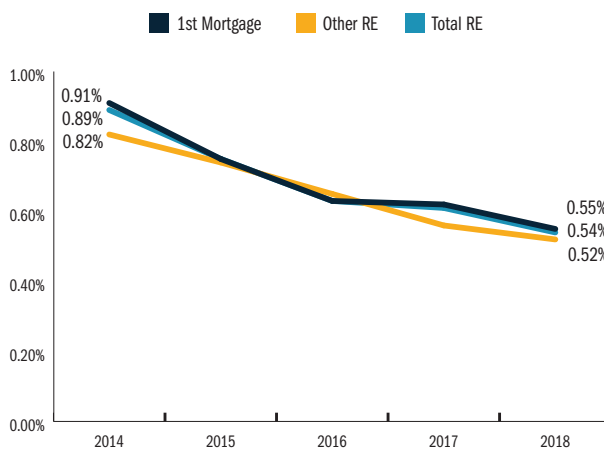
## YTD MORTGAGE SALES TO THE SECONDARY MARKET

FOR ALL U.S. CREDIT UNIONS | DATA AS OF 12.31.18



## REAL ESTATE DELINQUENCY

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



SOURCE: CALLAHAN & ASSOCIATES | MORTGAGE BANKERS ASSOCIATION

## LEADERS IN 12-MONTH 1ST MORTGAGE GROWTH

FOR U.S. CREDIT UNIONS &gt;\$100M IN ASSETS | DATA AS OF 12.31.18

Rk.	Credit Union	St.	12-Month Growth	1st Mortgages**	1st Mortgages/ Total Loans	1st Mortgage Delinquency	1st Mortgage Originations In Past 12 Months**	Total Assets
1	MEMBERS1ST COMMUNITY	IA	77.04%	\$44,131,052	38.52%	0.01%	\$15,607,119	\$169,759,406
2	DUKE UNIVERSITY	NC	75.34%	\$23,783,466	28.90%	1.20%	\$4,729,733	\$143,652,568
3	OREGON COMMUNITY	OR	65.00%	\$401,535,101	25.47%	0.09%	\$225,766,877	\$1,708,440,591
4	SOUTH METRO	MN	63.55%	\$34,996,524	39.57%	0.73%	\$10,386,865	\$116,098,586
5	SOUTH JERSEY	NJ	62.69%	\$108,984,668	41.52%	0.83%	\$10,433,357	\$366,944,000
6	COMMUNITY 1ST*	WA	62.51%	\$9,785,913	9.92%	1.69%	\$1,414,700	\$144,682,637
7	AMERICA'S	WA	60.42%	\$131,893,869	28.22%	0.00%	\$64,848,915	\$591,877,937
8	PACIFIC SERVICE	CA	56.90%	\$286,793,046	39.69%	0.00%	\$108,106,742	\$1,153,544,189
9	BRIGHTSTAR	FL	55.61%	\$98,272,684	27.39%	0.00%	\$29,877,180	\$481,736,746
10	ST. LOUIS COMMUNITY*	MO	55.22%	\$36,528,396	20.81%	0.00%	\$17,723,271	\$282,198,946
11	FRANKENMUTH	MI	54.87%	\$185,197,140	34.61%	0.23%	\$89,194,193	\$651,967,499
12	RIVERFRONT	PA	52.61%	\$24,423,750	24.99%	0.00%	\$10,941,529	\$174,614,319
13	NEW DIMENSIONS*	ME	52.57%	\$55,765,923	41.15%	2.99%	\$10,369,123	\$160,090,993
14	CHATTANOOGA AREA SCHOOLS	TN	51.90%	\$19,346,379	32.17%	0.00%	\$9,375,800	\$152,143,341
15	PIMA	AZ	50.29%	\$124,211,692	35.79%	0.00%	\$64,783,757	\$551,421,126
16	UTAH COMMUNITY	UT	48.43%	\$455,685,085	42.92%	0.07%	\$942,359,193	\$1,380,746,365
17	SANTA CRUZ COMMUNITY	CA	48.17%	\$47,997,197	48.10%	0.00%	\$17,047,668	\$121,497,400
18	SRP	SC	47.57%	\$230,089,680	35.41%	0.28%	\$151,476,600	\$927,897,788
19	WEST-AIRCOMM*	PA	47.09%	\$41,544,067	32.31%	0.88%	\$7,944,197	\$230,403,590
20	CAROLINA TRUST	SC	45.96%	\$38,869,582	23.11%	0.00%	\$15,992,399	\$239,794,331
21	BLUEOX*	MI	43.69%	\$36,698,641	34.12%	0.57%	\$10,082,111	\$173,046,159
22	SOUTHERN MASS	MA	43.40%	\$104,883,827	63.62%	0.79%	\$40,656,687	\$222,044,474
23	FREEDOM NORTHWEST	ID	42.04%	\$101,549,683	75.90%	0.07%	\$39,726,425	\$157,570,045
24	TRANSCEND	KY	41.64%	\$62,734,910	20.51%	0.16%	\$36,928,566	\$412,896,962
25	HAWAII LAW ENFORCEMENT	HI	39.61%	\$34,406,784	34.90%	0.00%	\$12,919,468	\$170,771,504
26	RIVER REGION	MO	38.99%	\$35,421,803	18.05%	0.00%	\$29,892,807	\$237,246,176
27	ST. FRANCIS X	MI	38.84%	\$79,723,334	80.81%	0.34%	\$16,022,397	\$142,062,083
28	BLACKHAWK COMMUNITY*	WI	38.09%	\$211,360,006	52.92%	0.56%	\$106,391,444	\$605,879,643
29	DUPAGE	IL	37.71%	\$22,474,293	8.05%	0.00%	\$55,757,861	\$356,020,441
30	DEL NORTE	NM	37.55%	\$128,023,915	25.83%	0.30%	\$49,981,649	\$636,497,372
31	DEER VALLEY	AZ	37.18%	\$62,638,709	34.22%	0.48%	\$25,804,421	\$248,381,939
32	UNIVERSITY	FL	36.70%	\$29,515,199	42.03%	0.78%	\$3,384,929	\$207,089,083
33	SANTA CLARA COUNTY	CA	36.64%	\$120,648,321	27.34%	0.32%	\$11,559,378	\$737,941,948
34	GATEWAY METRO	IL	36.55%	\$80,252,813	58.80%	0.56%	\$36,680,828	\$173,561,816
35	FINANCIAL ONE	MN	36.46%	\$28,186,805	22.67%	0.18%	\$12,643,483	\$132,922,054
36	ASCENTRA	IA	36.06%	\$128,245,983	41.67%	0.54%	\$46,464,810	\$405,453,244
37	PIONEER MUTUAL	TX	35.48%	\$37,810,107	37.66%	0.00%	\$12,537,656	\$169,291,105
38	CY-FAIR	TX	35.35%	\$51,740,979	26.39%	0.00%	\$19,895,694	\$244,384,825
39	NUTMEG STATE FINANCIAL	CT	34.76%	\$176,977,242	47.32%	0.55%	\$61,653,427	\$452,366,619
40	CITY & COUNTY	MN	34.63%	\$142,019,888	45.67%	0.37%	\$41,018,973	\$548,804,427
41	CAROLINA FOOTHILLS	SC	34.40%	\$25,845,590	31.86%	0.00%	\$9,286,714	\$112,817,556
42	EVANSVILLE TEACHERS^	IN	34.20%	\$629,620,091	47.69%	0.19%	\$507,442,499	\$1,645,027,773
43	NEIGHBORHOOD*	TX	34.18%	\$48,945,095	8.88%	0.38%	\$19,394,662	\$715,246,878
44	USE	CA	33.87%	\$422,502,837	56.40%	0.17%	\$156,779,501	\$974,347,004
45	ORION*	TN	33.80%	\$360,375,663	51.37%	0.37%	\$84,068,771	\$807,661,126
46	PASADENA	CA	33.76%	\$40,641,874	46.27%	0.00%	\$14,382,055	\$165,858,171
47	FIRST COMMUNITY*	ND	33.59%	\$382,499,401	56.21%	0.52%	\$92,611,375	\$825,691,349
48	CARTER	LA	33.56%	\$143,732,938	52.81%	1.97%	\$61,204,642	\$350,177,798
49	HEART OF LOUISIANA	LA	32.96%	\$25,407,532	33.33%	1.38%	\$6,124,127	\$101,873,346
50	CYPRUS	UT	32.77%	\$223,092,249	24.74%	0.31%	\$203,810,319	\$975,964,204

**U.S. AVERAGE**      **9.19%**      **\$78,589,686**      **40.89%**      **0.55%**      **\$25,343,122**      **\$267,814,892**

\* MERGED IN THE PAST YEAR. ^ ACQUIRED A BANK OR BANK BRANCH(ES) IN THE PAST YEAR. \*\* CREDIT UNIONS WITH >\$3M IN FIRST MORTGAGES OUTSTANDING FIVE YEARS AGO, >\$1M IN FIRST MORTGAGE ORIGINATIONS EACH OF THE PAST THREE YEARS, AND >\$5M IN FIRST MORTGAGES OUTSTANDING THIS YEAR. \*\*\* EXCLUDES PURCHASED REAL ESTATE PARTICIPATIONS.

## LEADERS IN REAL ESTATE LOAN CONCENTRATION

FOR U.S. CREDIT UNIONS &gt;\$100M IN ASSETS | DATA AS OF 12.31.18

Rk.	Credit Union	St.	RE Loans / Total Loans	Average RE Loan Balance*	Total Assets	Rk.	Credit Union	St.	RE Loans / Total Loans	Average RE Loan Balance*	Total Assets
1	SELF RELIANCE NEW YORK	NY	99.31%	\$373,293	\$1,329,989,936	51	TREMONT	MA	81.94%	\$110,872	\$184,831,034
2	CALIFORNIA LITHUANIAN	CA	98.94%	\$544,834	\$120,778,506	52	ST. FRANCIS X	MI	81.91%	\$67,227	\$142,062,083
3	UKRAINIAN NATIONAL	NY	97.87%	\$252,507	\$146,579,165	53	MON VALLEY COMMUNITY	PA	81.79%	\$48,296	\$156,501,927
4	NOVA UA	NJ	96.54%	\$198,301	\$123,874,822	54	DEPARTMENT OF COMMERCE	DC	81.75%	\$155,248	\$504,229,658
5	SELFRELANCE	IL	96.33%	\$169,699	\$589,328,570	55	SELF-HELP	NC	81.70%	\$99,242	\$1,010,026,709
6	LONG BEACH FIREMEN'S	CA	95.76%	\$291,906	\$186,484,223	56	TIDEMARK	DE	81.67%	\$148,708	\$279,445,637
7	IDB-IIC	DC	95.72%	\$316,953	\$564,476,080	57	ALIGN	MA	81.29%	\$110,119	\$571,624,893
8	SUMA YONKERS	NY	95.50%	\$238,325	\$332,830,343	58	FALL RIVER MUNICIPAL EMP.	MA	81.24%	\$104,743	\$209,341,796
9	UKRAINIAN SELFRELANCE	PA	95.22%	\$136,483	\$351,482,109	59	LAFAYETTE	MD	81.08%	\$183,710	\$558,788,841
10	LUSO	MA	93.05%	\$113,858	\$222,379,831	60	NAVIGANT	RI	81.07%	\$114,256	\$2,188,173,770
11	BANK-FUND STAFF	DC	92.45%	\$290,798	\$4,971,904,840	61	GREATER SPRINGFIELD	MA	80.94%	\$70,569	\$163,873,173
12	WHITEFISH	MT	92.08%	\$148,467	\$1,465,241,311	62	FIRESTONE	OH	80.84%	\$82,880	\$199,735,946
13	POLISH & SLAVIC	NY	90.96%	\$167,167	\$1,956,241,161	63	ALTERNATIVES	NY	80.75%	\$78,331	\$109,477,525
14	FAIRFAX COUNTY	VA	90.46%	\$83,161	\$417,970,435	64	SOUTHERN MASS	MA	80.62%	\$107,704	\$222,044,474
15	SOMERSET	MA	90.31%	\$96,654	\$144,548,972	65	NAVEO	MA	80.58%	\$157,961	\$130,867,039
16	CHRISTIAN COMMUNITY	CA	90.14%	\$294,547	\$656,933,683	66	PROVIDENT	CA	80.36%	\$280,324	\$2,599,866,298
17	BOULDER DAM	NV	90.13%	\$152,155	\$628,908,565	67	WINNEBAGO COMMUNITY	WI	80.28%	\$60,975	\$108,254,719
18	CONSTELLATION	VA	90.05%	\$133,544	\$223,472,146	68	TRUMARK FINANCIAL	PA	80.05%	\$92,191	\$2,181,521,629
19	STAR ONE	CA	89.97%	\$272,226	\$8,568,235,095	69	FIRST CHOICE AMERICA COMM.	WV	79.95%	\$70,252	\$451,635,827
20	STANFORD	CA	89.80%	\$495,834	\$2,616,235,773	70	DENVER FIRE DEPARTMENT	CO	79.89%	\$128,077	\$152,123,530
21	L & N	KY	89.76%	\$104,919	\$1,235,697,530	71	UKRAINIAN SELFRELANCE MI	MI	79.84%	\$92,808	\$113,960,506
22	CHEVRON	CA	88.78%	\$239,602	\$3,335,458,577	72	SF FIRE	CA	79.82%	\$187,939	\$1,333,085,887
23	FREEDOM	MA	88.05%	\$108,142	\$477,578,498	73	ATLANTIC	ME	79.66%	\$41,895	\$387,827,840
24	SELF-HELP	NC	87.48%	\$147,691	\$1,123,523,317	74	PAHO-WHO	DC	79.55%	\$276,416	\$226,066,668
25	POLISH-AMERICAN	MI	87.42%	\$73,967	\$119,023,527	75	BEACON	IN	79.49%	\$152,322	\$1,223,748,107
26	MEMBERS PLUS	MA	87.15%	\$118,238	\$305,910,962	76	BHCU	PA	79.30%	\$105,350	\$148,912,862
27	MERCK EMPLOYEES	NJ	86.84%	\$100,439	\$1,900,048,135	77	RTN	MA	79.29%	\$136,480	\$875,355,296
28	COUNTRYSIDE	NY	86.78%	\$57,683	\$150,106,145	78	E-CENTRAL	CA	79.19%	\$244,492	\$159,811,424
29	RIVER WORKS	MA	86.63%	\$131,845	\$102,786,327	79	ASSEMBLIES OF GOD	MO	79.06%	\$82,453	\$171,369,683
30	FIRST PRIORITY	MA	86.56%	\$144,927	\$105,997,996	80	STATE EMPLOYEES'	NC	78.75%	\$101,897	\$38,812,319,461
31	SANTA BARBARA TEACHERS	CA	86.29%	\$165,011	\$234,990,011	81	OCEAN FINANCIAL	NY	78.73%	\$135,935	\$309,508,292
32	PITTSFORD	NY	86.13%	\$71,050	\$396,135,028	82	HOMEFIELD	MA	78.70%	\$109,649	\$152,585,158
33	HOPE	MS	85.80%	\$133,465	\$295,855,478	83	SHARON	MA	78.62%	\$106,699	\$583,979,434
34	HAWAIIAN FINANCIAL	HI	85.12%	\$251,213	\$658,524,660	84	INFINITY	ME	78.55%	\$60,173	\$345,449,928
35	NORTHWESTERN MUTUAL	WI	84.53%	\$76,252	\$155,658,319	85	PURDUE	IN	78.34%	\$119,400	\$1,192,589,512
36	LAKE MICHIGAN	MI	84.44%	\$137,791	\$6,064,105,758	86	COMMUNITY FIRST	WI	78.19%	\$113,348	\$3,116,903,807
37	JEANNE D'ARC	MA	84.40%	\$170,452	\$1,388,832,412	87	EVANGELICAL CHRISTIAN	CA	78.06%	\$1,307,727	\$703,154,962
38	BROTHERHOOD	MA	84.18%	\$92,173	\$105,972,782	88	O.A.S. STAFF	DC	77.74%	\$245,938	\$241,988,171
39	ST. ANNE'S OF FALL RIVER	MA	83.62%	\$122,709	\$960,436,823	89	NOVARTIS	NJ	77.64%	\$67,519	\$119,754,550
39	SIGNAL FINANCIAL	MD	83.62%	\$247,246	\$389,916,314	90	CENTRAL ONE	MA	77.35%	\$101,003	\$514,198,088
41	CALTECH EMPLOYEES	CA	83.48%	\$177,036	\$1,675,235,840	91	DESCO	OH	77.28%	\$64,858	\$330,928,046
42	MASS BAY	MA	83.22%	\$126,509	\$247,175,333	92	SUFFOLK	NY	77.20%	\$116,438	\$1,126,492,515
43	THRIVENT	WI	82.94%	\$100,512	\$578,075,818	93	FREEDOM NORTHWEST	ID	77.18%	\$110,806	\$157,570,045
44	MOOG EMPLOYEES	NY	82.91%	\$111,343	\$174,481,496	94	WAVE	RI	77.17%	\$66,776	\$112,104,543
45	ELEVATIONS	CO	82.61%	\$107,314	\$2,088,986,457	94	PEOPLE'S COMMUNITY	WA	77.17%	\$234,139	\$211,921,559
46	SUPERIOR CHOICE	WI	82.56%	\$66,240	\$476,111,242	96	NEW ENGLAND	VT	77.13%	\$81,424	\$1,259,693,021
47	GREATER WOODLAWN	NY	82.42%	\$68,249	\$123,662,555	97	FOX COMMUNITIES	WI	77.07%	\$102,123	\$1,673,782,946
48	CONNECTICUT STATE EMPLOYEES	CT	82.41%	\$79,687	\$1,816,884,183	98	PCM	WI	76.91%	\$84,160	\$259,066,762
49	BETHPAGE	NY	82.40%	\$172,433	\$8,400,746,931	99	LIBERTY BAY	MA	76.84%	\$134,246	\$667,405,236
50	ARRHA	MA	82.33%	\$93,868	\$137,981,380	100	FIRST	IA	76.57%	\$89,305	\$156,041,538
<b>U.S. AVERAGE</b>									<b>49.35%</b>	<b>\$99,230</b>	<b>\$267,814,892</b>

\* REAL ESTATE LOANS INCLUDE ALL FIRST MORTGAGES AND OTHER REAL ESTATE.

## LEADERS IN 1ST MORTGAGE ORIGINATIONS YEAR-TO-DATE

FOR U.S. CREDIT UNIONS &gt;\$100M IN ASSETS | DATA AS OF 12.31.18

Rk.	Credit Union	St.	1st Mortgage Originations YTD	1st Mortgage Orig. / Total Loan Orig.	Total RE Loans* / Total Loans	Total RE Loans*	Total Assets
1	NAVY	VA	\$15,552,163,360	25.82%	49.78%	\$36,772,399,055	\$96,962,446,018
2	STATE EMPLOYEES'	NC	\$3,302,279,308	40.13%	78.75%	\$18,120,420,420	\$38,812,319,461
3	LAKE MICHIGAN	MI	\$2,799,944,136	70.62%	84.44%	\$4,179,487,075	\$6,064,105,758
4	PENTAGON	VA	\$2,304,235,240	23.76%	67.66%	\$13,522,720,838	\$24,484,750,927
5	FIRST TECH	CA	\$1,981,024,137	55.26%	71.83%	\$6,453,677,150	\$12,179,507,571
6	BEUC	WA	\$1,968,009,684	23.75%	65.15%	\$8,428,003,597	\$19,601,489,460
7	BETHPAGE	NY	\$1,794,083,541	57.83%	82.40%	\$4,977,809,393	\$8,400,746,931
8	MOUNTAIN AMERICA	UT	\$1,283,769,347	24.33%	45.05%	\$3,147,618,849	\$8,212,199,279
9	IDAHO CENTRAL	ID	\$1,240,137,985	41.02%	48.72%	\$1,796,573,837	\$4,315,062,932
10	LOGIX	CA	\$1,158,447,300	48.56%	75.86%	\$4,110,946,675	\$6,019,062,386
11	ELEVATIONS	CO	\$1,153,793,668	83.69%	82.61%	\$1,248,378,451	\$2,088,986,457
12	ALASKA USA	AK	\$1,142,301,595	29.11%	17.54%	\$1,092,354,210	\$7,650,089,940
13	SCHOOLSFIRST	CA	\$1,120,952,748	30.49%	53.01%	\$4,645,016,230	\$15,206,283,270
14	DIGITAL	MA	\$989,391,442	28.01%	43.50%	\$3,145,355,877	\$8,530,261,736
15	UNIVERSITY OF IOWA COMMUNITY	IA	\$966,860,569	34.74%	69.80%	\$3,494,883,404	\$5,377,351,126
16	UTAH COMMUNITY	UT	\$942,359,193	72.36%	47.12%	\$500,259,491	\$1,380,746,365
17	AMERICA FIRST	UT	\$929,784,702	11.14%	23.62%	\$1,989,567,579	\$10,322,440,624
18	GOLDEN 1	CA	\$885,391,946	20.08%	37.09%	\$3,271,049,356	\$12,255,270,008
19	ONPOINT COMMUNITY	OR	\$857,750,244	39.60%	61.22%	\$2,134,372,205	\$5,392,942,516
20	VERIDIAN	IA	\$851,986,790	41.46%	50.81%	\$1,924,551,865	\$4,145,422,058
21	SECURITY SERVICE	TX	\$849,028,259	20.84%	30.51%	\$2,675,336,168	\$9,539,381,253
22	SUMMIT	WI	\$844,011,987	47.37%	71.75%	\$1,996,547,418	\$3,224,170,223
23	LANDMARK	WI	\$832,247,135	42.01%	43.79%	\$1,509,771,934	\$3,965,319,770
24	UNIVERSITY	TX	\$802,342,216	47.55%	48.81%	\$1,020,656,547	\$2,400,656,680
25	PATELCO	CA	\$796,584,673	35.37%	65.80%	\$3,310,077,340	\$6,592,865,516
26	GREATER NEVADA	NV	\$704,088,170	96.80%	43.88%	\$295,774,933	\$965,384,982
27	RANDOLPH-BROOKS	TX	\$702,304,332	17.54%	42.65%	\$3,099,991,873	\$9,275,909,828
28	BCU	IL	\$692,121,790	40.09%	55.22%	\$1,732,246,969	\$3,483,865,083
29	KINECTA	CA	\$690,461,143	40.52%	57.20%	\$2,240,396,095	\$4,436,242,993
30	ENT	CO	\$688,815,055	32.35%	60.76%	\$2,765,106,391	\$5,567,859,598
31	COASTAL	NC	\$644,878,380	36.95%	47.67%	\$1,307,734,646	\$3,161,502,062
32	UNIVERSITY OF WISCONSIN	WI	\$630,388,254	32.58%	51.10%	\$1,118,176,227	\$2,819,644,183
33	ALLIANT	IL	\$613,922,438	17.37%	58.00%	\$4,951,302,856	\$11,226,543,830
34	EASTMAN	TN	\$606,006,194	43.38%	63.95%	\$2,543,304,991	\$4,530,156,863
35	ROYAL	WI	\$597,857,047	45.21%	54.83%	\$1,181,596,142	\$2,390,524,196
36	SAN DIEGO COUNTY	CA	\$597,644,997	24.03%	59.09%	\$3,899,790,352	\$8,148,466,552
37	UNITED NATIONS	NY	\$582,614,665	73.65%	75.41%	\$2,380,439,639	\$5,446,484,924
38	COMMUNITYAMERICA	KS	\$574,860,685	48.36%	55.02%	\$1,023,081,323	\$2,686,627,768
39	SUNCOAST	FL	\$571,059,639	14.28%	37.37%	\$2,739,122,898	\$9,292,179,774
40	STATE EMPLOYEES	NY	\$567,746,634	44.68%	49.74%	\$1,172,923,514	\$3,755,479,304
41	VYSTAR	FL	\$558,700,562	28.96%	49.18%	\$2,791,176,016	\$8,284,203,778
42	CAP COM	NY	\$553,855,326	83.97%	71.13%	\$1,114,733,395	\$1,751,980,469
43	WINGS FINANCIAL	MN	\$553,043,446	41.13%	61.97%	\$2,016,886,741	\$5,065,189,002
44	WRIGHT-PATT	OH	\$543,144,212	28.66%	38.98%	\$1,311,574,548	\$4,429,115,214
45	COMMUNITY FIRST	WI	\$540,377,658	51.18%	78.19%	\$1,956,844,094	\$3,116,903,807
46	STANFORD	CA	\$512,426,306	76.96%	89.80%	\$1,701,207,925	\$2,616,235,773
47	ANDREWS	MD	\$507,495,127	58.67%	55.48%	\$819,827,298	\$1,761,373,857
48	EVANSVILLE TEACHERS	IN	\$507,442,499	42.24%	51.89%	\$685,026,244	\$1,645,027,773
49	CEFCU	IL	\$492,397,036	28.61%	62.43%	\$2,773,440,700	\$5,953,334,101
50	BANK-FUND STAFF	DC	\$488,203,464	42.36%	92.45%	\$2,607,874,827	\$4,971,904,840
<b>U.S. AVERAGE</b>			<b>\$25,343,122</b>	<b>27.23%</b>	<b>49.35%</b>	<b>\$94,848,210</b>	<b>\$267,814,892</b>

\* REAL ESTATE LOANS INCLUDE ALL FIRST MORTGAGES AND OTHER REAL ESTATE LOANS.



## LEADERS IN MORTGAGE SERVICING PORTFOLIOS

FOR U.S. CREDIT UNIONS &gt;\$100M IN ASSETS | DATA AS OF 12.31.18

Rk.	Credit Union	St.	Total RE Loans Sold But Serviced By CU*	Total RE Loans*	1st Mortgages / Total Loans	1st Mortgages Sold YTD	Total Assets
1	NAVY	VA	\$33,458,117,131	\$36,772,399,055	46.27%	\$8,063,027,980	\$96,962,446,018
2	LAKE MICHIGAN	MI	\$7,589,828,651	\$4,179,487,075	78.18%	\$1,510,702,597	\$6,064,105,758
3	PENTAGON	VA	\$6,170,311,886	\$13,522,720,838	56.23%	\$963,235,129	\$24,484,750,927
4	BETHPAGE	NY	\$5,633,610,320	\$4,977,809,393	60.56%	\$973,602,612	\$8,400,746,931
5	ALASKA USA	AK	\$5,060,193,845	\$1,092,354,210	16.37%	\$804,989,491	\$7,650,089,940
6	FIRST TECH	CA	\$4,862,918,286	\$6,453,677,150	57.95%	\$1,134,471,833	\$12,179,507,571
7	WRIGHT-PATT	OH	\$4,103,897,123	\$1,311,574,548	33.15%	\$45,054,001	\$4,429,115,214
8	BECU	WA	\$3,742,187,206	\$8,428,003,597	49.76%	\$639,990,156	\$19,601,489,460
9	ELEVATIONS	CO	\$3,740,488,446	\$1,248,378,451	58.28%	\$901,272,960	\$2,088,986,457
10	KINECTA	CA	\$3,011,534,914	\$2,240,396,095	52.83%	\$170,672,114	\$4,436,242,993
11	DIGITAL	MA	\$2,493,192,432	\$3,145,355,877	30.44%	\$412,827,705	\$8,530,261,736
12	AMERICA FIRST	UT	\$2,484,865,918	\$1,989,567,579	14.77%	\$397,858,997	\$10,322,440,624
13	LANDMARK	WI	\$2,441,087,109	\$1,509,771,934	35.06%	\$402,459,240	\$3,965,319,770
14	COMMUNITYAMERICA	KS	\$2,279,213,011	\$1,023,081,323	34.93%	\$468,897,852	\$2,686,627,768
15	BCU	IL	\$2,216,642,495	\$1,732,246,969	46.17%	\$327,048,259	\$3,483,865,083
16	UNIVERSITY OF WISCONSIN	WI	\$2,086,653,877	\$1,118,176,227	34.06%	\$376,763,000	\$2,819,644,183
17	IDAHO CENTRAL	ID	\$2,036,101,320	\$1,796,573,837	40.89%	\$763,169,879	\$4,315,062,932
18	ONPOINT COMMUNITY	OR	\$2,002,933,049	\$2,134,372,205	50.67%	\$462,720,571	\$5,392,942,516
19	STATE EMPLOYEES	NY	\$1,961,586,747	\$1,172,923,514	41.25%	\$340,330,948	\$3,755,479,304
20	SUMMIT	WI	\$1,887,110,438	\$1,996,547,418	60.23%	\$295,023,565	\$3,224,170,223
21	DESERT FINANCIAL	AZ	\$1,811,391,954	\$1,252,565,171	40.05%	\$308,958,433	\$4,507,980,329
22	SCHOOLSFIRST	CA	\$1,792,807,123	\$4,645,016,230	43.47%	\$160,497,657	\$15,206,283,270
23	UNIVERSITY	TX	\$1,784,583,374	\$1,020,656,547	45.31%	\$648,673,735	\$2,400,656,680
24	COASTAL	NC	\$1,681,507,275	\$1,307,734,646	39.33%	\$274,232,491	\$3,161,502,062
25	LOGIX	CA	\$1,654,414,349	\$4,110,946,675	68.04%	\$169,847,241	\$6,019,062,386
26	ROYAL	WI	\$1,630,458,110	\$1,181,596,142	44.18%	\$246,941,957	\$2,390,524,196
27	MOUNTAIN AMERICA	UT	\$1,569,710,862	\$3,147,618,849	34.72%	\$507,408,069	\$8,212,199,279
28	WASHINGTON STATE EMPLOYEES	WA	\$1,531,839,953	\$935,868,160	30.22%	\$59,139,965	\$2,971,353,783
29	NEW ENGLAND	VT	\$1,421,942,504	\$725,246,453	69.42%	\$184,846,168	\$1,259,693,021
30	NORTHWEST	VA	\$1,420,947,437	\$989,196,975	27.51%	\$117,227,264	\$3,412,424,286
31	SECURITY SERVICE	TX	\$1,404,073,574	\$2,675,336,168	28.94%	\$241,198,370	\$9,539,381,253
32	PROVIDENT	CA	\$1,355,894,903	\$1,369,384,262	72.99%	\$61,077,980	\$2,599,866,298
33	HUDSON VALLEY	NY	\$1,341,070,557	\$1,434,735,462	33.81%	\$131,415,399	\$4,935,677,500
34	AFFINITY PLUS	MN	\$1,321,069,506	\$841,300,099	28.47%	\$151,406,865	\$2,176,290,720
35	GTE FINANCIAL	FL	\$1,272,325,268	\$829,437,958	30.37%	\$97,504,396	\$2,087,847,517
36	ANDREWS	MD	\$1,264,828,297	\$819,827,298	37.74%	\$389,118,265	\$1,761,373,857
37	TEACHERS	NY	\$1,250,641,795	\$2,502,871,851	41.89%	\$56,257,462	\$7,247,532,118
38	ESL	NY	\$1,037,962,660	\$1,721,116,814	20.56%	\$116,218,303	\$6,204,535,651
39	ALTRA	WI	\$1,020,025,150	\$709,420,380	45.86%	\$206,845,421	\$1,514,584,034
40	TOWER	MD	\$1,007,262,260	\$1,266,719,759	17.75%	\$61,565,718	\$3,041,866,809
41	WESCOM	CA	\$982,296,790	\$1,616,711,599	57.03%	\$41,352,210	\$3,478,388,201
42	CAP COM	NY	\$978,427,373	\$1,114,733,395	60.89%	\$305,734,814	\$1,751,980,469
43	PATELCO	CA	\$969,828,412	\$3,310,077,340	58.23%	\$102,677,481	\$6,592,865,516
44	FINANCIAL PARTNERS	CA	\$939,517,446	\$732,434,492	55.73%	\$153,994,040	\$1,378,108,182
45	MISSION	CA	\$938,752,257	\$1,665,703,455	54.19%	\$66,174,650	\$3,560,256,583
46	TRUSTONE FINANCIAL	MN	\$930,056,484	\$745,527,951	39.21%	\$289,666,088	\$1,389,689,366
47	WESTCONSIN	WI	\$924,938,058	\$534,503,310	45.53%	\$120,967,355	\$1,253,389,051
48	CALIFORNIA	CA	\$922,578,595	\$1,612,051,796	54.66%	\$71,413,017	\$3,086,714,883
49	REDWOOD	CA	\$906,881,279	\$2,064,967,965	48.29%	\$134,602,050	\$4,455,861,077
50	FORUM	IN	\$895,974,539	\$352,295,275	22.32%	\$138,892,186	\$1,416,758,841
<b>U.S. AVERAGE</b>			<b>\$40,746,486</b>	<b>\$94,848,210</b>	<b>40.89%</b>	<b>\$8,399,857</b>	<b>\$267,814,892</b>

\* REAL ESTATE LOANS INCLUDE ALL FIRST MORTGAGES AND OTHER REAL ESTATE LOANS.



## CREDIT CARD BALANCES EXPAND THROUGH 2018

Credit card loan balances at credit unions nationwide grew 7.5% in 2018, ending the year at \$62.4 billion. Credit card balance growth, however, slowed 1.6 basis points compared to 2017. This was the largest decline of any loan product. As the loan portfolio has expanded, the percentage of credit card loan balances to total loan balances has steadily decreased. Credit card loans accounted for 5.9% of the entire \$1.1 trillion credit union loan portfolio at year-end 2018, down 8 basis points from Dec. 31, 2017.

Unfunded commitments for credit card lines increased 9.5% year-over-year, indicating that credit unions expanded lines of credit faster than members accessed those lines. As a result, credit card utilization — the ratio of outstanding balances to outstanding balances plus unfunded commitments — declined 40 basis points over the year to 31.7%.

Credit card penetration rose to nearly 17.6% in 2018 from 17.5% in the previous year. The number of credit

card loans across the country increased 5.0% year-over-year to slightly more than 20.6 million by Dec. 31, 2018. The average balance of these loans was \$3,022, a \$71 increase from the year prior. The share of the credit card market held by credit unions expanded 29 basis points year-over-year to 6.0% by year-end 2018.

Credit card delinquency is the highest of any major credit union loan product and has increased every year-end since 2013. It increased 6 basis points in the past year to 1.35%. By comparison, credit card delinquency for all FDIC-insured institutions was 1.44%. Credit unions also reported an increase in credit card net charge-offs — 28 basis points annually to 2.72% as of Dec. 31, 2018. However, this is still considerably lower than the 3.75% net charge-off rate for all FDIC-insured institutions. This difference is even more compelling when taking into account FDIC-insured institutions report delinquency at 90 days, whereas credit unions report it at 60 days.



### A SIGNATURE CARD PUTS THE \$ IN A HIGH-REWARDS PROGRAM

ALLIANT CREDIT UNION / CHICAGO, IL / ASSETS: \$11.2B / MEMBERS: 439,028

One Chicago credit union is making a big statement via a simple credit card program that offers high rewards with an annual fee that's not negotiable.

The Alliant Visa Signature card pays 3% cash back on all purchases with no fee in the first year. After that, members earn 2.5% on all purchases, with no limits, and pay an annual fee of \$59.

"We've lost a few accounts but not many," says Michelle Goepfner, Alliant's director of credit product strategy. "Our Signature cardholders see the value in the rewards is well worth the fee."

The targeted user of the Signature card charges at least \$50,000 a year, which equates to cash back of at least \$1,500 in the first year and \$1,250 thereafter.

Alliant strategists crafted the card to fill a gap identified by members and confirmed in market research: the need for a true cash-back rewards card with no complications.

Nearly 10,000 people signed up for the Signature card in the first 12 months following a soft launch in March 2017, and 87% average 50 transactions a month. They're part of a portfolio that also includes slightly more than 43,000 Platinum cards and 27,000 Platinum Rewards cards.

That activity helped Alliant grow its total credit card balances by 10.83% in the year after it launched the Signature card. The overall portfolio also performs well. Alliant's credit card delinquency rate in the fourth quarter of 2018 was 0.55% compared to the 1.81% average for credit unions with \$1 billion or more in assets.

Up next for the Signature program is merchant-funded extra paybacks. According to Goepfner, that research-based feature will pay above the base 2.5% at varying rates. One thing will remain the same, however.

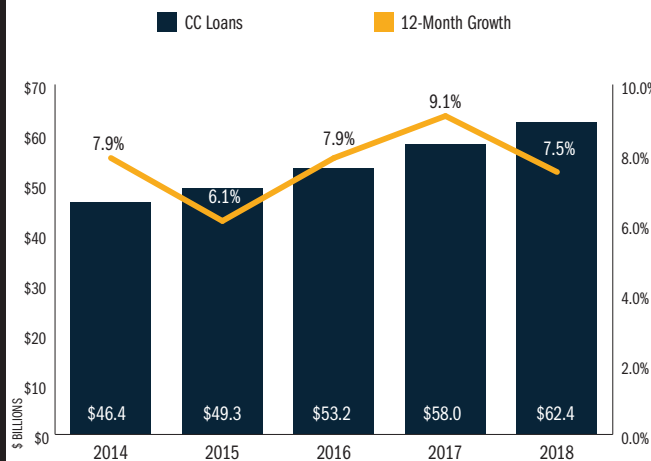
"The cash guarantee," the Alliant cards strategist says. "No one indicated they want to give that up."

*Find more credit cards best practices at [CreditUnions.com/deposits-payments/credit-cards](https://CreditUnions.com/deposits-payments/credit-cards).*

## CREDIT CARD LENDING

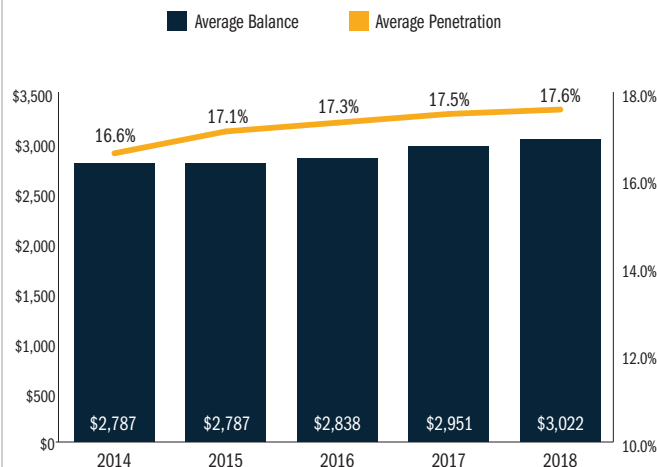
## CREDIT CARD LOANS &amp; 12-MONTH GROWTH

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



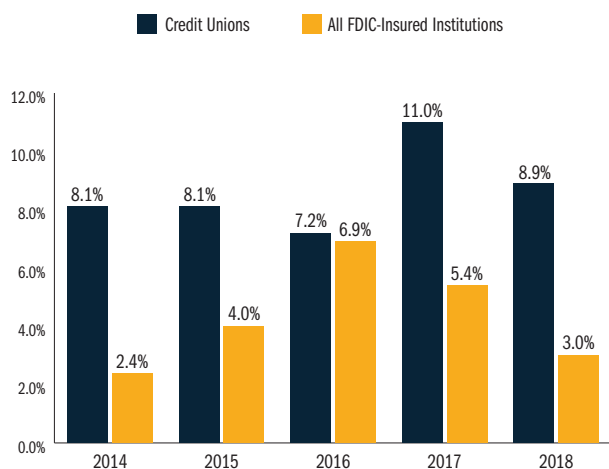
## AVERAGE CREDIT CARD BALANCE &amp; PENETRATION

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



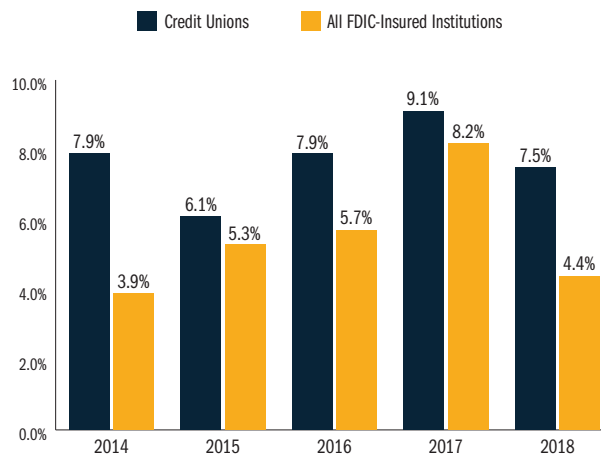
## 12-MONTH GROWTH OF CREDIT CARD LINES

FOR U.S. CREDIT UNIONS, BANKS, S&amp;LS | DATA AS OF 12.31.18



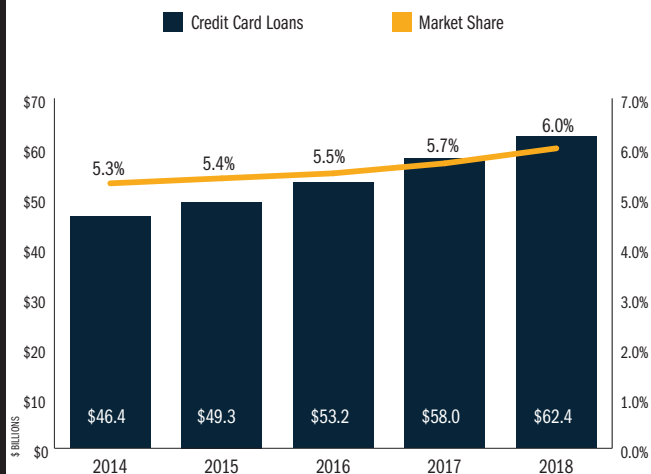
## 12-MONTH GROWTH IN CREDIT CARD LOANS

FOR U.S. CREDIT UNIONS, BANKS, S&amp;LS | DATA AS OF 12.31.18



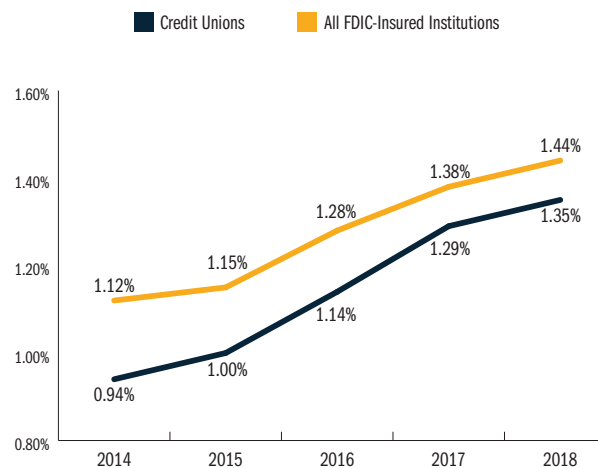
## CREDIT CARD LOANS &amp; MARKET SHARE

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



## CREDIT CARD DELINQUENCY

FOR U.S. CREDIT UNIONS, BANKS, S&amp;LS | DATA AS OF 12.31.18



SOURCE: CALLAHAN &amp; ASSOCIATES | FDIC | FEDERAL RESERVE

## LEADERS IN 12-MONTH CREDIT CARD LOAN GROWTH

FOR U.S. CREDIT UNIONS &gt;\$100M IN ASSETS | DATA AS OF 12.31.18

Rk.	Credit Union	St.	12-Month Growth	Credit Card Loans / Total Loans	Credit Card Loans** (12.31.18)	Credit Card Loans** (12.31.17)	Total Assets
1	NUVISION*	CA	82.32%	5.77%	\$110,385,874	\$60,546,568	\$2,296,606,008
2	FIRST FINANCIAL	NM	75.26%	2.89%	\$12,774,542	\$7,288,735	\$543,612,310
3	PFCU*	MI	73.26%	3.62%	\$12,708,799	\$7,334,975	\$533,428,290
4	NAE*	VA	72.66%	5.55%	\$5,180,448	\$3,000,397	\$125,307,464
5	CENTRAL WILLAMETTE	OR	62.18%	1.93%	\$5,037,896	\$3,106,268	\$312,231,133
6	NEIGHBORHOOD*	TX	61.21%	2.20%	\$12,117,322	\$7,516,442	\$715,246,878
7	SAG-AFTRA	CA	57.85%	6.20%	\$8,169,504	\$5,175,622	\$318,437,232
8	SUNMARK*	NY	55.15%	5.25%	\$31,042,068	\$20,007,697	\$661,641,905
9	WEOKIE	OK	42.37%	2.37%	\$15,978,563	\$11,223,439	\$1,103,082,660
10	EVANSVILLE TEACHERS^	IN	41.52%	2.79%	\$36,815,201	\$26,015,001	\$1,645,027,773
11	MAINE STATE	ME	36.00%	4.36%	\$13,584,592	\$9,988,870	\$411,220,791
12	VELOCITY	TX	35.66%	1.82%	\$11,709,067	\$8,631,228	\$839,665,434
13	DIRECTIONS*	OH	35.06%	5.76%	\$41,686,254	\$30,865,682	\$857,663,506
14	GESA	WA	35.04%	5.09%	\$87,617,762	\$64,880,983	\$2,059,209,953
15	PRINCE GEORGE'S COMMUNITY	MD	34.66%	3.44%	\$4,324,422	\$3,211,311	\$174,523,371
16	LAUNCH	FL	34.43%	6.88%	\$30,028,788	\$22,338,610	\$768,657,699
17	MEMBERSFIRST*	GA	31.69%	5.92%	\$9,549,332	\$7,251,479	\$234,962,236
18	OXFORD	ME	31.55%	5.87%	\$8,758,778	\$6,658,245	\$189,763,654
19	FIVE COUNTY	ME	31.14%	6.51%	\$11,949,866	\$9,112,018	\$244,209,911
20	RIO GRANDE	NM	30.95%	3.65%	\$9,288,403	\$7,093,236	\$326,745,450
21	GENISYS	MI	30.83%	3.54%	\$62,447,713	\$47,730,280	\$2,576,413,150
22	NAVIGATOR	MS	30.04%	2.22%	\$5,773,798	\$4,440,055	\$331,918,953
23	CAPED	ID	29.60%	2.50%	\$14,644,342	\$11,299,843	\$664,832,769
24	RIVER REGION	MO	29.44%	3.53%	\$6,919,024	\$5,345,360	\$237,246,176
25	AMERICAN UNITED FAMILY OF CU*	UT	29.04%	7.88%	\$15,268,843	\$11,832,875	\$235,189,890
26	PATHWAYS FINANCIAL*	OH	28.39%	4.44%	\$8,725,922	\$6,796,327	\$290,895,286
27	COVANTAGE	WI	28.22%	1.81%	\$24,387,736	\$19,020,516	\$1,645,093,652
28	1ST FINANCIAL	MO	27.60%	1.93%	\$4,167,818	\$3,266,233	\$245,898,379
29	FIRST COMMERCE	FL	27.13%	1.34%	\$5,873,722	\$4,620,336	\$606,327,093
30	JOURNEY	MI	26.66%	8.18%	\$5,116,888	\$4,039,748	\$116,189,972
31	CENTRIS*	NE	25.43%	3.53%	\$22,589,808	\$18,009,366	\$714,892,362
32	GEORGIA UNITED	GA	25.37%	5.02%	\$49,853,128	\$39,764,410	\$1,359,039,397
33	GENERAL ELECTRIC	OH	25.26%	2.46%	\$65,060,956	\$51,940,617	\$3,042,617,151
34	WINGS FINANCIAL**^	MN	24.84%	4.97%	\$161,729,219	\$129,553,350	\$5,065,189,002
35	SUN COMMUNITY	CA	23.82%	3.34%	\$11,599,516	\$9,368,163	\$432,944,515
36	ARROWHEAD CENTRAL*	CA	23.59%	6.78%	\$46,036,087	\$37,247,835	\$1,322,565,610
37	ADVANCIAL	TX	23.38%	3.01%	\$40,577,342	\$32,887,147	\$1,617,259,288
38	RANDOLPH-BROOKS	TX	23.37%	7.04%	\$511,673,720	\$414,736,043	\$9,275,909,828
39	POINT LOMA	CA	23.15%	3.31%	\$13,975,625	\$11,348,393	\$495,013,898
40	CASCADE	WA	23.12%	6.27%	\$5,851,300	\$4,752,505	\$305,046,232
41	SOUTHPOINT FINANCIAL	MN	23.09%	1.70%	\$4,750,300	\$3,859,260	\$352,843,518
42	GREAT RIVER	MN	23.08%	6.14%	\$7,199,897	\$5,849,812	\$179,119,252
43	MEMBERS FIRST CREDIT UNION OF FLORIDA	FL	23.01%	11.44%	\$11,381,915	\$9,252,753	\$193,234,615
44	GOLDENWEST	UT	22.98%	4.89%	\$59,475,236	\$48,361,223	\$1,553,617,446
45	CENTRAL VIRGINIA	VA	22.90%	10.06%	\$6,471,939	\$5,265,815	\$138,591,968
46	TEACHERS	IN	22.88%	2.23%	\$59,328,864	\$48,280,678	\$3,171,994,317
47	GULF COAST EDUCATORS	TX	22.47%	2.78%	\$11,519,843	\$9,406,595	\$726,322,861
48	SANTA ROSA COUNTY	FL	22.05%	11.21%	\$6,696,645	\$5,486,873	\$127,912,051
49	CREDIT UNION OF AMERICA*	KS	22.04%	5.03%	\$38,295,544	\$31,379,489	\$890,895,281
50	SHELL	TX	21.84%	5.51%	\$51,130,296	\$41,964,768	\$1,058,445,675
<b>U.S. AVERAGE</b>			<b>7.51%</b>	<b>5.91%</b>	<b>\$11,357,349</b>	<b>\$10,198,504</b>	<b>\$267,814,892</b>

\* MERGED IN THE PAST YEAR. ^ ACQUIRED A BANK OR BANK BRANCH(ES) IN THE PAST YEAR.

\*\* TOTAL CREDIT CARD BALANCES &gt;\$3 MILLION.

## LEADERS IN AVERAGE CREDIT CARD LOAN BALANCE

FOR U.S. CREDIT UNIONS &gt;\$100M IN ASSETS\* | DATA AS OF 12.31.18

Rk.	Credit Union	St.	Average Credit Card Loan Balance	Credit Card Loans**	Credit Card Lines	12-Month Growth In Credit Card Loans	Total Assets
1	NAVY	VA	\$6,457	\$17,069,900,551	2,643,733	15.29%	\$96,962,446,018
2	PENNSYLVANIA STATE EMPLOYEES	PA	\$5,607	\$749,712,271	133,703	7.55%	\$5,356,853,183
3	BHCU	PA	\$5,581	\$4,179,893	749	-2.81%	\$148,912,862
4	APG	MD	\$5,449	\$149,770,056	27,486	5.72%	\$1,362,960,385
5	NW PREFERRED	OR	\$5,434	\$11,275,158	2,075	19.14%	\$128,964,785
6	CONGRESSIONAL	VA	\$5,387	\$69,667,115	12,933	-1.58%	\$970,766,343
7	IBM SOUTHEAST EMPLOYEES	FL	\$5,254	\$110,236,473	20,983	11.70%	\$1,132,677,020
8	SHARONVIEW	SC	\$5,218	\$101,895,093	19,528	2.02%	\$1,613,711,998
9	PEOPLE'S TRUST	TX	\$5,213	\$20,659,069	3,963	-8.50%	\$472,717,293
10	NASA	MD	\$5,178	\$288,658,701	55,745	5.54%	\$2,599,290,916
11	THE PARTNERSHIP	VA	\$5,099	\$9,692,771	1,901	-6.29%	\$153,753,143
12	DEPARTMENT OF THE INTERIOR	DC	\$5,050	\$12,766,856	2,528	9.63%	\$205,850,945
13	INSPIRUS	WA	\$5,014	\$100,611,581	20,067	-3.97%	\$1,324,555,734
14	SILVER STATE SCHOOLS	NV	\$4,904	\$9,503,311	1,938	1.78%	\$767,633,250
15	UNIVERSITY	FL	\$4,863	\$11,695,310	2,405	4.27%	\$207,089,083
16	JAX	FL	\$4,776	\$35,198,498	7,370	-0.86%	\$386,805,704
17	MONTGOMERY COUNTY EMPLOYEES	MD	\$4,692	\$10,439,786	2,225	6.09%	\$146,690,965
18	BATON ROUGE TELCO	LA	\$4,654	\$24,099,807	5,178	6.39%	\$296,885,820
19	TRUE NORTH	AK	\$4,570	\$6,342,857	1,388	-2.54%	\$152,971,906
20	PALMETTO CITIZENS	SC	\$4,437	\$59,287,425	13,361	5.74%	\$849,617,566
20	KITSAP	WA	\$4,437	\$65,260,599	14,708	1.24%	\$1,254,722,334
22	NRL	VA	\$4,430	\$27,921,362	6,303	2.82%	\$455,810,780
23	FIRST FINANCIAL	NJ	\$4,422	\$13,756,238	3,111	-7.43%	\$175,324,277
24	U.S. POSTAL SERVICE	MD	\$4,420	\$18,688,920	4,228	0.03%	\$239,180,039
25	SCE	CA	\$4,417	\$47,835,082	10,829	-0.16%	\$742,864,864
26	ABNB	VA	\$4,395	\$37,995,906	8,645	2.82%	\$572,824,950
27	ST. PAUL	MN	\$4,354	\$13,066,224	3,001	11.41%	\$179,462,682
28	VIRGINIA	VA	\$4,333	\$346,984,505	80,071	1.35%	\$3,638,027,361
29	NYMEO	MD	\$4,317	\$13,392,423	3,102	-0.28%	\$267,745,588
30	SF FIRE	CA	\$4,263	\$60,422,320	14,174	-6.58%	\$1,333,085,887
31	MONEY ONE	MD	\$4,249	\$5,723,539	1,347	-11.05%	\$137,375,794
32	QUALSTAR	WA	\$4,243	\$46,472,434	10,952	5.40%	\$589,297,443
33	PRINCE GEORGE'S COMMUNITY	MD	\$4,211	\$4,324,422	1,027	34.66%	\$174,523,371
34	LEHIGH VALLEY EDUCATORS	PA	\$4,210	\$18,027,158	4,282	7.16%	\$311,641,517
35	AEROSPACE	CA	\$4,207	\$6,412,127	1,524	2.04%	\$371,041,291
36	SAFE	SC	\$4,138	\$67,967,574	16,424	-0.95%	\$1,052,862,332
37	FORT WORTH COMMUNITY	TX	\$4,116	\$51,213,716	12,444	0.30%	\$936,300,964
38	PATELCO	CA	\$4,115	\$216,165,485	52,536	9.47%	\$6,592,865,516
39	UVA COMMUNITY	VA	\$4,089	\$45,489,762	11,125	-4.16%	\$954,157,214
40	MISSION	CA	\$4,050	\$216,933,249	53,561	7.51%	\$3,560,256,583
41	FIRST FINANCIAL	CA	\$4,038	\$81,113,246	20,087	15.31%	\$598,109,273
42	IDEAL	MN	\$4,028	\$18,271,609	4,536	2.14%	\$732,008,715
43	MARINE	NC	\$3,989	\$61,435,114	15,400	-6.62%	\$733,529,450
44	FOUNDERS	SC	\$3,983	\$150,314,850	37,735	14.60%	\$2,398,412,594
45	ONTARIO MONTCLAIR SCHOOLS	CA	\$3,979	\$5,706,500	1,434	-3.53%	\$110,776,902
46	SEATTLE	WA	\$3,975	\$36,820,598	9,262	6.78%	\$855,470,366
47	SUNSTATE	FL	\$3,967	\$28,392,641	7,158	-0.18%	\$445,257,116
48	XCEED FINANCIAL	CA	\$3,966	\$24,698,220	6,227	8.07%	\$890,641,888
49	COMMUNITYAMERICA	KS	\$3,964	\$116,541,679	29,398	12.09%	\$2,686,627,768
50	COMMUNITY FIRST CU OF FLORIDA	FL	\$3,962	\$89,934,876	22,698	4.00%	\$1,638,566,294
<b>U.S. AVERAGE</b>			<b>\$3,022</b>	<b>\$11,357,349</b>	<b>3,758</b>	<b>7.51%</b>	<b>\$267,814,892</b>

\*\* CREDIT CARD LOAN BALANCES &gt;\$3 MILLION ONE YEAR AGO.

## LEADERS IN CREDIT CARD CONCENTRATION

FOR U.S. CREDIT UNIONS &gt;\$100M IN ASSETS | DATA AS OF 12.31.18

Rk.	Credit Union	St.	CC Loans / Total Loans	CC Loans**	Total Loans	Credit Card Loan Growth	Average Credit Card Balance	Credit Card Penetration	Total Assets
1	AMERICAN 1	MI	26.98%	\$71,462,249	\$264,903,678	18.17%	\$3,729	32.71%	\$368,020,646
2	NAVY	VA	23.11%	\$17,069,900,551	\$73,866,028,647	15.29%	\$6,457	32.12%	\$96,962,446,018
3	UNIVERSITY OF ILLINOIS COMMUNITY	IL	20.35%	\$56,313,819	\$276,759,110	3.69%	\$3,047	39.16%	\$346,081,451
4	CREDIT UNION OF OHIO	OH	19.18%	\$13,342,671	\$69,574,132	-0.11%	\$2,868	24.40%	\$138,705,285
5	LEHIGH VALLEY EDUCATORS	PA	18.62%	\$18,027,158	\$96,831,846	7.16%	\$4,210	25.16%	\$311,641,517
6	PENNSYLVANIA STATE EMPLOYEES	PA	17.55%	\$749,712,271	\$4,273,046,659	7.55%	\$5,607	29.50%	\$5,356,853,183
7	UNIVERSITY	FL	16.65%	\$11,695,310	\$70,225,063	4.27%	\$4,863	14.55%	\$207,089,083
8	FIRST FINANCIAL	CA	16.50%	\$81,113,246	\$491,480,531	15.31%	\$4,038	60.38%	\$598,109,273
9	SOUTH FLORIDA EDUCATIONAL	FL	16.22%	\$41,093,649	\$253,342,438	11.42%	\$2,258	21.61%	\$1,117,103,611
10	SMW 104	CA	16.17%	\$6,189,176	\$38,278,727	-1.31%	\$2,593	24.28%	\$100,758,886
11	SCHOOL EMPLOYEES LORAIN COUNTY	OH	15.83%	\$8,930,124	\$56,428,512	-6.51%	\$1,685	42.61%	\$149,546,436
12	ARGENT	VA	15.62%	\$24,819,670	\$158,899,522	1.24%	\$3,587	28.44%	\$242,662,049
13	CSE	OH	15.54%	\$26,873,718	\$172,884,290	14.16%	\$1,827	33.55%	\$250,278,938
14	TRUCHOICE	ME	14.93%	\$18,774,628	\$125,789,549	12.86%	\$3,943	39.22%	\$139,510,865
15	NASA	MD	14.89%	\$288,658,701	\$1,938,472,822	5.54%	\$5,178	34.89%	\$2,599,290,916
16	SC STATE	SC	14.22%	\$66,087,887	\$464,888,451	5.54%	\$3,109	28.55%	\$829,149,033
17	EARTHMOVER	IL	14.10%	\$24,129,804	\$171,158,643	2.40%	\$1,771	48.13%	\$272,252,188
18	ARIZONA	AZ	13.99%	\$123,402,776	\$881,907,450	-2.12%	\$3,083	32.49%	\$1,602,430,320
19	DUPAGE	IL	13.87%	\$38,745,439	\$279,340,781	5.26%	\$2,713	40.35%	\$356,020,441
20	VIRGINIA	VA	13.36%	\$346,984,505	\$2,597,131,427	1.35%	\$4,333	28.82%	\$3,638,027,361
21	BEACH MUNICIPAL	VA	13.01%	\$9,254,269	\$71,133,285	-0.06%	\$2,664	36.07%	\$118,801,511
22	MARINE	NC	12.80%	\$61,435,114	\$479,958,310	-6.62%	\$3,989	17.71%	\$733,529,450
23	APG	MD	12.71%	\$149,770,056	\$1,178,452,200	5.72%	\$5,449	21.13%	\$1,362,960,385
24	MY PERSONAL	MI	12.66%	\$10,645,778	\$84,081,272	17.14%	\$3,298	23.64%	\$138,236,679
25	G.P.O.	NY	12.61%	\$21,955,523	\$174,089,050	4.65%	\$2,711	25.67%	\$274,959,274
26	MARRIOTT EMPLOYEES	MD	12.43%	\$11,336,318	\$91,234,911	-9.17%	\$1,416	25.10%	\$186,068,692
27	IBM SOUTHEAST EMPLOYEES	FL	12.26%	\$110,236,473	\$898,917,677	11.70%	\$5,254	24.77%	\$1,132,677,020
27	REDSTONE	AL	12.26%	\$255,331,753	\$2,082,994,241	4.63%	\$3,631	16.32%	\$4,898,595,925
29	QUALSTAR	WA	12.21%	\$46,472,434	\$380,677,386	5.40%	\$4,243	14.11%	\$589,297,443
30	ADVANTAGE	NY	12.17%	\$30,096,334	\$247,207,318	8.79%	\$2,783	30.92%	\$338,144,608
31	CONGRESSIONAL	VA	12.12%	\$69,667,115	\$574,960,777	-1.58%	\$5,387	27.53%	\$970,766,343
32	UNIVERSITY OF NEBRASKA	NE	12.10%	\$6,042,272	\$49,924,875	-3.34%	\$2,204	22.00%	\$103,287,607
33	FEDCHOICE	MD	12.08%	\$25,177,264	\$208,388,748	-3.65%	\$3,580	28.67%	\$372,902,947
34	GECU	TX	11.99%	\$299,791,347	\$2,500,427,882	5.98%	\$3,740	20.81%	\$2,832,247,673
35	NE PA COMMUNITY	PA	11.93%	\$6,129,540	\$51,380,501	4.34%	\$2,234	20.40%	\$120,128,401
36	SIGNATURE	VA	11.92%	\$29,758,246	\$249,751,667	-2.82%	\$2,621	48.61%	\$294,390,962
37	GERBER	MI	11.88%	\$10,198,925	\$85,823,546	9.67%	\$3,237	22.07%	\$150,254,259
38	VONS EMPLOYEES	CA	11.78%	\$40,176,796	\$341,124,551	7.56%	\$2,806	26.71%	\$567,543,012
39	PALMETTO CITIZENS	SC	11.68%	\$59,287,425	\$507,708,482	5.74%	\$4,437	20.19%	\$849,617,566
40	ARKANSAS BEST	AR	11.65%	\$10,590,493	\$90,882,989	-5.97%	\$2,646	26.31%	\$128,261,010
41	TYNDALL	FL	11.61%	\$79,257,833	\$682,714,602	-4.35%	\$2,483	27.42%	\$1,619,574,207
42	OHIO UNIVERSITY	OH	11.60%	\$31,098,206	\$268,094,740	8.21%	\$3,906	31.77%	\$358,371,773
43	JAX	FL	11.59%	\$35,198,498	\$303,630,281	-0.86%	\$4,776	20.28%	\$386,805,704
44	OMNI COMMUNITY	MI	11.54%	\$24,723,311	\$214,184,352	6.69%	\$2,604	23.67%	\$405,443,248
44	PARKSIDE	MI	11.54%	\$7,650,477	\$66,298,396	8.18%	\$2,208	22.73%	\$118,573,170
46	MEMBERS FIRST CU OF FLORIDA	FL	11.44%	\$11,381,915	\$99,531,955	23.01%	\$2,568	25.98%	\$193,234,615
47	SANTA ROSA COUNTY	FL	11.21%	\$6,696,645	\$59,714,201	22.05%	\$3,106	17.85%	\$127,912,051
48	ABCO	NJ	11.15%	\$12,618,817	\$113,182,037	-8.19%	\$3,076	12.05%	\$191,313,073
49	UNIVERSITY OF MICHIGAN	MI	11.08%	\$77,959,647	\$703,572,976	12.33%	\$3,544	23.24%	\$907,339,038
50	CAHP	CA	10.97%	\$18,543,820	\$168,987,162	-2.60%	\$2,699	38.47%	\$200,571,111
<b>U.S. AVERAGE</b>			<b>5.91%</b>	<b>\$11,357,349</b>	<b>\$192,180,590</b>	<b>7.51%</b>	<b>\$3,022</b>	<b>17.56%</b>	<b>\$267,814,892</b>

\*\* CREDIT CARD LOAN BALANCES &gt;\$3 MILLION ONE YEAR AGO.

## LEADERS IN CREDIT CARD PENETRATION

FOR U.S. CREDIT UNIONS &gt;\$100M IN ASSETS | DATA AS OF 12.31.18

Rk.	Credit Union	St.	Credit Cards/ Members	Credit Card Loans/ Total Loans	Average Credit Card Balance	12-Month Credit Card Loan Growth	Credit Card Loans**	Total Assets
1	FIRST FINANCIAL	CA	60.38%	16.50%	\$4,038	15.31%	\$81,113,246	\$598,109,273
2	BANK-FUND STAFF	DC	58.26%	3.28%	\$1,795	-0.55%	\$92,442,666	\$4,971,904,840
3	PURDUE	IN	48.79%	9.19%	\$2,119	3.51%	\$81,695,313	\$1,192,589,512
4	SIGNATURE	VA	48.61%	11.92%	\$2,621	-2.82%	\$29,758,246	\$294,390,962
5	EARTHMOVER	IL	48.13%	14.10%	\$1,771	2.40%	\$24,129,804	\$272,252,188
6	FIREFIGHTERS FIRST	CA	46.77%	3.94%	\$2,219	7.44%	\$46,645,638	\$1,380,523,596
7	BENCHMARK	PA	45.07%	7.03%	\$2,037	-3.05%	\$11,425,097	\$215,424,397
8	SCHLUMBERGER EMPLOYEES	TX	43.56%	6.19%	\$1,136	-8.13%	\$14,905,211	\$813,261,903
9	BECU	WA	42.71%	9.23%	\$2,406	9.60%	\$1,194,574,889	\$19,601,489,460
10	SCHOOL EMPLOYEES LORAIN COUNTY	OH	42.61%	15.83%	\$1,685	-6.51%	\$8,930,124	\$149,546,436
11	POLICE AND FIRE	PA	42.22%	6.77%	\$1,568	6.76%	\$201,511,557	\$5,234,487,857
12	GAIN	CA	41.54%	7.36%	\$1,795	-2.24%	\$14,530,447	\$334,478,005
13	HOUSTON POLICE	TX	41.48%	7.03%	\$2,553	4.09%	\$30,467,571	\$721,168,870
14	IAA	IL	41.25%	5.42%	\$1,283	-3.70%	\$8,745,910	\$252,362,267
15	WATERBURY CONNECTICUT TEACHERS	CT	41.16%	9.79%	\$2,314	-2.63%	\$17,905,918	\$226,896,345
16	SAGINAW MEDICAL	MI	40.89%	8.49%	\$1,573	-3.13%	\$7,636,775	\$132,492,294
17	SUMMIT	WI	40.46%	5.96%	\$2,230	15.26%	\$165,753,316	\$3,224,170,223
18	DUPAGE	IL	40.35%	13.87%	\$2,713	5.26%	\$38,745,439	\$356,020,441
19	PARTNERS	CA	40.34%	8.65%	\$2,064	4.93%	\$137,563,340	\$1,744,779,348
20	UNIVERSITY OF WISCONSIN	WI	40.05%	7.69%	\$1,622	4.04%	\$168,254,949	\$2,819,644,183
21	MASSACHUSETTS INSTITUTE OF TECHNOLOGY	MA	39.65%	3.53%	\$1,233	-5.87%	\$17,914,544	\$564,203,340
22	LOGIX	CA	39.30%	4.46%	\$3,084	3.80%	\$241,662,134	\$6,019,062,386
23	TRUCHOICE	ME	39.22%	14.93%	\$3,943	12.86%	\$18,774,628	\$139,510,865
24	UNIVERSITY OF ILLINOIS COMMUNITY	IL	39.16%	20.35%	\$3,047	3.69%	\$56,313,819	\$346,081,451
25	CASCADE	WA	39.05%	6.27%	\$1,627	23.12%	\$5,851,300	\$305,046,232
26	VELOCITY COMMUNITY	FL	38.88%	8.48%	\$1,802	4.68%	\$15,086,058	\$356,384,470
27	TOWER	MD	38.79%	5.68%	\$1,914	1.41%	\$138,593,144	\$3,041,866,809
28	HONDA	CA	38.66%	8.20%	\$2,140	-2.47%	\$55,475,195	\$831,309,214
29	NW PRIORITY	OR	38.61%	5.37%	\$821	-0.08%	\$5,017,993	\$247,608,610
30	CAHP	CA	38.47%	10.97%	\$2,699	-2.60%	\$18,543,820	\$200,571,111
31	EDUCATION	TX	37.75%	6.50%	\$1,336	2.01%	\$13,382,517	\$258,385,037
32	WE FLORIDA FINANCIAL	FL	37.67%	4.79%	\$1,016	-1.39%	\$18,363,501	\$507,670,477
33	O.A.S. STAFF	DC	36.54%	4.02%	\$1,558	1.87%	\$4,715,197	\$241,988,171
34	LOS ANGELES POLICE	CA	36.23%	4.18%	\$1,935	1.56%	\$28,245,519	\$931,835,508
35	WANIGAS	MI	36.08%	4.89%	\$1,120	-3.70%	\$10,471,098	\$325,627,583
36	BEACH MUNICIPAL	VA	36.07%	13.01%	\$2,664	-0.06%	\$9,254,269	\$118,801,511
37	ROCKY MOUNTAIN LAW ENFORCEMENT	CO	35.99%	9.18%	\$2,537	2.82%	\$12,746,398	\$226,761,307
37	QUORUM	NY	35.99%	5.41%	\$1,375	-17.21%	\$38,095,954	\$817,533,234
39	CHRISTIAN COMMUNITY	CA	35.96%	4.35%	\$2,125	-4.06%	\$23,799,041	\$656,933,683
40	COASTHILLS	CA	35.22%	7.25%	\$3,067	2.66%	\$73,534,148	\$1,158,529,417
41	AMERICAN BROADCAST EMPLOYEES	NY	35.17%	10.49%	\$2,293	-6.37%	\$7,088,556	\$109,055,103
42	KIRTLAND	NM	35.16%	10.04%	\$3,131	-3.47%	\$53,181,125	\$789,504,944
43	NASA	MD	34.89%	14.89%	\$5,178	5.54%	\$288,658,701	\$2,599,290,916
44	SPOKANE	WA	34.87%	5.57%	\$1,498	-5.65%	\$5,934,906	\$157,631,620
45	ASSOCIATED CREDIT UNION OF TEXAS	TX	34.85%	7.28%	\$1,439	7.69%	\$20,180,018	\$399,736,603
46	360	CT	34.84%	7.25%	\$1,937	-4.63%	\$11,892,744	\$223,158,298
47	CAMINO	CA	34.53%	5.25%	\$1,042	1.67%	\$4,541,895	\$146,909,109
48	MERCK EMPLOYEES	NJ	34.45%	7.37%	\$1,281	-8.09%	\$11,070,746	\$1,900,048,135
49	ANHEUSER-BUSCH EMPLOYEES'	MO	34.40%	8.01%	\$2,588	-2.76%	\$117,172,285	\$1,707,183,095
50	JM ASSOCIATES	FL	34.35%	10.71%	\$2,064	2.47%	\$5,711,308	\$125,968,913
<b>U.S. AVERAGE</b>			<b>17.56%</b>	<b>5.91%</b>	<b>\$3,022</b>	<b>7.51%</b>	<b>\$11,357,349</b>	<b>\$267,814,892</b>

\*\* CREDIT CARD LOAN BALANCES &gt;\$3 MILLION LAST YEAR.



## BUSINESS LOANS COMPRISE A LARGER PORTION OF THE LOAN PORTFOLIO

The NCUA started segmenting member business lending and commercial lending in the third quarter of 2017. Prior to this, credit unions reported all business-purpose loans as member business lending. Today, credit unions report member business lending balances under a single field and all other business loans under designated commercial lending line items.

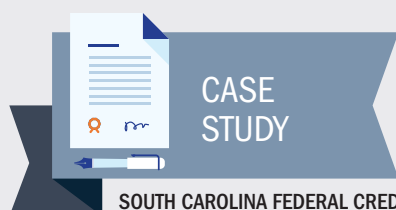
Member business loans at credit unions reached \$69.6 billion in the fourth quarter of 2018, translating to an annual increase of 1.9%, or \$1.3 billion. As of Dec. 31, 2018, member business loans comprised 6.6% of total loans. That's down 46 basis points from one year ago.

Credit unions reported a 12.1% year-over-year increase in total commercial loan balances in 2018. This loan segment jumped from \$65.2 billion in the fourth quarter of 2017 to \$73.1 billion in the fourth quarter of 2018. The average balance of the total commercial lending portfolio at credit unions was \$340,528 as of Dec. 31, 2018. By year-end 2018, commercial loans comprised 6.9% of the \$1.1 trillion

total lending portfolio at credit unions, an increase of 19 basis points from the same time last year.

Commercial loan balances to members increased 11.7% year-over-year, from \$55.5 billion in 2017 to \$61.9 billion at year-end 2018. As of the fourth quarter, commercial loans to members made up 84.8% of total commercial loan balances at credit unions. Purchased non-member commercial loan balances increased 14.4% year-over-year, from \$9.7 billion to \$11.1 billion. These loans accounted for the remaining 15.2% of the commercial loan portfolio.

Commercial loans secured by non-owner occupied, non-farm, and non-residential property represented the majority of both the member and non-member commercial loan portfolios — 41.3% and 52.0%, respectively. Construction and development loans, which increased 31.6% year-over-year to \$3.1 billion as of Dec. 31, 2018, was the fastest-growing segment of commercial loans.



### NO NEED TO WAIT FOR SMALL BUSINESS SATURDAY

**SOUTH CAROLINA FEDERAL CREDIT UNION / NORTH CHARLESTON, SC / ASSETS: \$1.8B / MEMBERS: 159,399**

South Carolina Federal Credit Union didn't want to take a cookie-cutter approach when expanding its business services from its home base in Charleston into the Columbia, SC, market, so it created the Doing More Together (DOMOTO) campaign to showcase the range of business services it offers.

And that's just one part of South Carolina FCU's strategy that began by crunching the numbers and then focusing on potential opportunities and working together through cross-functional teams before launching the campaign in October 2018.

"Our niche is small businesses with \$500,000 to \$1.5 million in revenue," says vice president of lending John Stanford. "Larger businesses can go into any financial institution and command attention. These smaller companies tend to be a forgotten group."

South Carolina FCU offers the loans, checking, savings, merchant services, insurance, and investment resources businesses of all sizes need. But, the Charleston-based cooperative takes business banking a step further by also offering services such as employee benefits — through its benefit solutions CUSO — as well as strategic consulting services that

range from the basics of business management to leadership development and succession planning.

"Seldom do you find a solution that encompasses a full array of services for members' personal and business needs," Stanford says. "The same is true with leadership consulting services. We want to offer a solution for whatever the business owner might need."

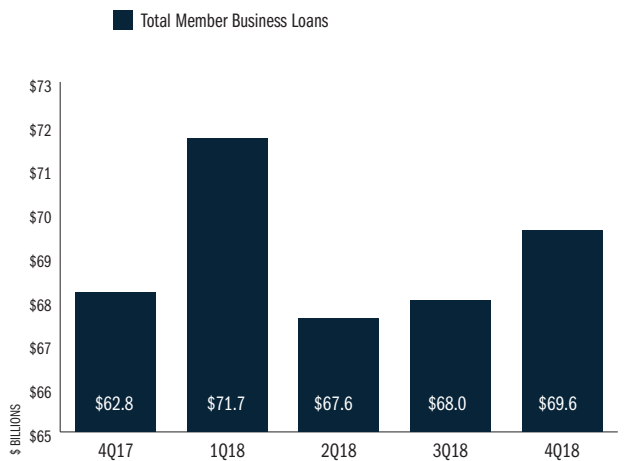
In the Columbia area, the credit union identified several high-performing retail staff members and provided a two-and-a-half week, in-depth training program to prepare them to handle business member requests and identify opportunities. These hybrid employees are now familiar with the credit union's internal policies and procedures and know how to read financial statements to uncover business needs and suggest the best credit union solutions.

*Find more business lending best practices at [CreditUnions.com/lending/member-business-lending-mbl](https://CreditUnions.com/lending/member-business-lending-mbl).*

## MEMBER BUSINESS LENDING

## TOTAL MEMBER BUSINESS LOANS

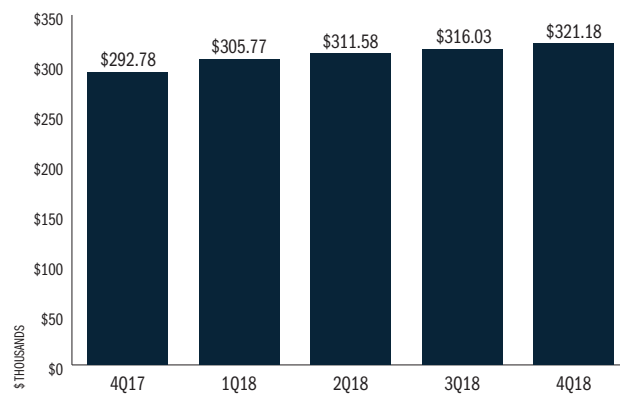
FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



\*\*DUE TO NCUA REPORTING CHANGES IN 3Q17, THIS GRAPH IS DISPLAYED IN QUARTERLY INCREMENTS

## AVERAGE MEMBER COMMERCIAL LOAN BALANCE

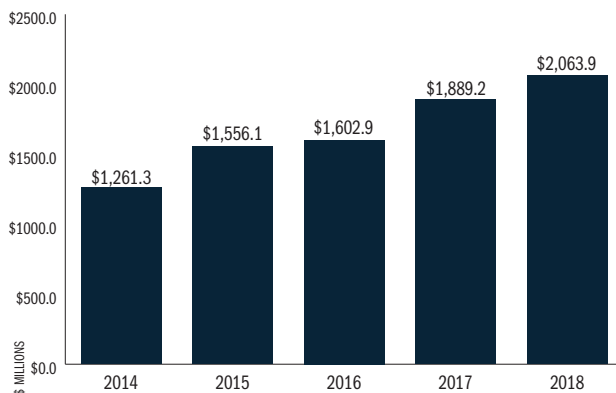
FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



\*\*DUE TO NCUA REPORTING CHANGES IN 3Q17, THIS GRAPH IS DISPLAYED IN QUARTERLY INCREMENTS

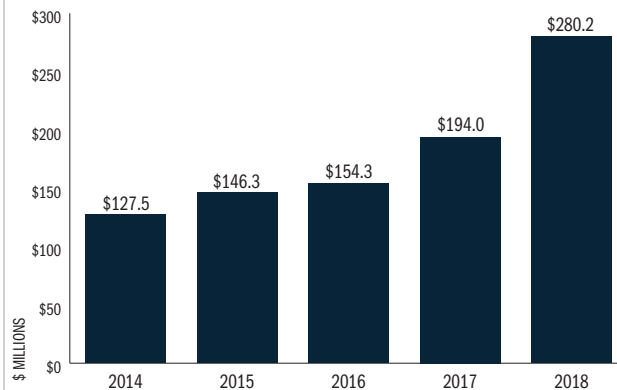
## SMALL BUSINESS ADMINISTRATION LOANS

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



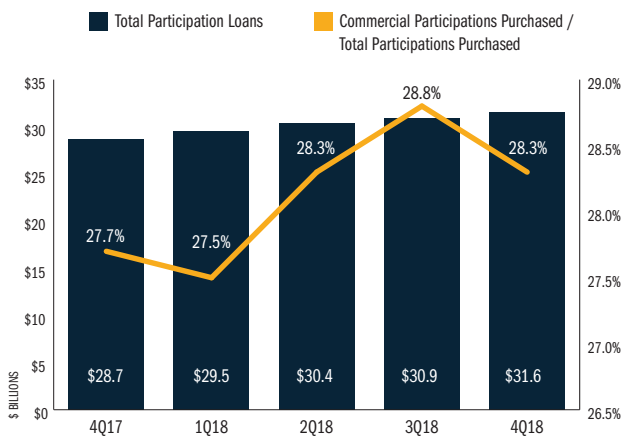
## UNSECURED MEMBER COMMERCIAL LOANS

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



## PARTICIPATION LOANS

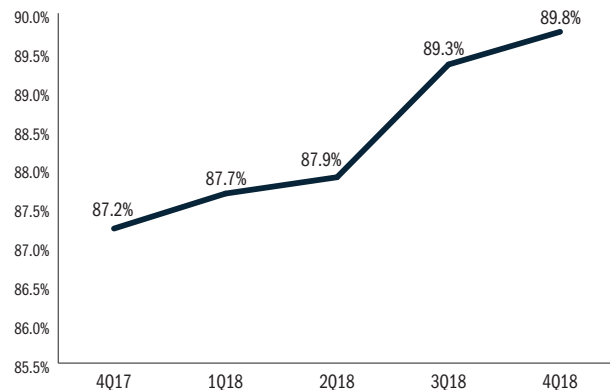
FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



\*\*DUE TO NCUA REPORTING CHANGES IN 3Q17, THIS GRAPH IS DISPLAYED IN QUARTERLY INCREMENTS

REAL ESTATE-SECURED COMMERCIAL LOANS/  
TOTAL COMMERCIAL LOANS

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



\*\*DUE TO NCUA REPORTING CHANGES IN 3Q17, THIS GRAPH IS DISPLAYED IN QUARTERLY INCREMENTS

SOURCE: CALLAHAN &amp; ASSOCIATES

## LEADERS IN 12-MONTH MEMBER BUSINESS LOAN GROWTH

FOR U.S. CREDIT UNIONS &gt;\$100M IN ASSETS | DATA AS OF 12.31.18

Rk.	Credit Union	St.	12-Month Growth	Total MBLs** (12.31.18)	Total MBLs** (12.31.17)	Total MBLs / Total Loans	Total Assets
1	SELF-HELP*	NC	665.00%	\$80,050,456	\$10,464,174	12.19%	\$1,010,026,709
2	FIRST SOURCE	NY	533.92%	\$18,153,413	\$2,863,658	3.33%	\$587,964,070
3	BRIGHTSTAR	FL	372.57%	\$23,730,746	\$5,021,597	6.61%	\$481,736,746
4	ORION*	TN	356.20%	\$74,380,383	\$16,304,451	10.60%	\$807,661,126
5	ANDREWS	MD	335.24%	\$189,947,195	\$43,642,171	12.86%	\$1,761,373,857
6	MAINE STATE	ME	312.12%	\$4,215,851	\$1,022,964	1.35%	\$411,220,791
7	TELCOE	AR	279.25%	\$7,718,282	\$2,035,166	6.51%	\$361,029,638
8	OREGON COMMUNITY	OR	277.84%	\$36,558,362	\$9,675,593	2.32%	\$1,708,440,591
9	RIVER REGION	MO	257.14%	\$4,645,286	\$1,300,681	2.37%	\$237,246,176
10	1ST COMMUNITY	WI	251.40%	\$17,779,890	\$5,059,758	13.37%	\$169,909,235
11	TAUNTON	MA	247.37%	\$20,280,438	\$5,838,265	15.05%	\$163,814,602
12	TRIANGLE	NH	207.41%	\$13,709,764	\$4,459,702	2.33%	\$682,426,344
13	HOUSTON	TX	182.58%	\$3,952,556	\$1,398,731	0.95%	\$645,825,619
14	CREDIT UNION OF GEORGIA	GA	181.78%	\$3,318,356	\$1,177,637	2.04%	\$321,563,431
15	COOSA PINES	AL	177.02%	\$3,455,419	\$1,247,365	2.40%	\$239,703,852
16	SHAREFAX	OH	176.46%	\$12,608,469	\$4,560,710	5.04%	\$382,200,243
17	DIRECTIONS*	OH	168.42%	\$19,317,323	\$7,196,665	2.67%	\$857,663,506
18	LGE COMMUNITY*^	GA	161.68%	\$87,854,077	\$33,573,413	7.97%	\$1,391,337,596
19	INFINITY	ME	139.06%	\$2,500,000	\$1,045,752	1.02%	\$345,449,928
20	SAGINAW MEDICAL	MI	127.02%	\$3,923,635	\$1,728,348	4.36%	\$132,492,294
21	GENERAL ELECTRIC	OH	123.50%	\$189,638,572	\$84,851,164	7.17%	\$3,042,617,151
22	MCT	TX	119.43%	\$16,931,133	\$7,715,875	8.91%	\$295,924,955
23	TEACHERS*	NY	115.71%	\$530,213,831	\$245,796,025	11.92%	\$7,247,532,118
24	LAKE MICHIGAN^	MI	115.37%	\$741,812,781	\$344,440,607	14.99%	\$6,064,105,758
25	SRP	SC	112.98%	\$64,413,013	\$30,243,900	9.91%	\$927,897,788
26	PANHANDLE EDUCATORS	FL	109.14%	\$10,108,349	\$4,833,365	9.69%	\$247,813,361
27	AEA	AZ	107.02%	\$34,135,137	\$16,489,108	17.16%	\$247,672,672
28	GREAT LAKES	IL	106.12%	\$81,226,221	\$39,407,555	12.56%	\$860,514,440
29	QUORUM	NY	105.63%	\$10,281,256	\$5,000,000	1.46%	\$817,533,234
30	RIVER VALLEY	OH	103.91%	\$29,768,735	\$14,599,211	10.87%	\$340,159,941
31	BUILDING TRADES	MN	100.99%	\$5,783,754	\$2,877,573	6.46%	\$147,761,918
32	NAHEOLA	AL	97.20%	\$12,293,167	\$6,233,964	16.77%	\$104,222,035
33	SIERRA CENTRAL	CA	95.60%	\$20,337,273	\$10,397,556	2.69%	\$1,115,563,517
34	VERITY	WA	95.21%	\$23,330,205	\$11,951,044	5.04%	\$587,187,700
35	EVANSVILLE TEACHERS^	IN	94.78%	\$79,134,748	\$40,627,720	5.99%	\$1,645,027,773
36	FREEDOM NORTHWEST	ID	94.01%	\$4,156,481	\$2,142,440	3.11%	\$157,570,045
37	SHREWSBURY	MA	92.71%	\$2,803,099	\$1,454,554	3.42%	\$154,488,631
38	SOLARITY	WA	90.33%	\$40,931,219	\$21,505,430	6.71%	\$746,567,784
39	GREENVILLE	SC	88.94%	\$14,882,801	\$7,877,043	8.47%	\$241,320,797
40	COMMUNITYAMERICA*	KS	88.19%	\$86,964,738	\$46,212,110	4.68%	\$2,686,627,768
41	NEIGHBORS	LA	86.71%	\$32,199,987	\$17,245,993	4.30%	\$874,869,139
42	EDUCATORS	WI	86.29%	\$44,726,392	\$24,008,812	2.65%	\$1,993,670,393
43	ELGA	MI	86.26%	\$97,893,155	\$52,558,494	16.17%	\$660,585,570
44	KEESLER*	MS	86.03%	\$126,455,902	\$67,975,189	6.05%	\$2,734,647,835
45	CHIEF FINANCIAL	MI	85.00%	\$7,434,951	\$4,018,823	5.52%	\$148,909,778
46	CAPED	ID	84.72%	\$69,720,344	\$37,744,527	11.89%	\$664,832,769
47	LAFAYETTE	MD	79.30%	\$46,237,885	\$25,787,864	9.40%	\$558,788,841
48	WRIGHT-PATT	OH	78.67%	\$250,888,153	\$140,416,109	7.46%	\$4,429,115,214
49	NOTRE DAME	IN	77.53%	\$34,705,733	\$19,549,691	6.57%	\$628,258,494
50	COMPASS COMMUNITY	CA	74.13%	\$10,176,208	\$5,844,148	13.66%	\$137,232,631
<b>U.S. AVERAGE</b>			<b>1.92%</b>	<b>\$12,664,562</b>	<b>\$11,996,056</b>	<b>6.59%</b>	<b>\$267,814,892</b>

\* MERGED IN THE PAST YEAR. ^ ACQUIRED A BANK OR BANK BRANCH(ES) IN THE PAST YEAR.

\*\* TOTAL MBLs &gt;\$2 MILLION ON DECEMBER 31, 2018, AND &gt;\$1 MILLION ON DECEMBER 31, 2017.

## LEADERS IN MEMBER BUSINESS LOANS

FOR U.S. CREDIT UNIONS &gt;\$100M IN ASSETS | DATA AS OF 12.31.18

Rk.	Credit Union	St.	Total MBLs	12-Month Growth	Total MBLs / Total Loans	Total Assets
1	BECU	WA	\$1,284,999,818	-11.81%	9.93%	\$19,601,489,460
2	UNIVERSITY OF IOWA COMMUNITY	IA	\$1,175,748,798	7.52%	23.48%	\$5,377,351,126
3	BETHPAGE	NY	\$942,280,531	10.48%	15.60%	\$8,400,746,931
4	KINECTA	CA	\$927,525,926	10.29%	23.68%	\$4,436,242,993
5	ALASKA USA	AK	\$876,897,421	27.15%	14.08%	\$7,650,089,940
6	DIGITAL	MA	\$841,555,474	-6.04%	11.64%	\$8,530,261,736
7	MOUNTAIN AMERICA	UT	\$798,416,775	20.32%	11.43%	\$8,212,199,279
8	CENTRAL MINNESOTA	MN	\$767,559,887	16.11%	85.51%	\$1,100,060,228
9	LAKE MICHIGAN	MI	\$741,812,781	115.37%	14.99%	\$6,064,105,758
10	BEACON	IN	\$702,563,288	-4.94%	74.58%	\$1,223,748,107
11	ROYAL	WI	\$695,787,052	-9.73%	32.28%	\$2,390,524,196
12	FIRST TECH	CA	\$690,173,716	18.86%	7.68%	\$12,179,507,571
13	ALLIANT	IL	\$648,957,882	29.40%	7.60%	\$11,226,543,830
14	SECURITY SERVICE	TX	\$637,393,417	9.97%	7.27%	\$9,539,381,253
15	NUMERICA	WA	\$602,937,329	19.05%	32.55%	\$2,267,006,224
16	LANDMARK	WI	\$565,120,515	15.16%	16.39%	\$3,965,319,770
17	ESL	NY	\$560,461,967	28.40%	19.06%	\$6,204,535,651
18	COMMUNITY FIRST	WI	\$556,304,806	13.46%	22.23%	\$3,116,903,807
19	TEACHERS	NY	\$530,213,831	115.71%	11.92%	\$7,247,532,118
20	CEFCU	IL	\$505,331,351	4.54%	11.38%	\$5,953,334,101
21	BELLCO	CO	\$474,155,632	27.20%	13.06%	\$4,517,595,714
22	AMERICA FIRST	UT	\$447,984,616	8.96%	5.32%	\$10,322,440,624
23	FIRST COMMUNITY	ND	\$447,246,026	13.07%	65.72%	\$825,691,349
24	MIDFLORIDA	FL	\$437,560,660	1.92%	17.24%	\$3,286,122,496
25	IDAHO CENTRAL	ID	\$432,882,220	23.82%	11.74%	\$4,315,062,932
26	AMERICAN HERITAGE	PA	\$425,737,963	22.33%	24.86%	\$2,410,945,481
27	NUSENDA	NM	\$419,644,370	0.21%	22.94%	\$2,268,469,950
28	FARMERS INSURANCE GROUP	CA	\$418,952,462	5.96%	53.42%	\$917,256,720
29	MEMBERS 1ST	PA	\$411,738,746	11.25%	12.04%	\$4,125,328,873
30	VISIONS	NY	\$410,239,112	-10.45%	14.59%	\$4,187,734,437
31	EVANGELICAL CHRISTIAN	CA	\$405,368,059	-14.52%	78.56%	\$703,154,962
32	STCU	WA	\$404,365,599	6.91%	15.55%	\$2,986,315,665
33	AFFINITY	NJ	\$402,932,994	24.17%	13.57%	\$3,385,817,436
34	COASTAL	NC	\$392,741,975	18.47%	14.32%	\$3,161,502,062
35	SAN DIEGO COUNTY	CA	\$391,508,533	-15.63%	5.93%	\$8,148,466,552
36	TEACHERS	IN	\$381,431,295	16.96%	14.32%	\$3,171,994,317
37	VERIDIAN	IA	\$373,403,485	28.90%	9.86%	\$4,145,422,058
38	WINGS FINANCIAL	MN	\$370,775,030	35.30%	11.39%	\$5,065,189,002
39	DUPACO COMMUNITY	IA	\$362,791,076	22.18%	32.01%	\$1,696,414,367
40	PROGRESSIVE	NY	\$351,929,177	2.32%	93.45%	\$325,561,761
41	MISSION	CA	\$350,512,795	14.68%	12.95%	\$3,560,256,583
42	LOGIX	CA	\$349,825,869	-43.49%	6.46%	\$6,019,062,386
43	STANFORD	CA	\$345,114,196	12.09%	18.22%	\$2,616,235,773
44	RANDOLPH-BROOKS	TX	\$341,915,101	-30.25%	4.70%	\$9,275,909,828
45	REDWOOD	CA	\$341,368,475	-11.43%	9.74%	\$4,455,861,077
46	APPLE	VA	\$341,290,539	17.30%	16.67%	\$2,740,682,003
47	POLISH & SLAVIC	NY	\$336,793,734	3.43%	30.32%	\$1,956,241,161
48	EASTMAN	TN	\$333,964,099	4.21%	8.40%	\$4,530,156,863
49	UNITED	MI	\$332,990,799	-11.57%	13.19%	\$2,791,676,692
50	UNIFY FINANCIAL	CA	\$302,863,210	59.67%	12.09%	\$3,023,881,938
<b>U.S. AVERAGE</b>			<b>\$12,664,562</b>	<b>1.92%</b>	<b>6.59%</b>	<b>\$267,814,892</b>

## LEADERS IN SMALL BUSINESS ADMINISTRATION LOANS

FOR U.S. CREDIT UNIONS &gt;\$100M IN ASSETS | DATA AS OF 12.31.18

Rk.	Credit Union	St.	SBA Loans	Total Commercial Loans	SBA Loans / Total MBLs	Average SBA Loan Balance	Total Assets
1	MOUNTAIN AMERICA	UT	\$164,719,311	\$880,192,348	18.71%	\$441,607	\$8,212,199,279
2	REDWOOD	CA	\$159,228,544	\$341,368,475	46.64%	\$589,735	\$4,455,861,077
3	APPLE	VA	\$78,513,118	\$434,154,565	18.08%	\$1,105,819	\$2,740,682,003
4	MEMBERS CHOICE	TX	\$51,619,019	\$65,294,124	79.06%	\$737,415	\$589,088,491
5	ALASKA USA	AK	\$45,805,196	\$853,840,017	5.36%	\$694,018	\$7,650,089,940
6	PATELCO	CA	\$35,964,177	\$523,591,781	6.87%	\$366,981	\$6,592,865,516
7	KINECTA	CA	\$35,952,248	\$946,422,268	3.80%	\$521,047	\$4,436,242,993
8	GREATER NEVADA	NV	\$34,132,299	\$137,086,408	24.90%	\$1,264,159	\$965,384,982
9	AMERICA FIRST	UT	\$32,410,087	\$398,640,889	8.13%	\$790,490	\$10,322,440,624
10	RANDOLPH-BROOKS	TX	\$32,003,577	\$362,903,451	8.82%	\$161,634	\$9,275,909,828
11	LAKE MICHIGAN	MI	\$29,943,303	\$588,223,879	5.09%	\$855,523	\$6,064,105,758
12	CREDIT UNION OF COLORADO	CO	\$28,859,675	\$59,980,943	48.11%	\$824,562	\$1,534,256,863
13	ROYAL	WI	\$28,409,838	\$651,768,545	4.36%	\$767,833	\$2,390,524,196
14	SUMMIT	WI	\$28,116,166	\$230,483,431	12.20%	\$155,338	\$3,224,170,223
15	WHATCOM EDUCATIONAL	WA	\$27,588,628	\$220,348,818	12.52%	\$1,021,801	\$1,606,494,568
16	SAFE	CA	\$26,826,333	\$167,191,362	16.05%	\$294,795	\$2,895,309,459
17	SEATTLE	WA	\$26,533,992	\$124,541,136	21.31%	\$982,740	\$855,470,366
18	121 FINANCIAL	FL	\$25,424,463	\$72,543,928	35.05%	\$373,889	\$547,479,699
19	SECURITY SERVICE	TX	\$24,722,458	\$601,138,754	4.11%	\$363,566	\$9,539,381,253
20	STANFORD	CA	\$23,798,787	\$337,518,327	7.05%	\$881,437	\$2,616,235,773
21	IDAHO CENTRAL	ID	\$23,736,680	\$444,789,223	5.34%	\$304,316	\$4,315,062,932
22	CENTRAL MINNESOTA	MN	\$23,703,646	\$622,089,454	3.81%	\$504,333	\$1,100,060,228
23	CALIFORNIA	CA	\$23,443,599	\$310,360,990	7.55%	\$325,606	\$3,086,714,883
24	ARIZONA	AZ	\$23,221,684	\$57,478,388	40.40%	\$1,009,638	\$1,602,430,320
25	ACHIEVA	FL	\$21,555,507	\$116,554,831	18.49%	\$582,581	\$1,717,085,439
26	ALLIANT	IL	\$20,632,575	\$649,209,956	3.18%	\$1,875,689	\$11,226,543,830
27	INSIGHT	FL	\$19,498,013	\$115,924,854	16.82%	\$779,921	\$551,216,746
28	UTAH COMMUNITY	UT	\$18,717,437	\$207,208,599	9.03%	\$340,317	\$1,380,746,365
29	NORTHWEST	VA	\$17,043,128	\$100,385,305	16.98%	\$516,458	\$3,412,424,286
30	POLISH NATIONAL	MA	\$16,766,482	\$123,038,663	13.63%	\$644,865	\$602,874,739
31	HARBORSTONE	WA	\$16,558,458	\$258,658,086	6.40%	\$591,374	\$1,335,183,050
32	BLACK HILLS	SD	\$15,917,303	\$114,314,157	13.92%	\$331,610	\$1,298,959,186
33	PAWTUCKET	RI	\$15,569,261	\$136,226,647	11.43%	\$486,539	\$2,317,278,100
34	ALTRA	WI	\$15,543,941	\$153,123,308	10.15%	\$272,701	\$1,514,584,034
35	UNIVERSITY	UT	\$15,328,297	\$143,659,242	10.67%	\$128,809	\$1,037,832,323
36	TRULIANT	NC	\$14,855,177	\$171,053,095	8.68%	\$353,695	\$2,470,165,413
37	MCCOY	FL	\$14,324,577	\$43,485,941	32.94%	\$651,117	\$577,686,977
38	LGE COMMUNITY	GA	\$12,949,869	\$85,844,470	15.09%	\$719,437	\$1,391,337,596
39	KELLOGG COMMUNITY	MI	\$12,624,277	\$38,641,251	32.67%	\$382,554	\$531,370,718
40	NASSAU EDUCATORS	NY	\$12,354,187	\$351,823,852	3.51%	\$650,220	\$3,153,658,182
41	ESL	NY	\$11,980,948	\$543,456,988	2.20%	\$89,410	\$6,204,535,651
42	LIBERTY BAY	MA	\$11,804,142	\$53,130,291	22.22%	\$562,102	\$667,405,236
43	AFFINITY	NJ	\$10,660,623	\$297,115,166	3.59%	\$1,184,514	\$3,385,817,436
44	AMPLIFY	TX	\$10,018,825	\$81,549,556	12.29%	\$238,543	\$957,527,376
45	FOX COMMUNITIES	WI	\$9,943,363	\$322,180,828	3.09%	\$276,205	\$1,673,782,946
46	TRAVIS	CA	\$9,911,717	\$114,979,797	8.62%	\$495,586	\$3,121,393,060
47	CONSUMERS	MI	\$9,878,832	\$109,911,183	8.99%	\$470,421	\$1,092,793,146
48	LAKE TRUST	MI	\$9,799,763	\$200,751,404	4.88%	\$296,963	\$1,860,352,441
49	REDSTONE	AL	\$9,711,760	\$124,194,267	7.82%	\$294,296	\$4,898,595,925
50	FINANCIAL RESOURCES	NJ	\$9,568,084	\$44,566,537	21.47%	\$162,171	\$473,941,658
<b>U.S. AVERAGE</b>			<b>\$375,798</b>	<b>\$13,302,932</b>	<b>2.82%</b>	<b>\$315,965</b>	<b>\$267,814,892</b>

## SHARE CERTIFICATES CONTRIBUTE THE LION'S SHARE OF GROWTH IN 2018

Total share balances increased 5.2%, or \$61.0 billion, year-over-year to reach \$1.2 trillion as of Dec. 31, 2018. Annual growth, however, was 81 basis points slower than year-end 2017, and the quarter marked the second consecutive year of decelerating share growth. Share growth continued to lag loan growth, which put liquidity pressure on the industry. The loan-to-share ratio increased 3 percentage points from 82.5% as of year-end 2017 to 85.5% one year later.

The only share product in which credit unions reported accelerating growth was certificates. As members sought to take advantage of interest-bearing accounts in the rising rate environment, share certificate balances grew 12.3% year-over-year to \$240.6 billion. That's more than double the 6.1% rate credit unions reported at year-end 2017. IRA/Keogh balances were the only share product in which credit unions reported declining balances. They fell 0.2% annually to \$78.3 billion.

Share certificates made up 19.5% of the share portfolio as of Dec. 31, but regular shares and deposits comprised the largest portion, 37.1%. Regular share

and deposit balances grew 5.3% in 2018 to \$458.5 billion and have increased their share of the portfolio 1.9 percentage points since year-end 2017.

Core deposits — which include regular shares, share drafts, and money market shares — comprised 72.3% of the total portfolio. Core deposit growth accounted for 53.3% of overall share growth in 2018 and contributed \$32.5 billion to the \$61.0 billion total share balance growth.

Share drafts, up 5.2% in the past 12 months to \$192.8 billion, grew in size relative to other segments. By year-end 2018, 57.8% of all credit union members held a deposit account with a credit union. This is an important indicator of member engagement.

Credit unions continued to make yearly gains in average share balances, which increased nearly \$1,000 from \$9,534 as of Dec. 31, 2014, to \$10,402 as of Dec. 31, 2018. An expanding membership combined with growth in average share balances indicates members are increasingly choosing credit unions as their primary financial institution.



### ANNUAL BONUSES FUND DEPOSIT SURGE

ELEMENTS FINANCIAL FEDERAL CREDIT UNION / INDIANAPOLIS, IN / ASSETS: \$1.5B / MEMBERS: 107,221

Strong deposits from a well-compensated SEG drive a two-pronged strategy for Elements Financial Federal Credit Union.

Approximately 40,000 Elements members are affiliated with the credit union's founding select employee group, drug maker Eli Lilly. The other 53,000 members are from the 100 or so other SEGs the credit union serves.

Each year in March, Eli Lilly pays a management bonus, and approximately \$100 million of that ends up deposited as shares at Elements. The credit union uses the influx of cash to fund loans throughout the year, and it has earmarked the spring as an opportune time to market its robust wealth management program.

The credit union offers attractive products and interest rates to encourage members to keep that new money — which also includes tax refunds — in checking and savings. If 50% of that new money is still

in checking and savings after 90 days, it will stick and become a new normal balance for those members.

Elements believes it is better for members to keep those funds in checking and savings because they'll benefit sooner when rates rise and still be able to keep their funds liquid if they need it in an emergency. For the credit union, it's better for balance sheet management because Elements doesn't have to use external sources to fund loans.

Elements Financial has been offering investment services since 1997. Only 3% of the credit union's member use its wealth management services, yet it generates 10% of the credit union's net income. Approximately 80% of total revenue from wealth management is derived from fee-based advisory services, and investment services accounts.

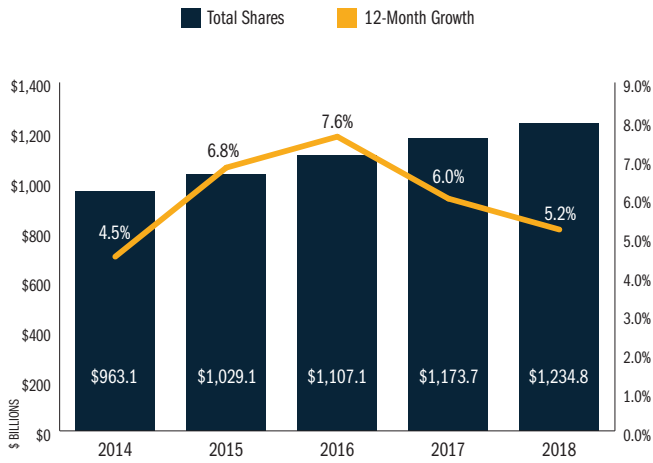
*Find more share best practices at [CreditUnions.com/deposits-payments](https://CreditUnions.com/deposits-payments).*



## SHARES

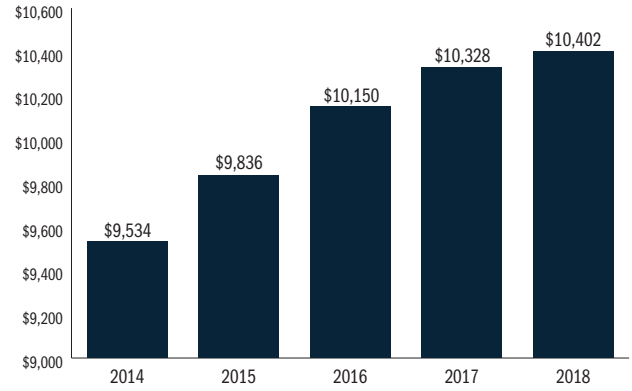
## TOTAL SHARES &amp; 12-MONTH GROWTH

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



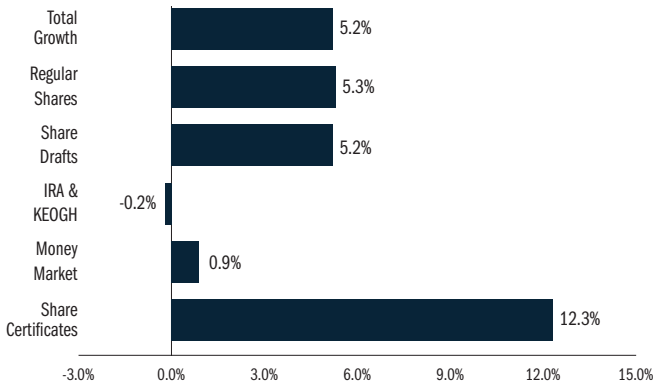
## AVERAGE SHARE BALANCE

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



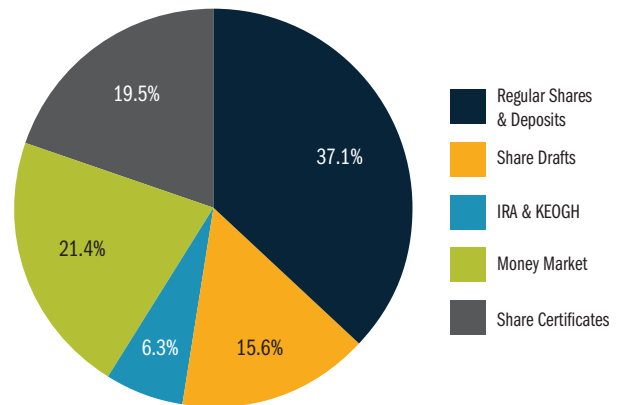
## 12-MONTH SHARE GROWTH BREAKDOWN

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



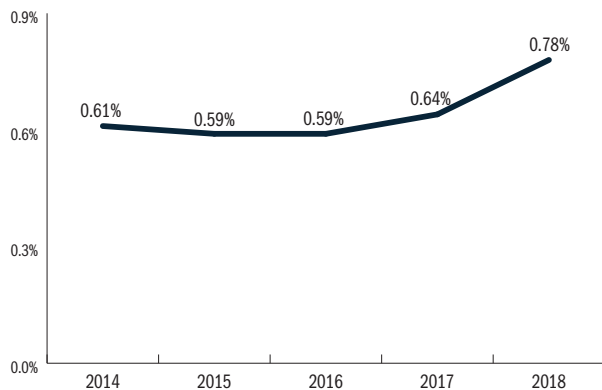
## SHARE PORTFOLIO COMPOSITION

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



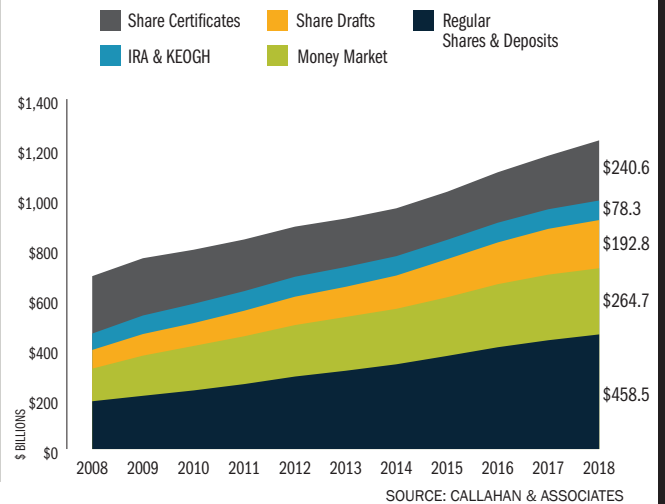
## COST OF FUNDS

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



## 10-YEAR SHARE PORTFOLIO COMPARISON

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



## LEADERS IN 12-MONTH SHARE GROWTH

FOR U.S. CREDIT UNIONS &gt;\$100M IN ASSETS | DATA AS OF 12.31.18

Rk.	Credit Union	St.	12-Month Growth	Total Shares	Rk.	Credit Union	St.	12-Month Growth	Total Shares
1	NEW DIMENSIONS*	ME	80.75%	\$143,002,310	51	3RIVERS	IN	17.08%	\$835,616,006
2	PFCU*	MI	65.91%	\$470,377,205	52	LAKE MICHIGAN^	MI	17.01%	\$4,847,745,913
3	NUVISION*	CA	47.59%	\$1,957,087,562	53	PRESTIGE COMMUNITY	TX	16.93%	\$94,223,379
4	FIRST COMMUNITY*	ND	42.02%	\$705,359,770	54	HERITAGE SOUTH COMMUNITY	TN	16.70%	\$180,871,994
5	PANHANDLE EDUCATORS	FL	40.84%	\$217,849,906	55	DIRECT	MA	16.69%	\$540,517,249
6	HERCULES FIRST*	UT	39.93%	\$87,630,304	56	CONNEX	CT	16.67%	\$547,558,177
7	INNOVATIONS	FL	39.77%	\$238,514,023	57	LAFAYETTE	MD	16.65%	\$486,979,598
8	COMMUNITY 1ST*	WA	39.33%	\$121,965,047	58	PLATINUM	GA	16.64%	\$99,204,106
9	CONNEXUS*	WI	38.24%	\$1,992,087,096	59	FREEDOM FIRST	VA	16.61%	\$489,808,367
10	BAY	FL	37.33%	\$103,048,029	60	USSCO JOHNSTOWN*	PA	16.53%	\$106,107,085
11	MARINE*	WI	32.04%	\$654,925,264	61	LINN-CO	OR	16.44%	\$107,777,460
12	SALAL	WA	31.25%	\$570,813,491	62	PIONEER MUTUAL	TX	16.32%	\$144,995,158
13	TYNDALL	FL	30.06%	\$1,452,839,529	63	ENVISION	FL	16.26%	\$520,685,343
14	FREEDOM NORTHWEST	ID	27.95%	\$120,026,479	64	UNIVERSITY OF IOWA COMMUNITY	IA	16.24%	\$4,104,010,825
15	VALLEYSTAR*	VA	27.04%	\$349,174,550	65	HOMETOWN	MN	16.23%	\$140,008,372
16	LOWER VALLEY*	WA	26.56%	\$136,042,752	66	PEACH STATE*	GA	16.18%	\$437,074,004
17	UNITED STATES SENATE	VA	26.28%	\$743,947,614	67	NAVIGANT	RI	16.08%	\$1,741,579,061
18	TEACHERS*	NY	26.25%	\$6,587,959,067	68	HIGHMARK*	SD	15.94%	\$120,173,121
19	ISLAND*	NY	24.09%	\$1,239,623,324	69	AMERICAN 1	MI	15.92%	\$292,891,169
20	TEXAS TECH	TX	23.92%	\$163,679,602	70	MICHIGAN LEGACY	MI	15.90%	\$184,905,786
21	HARTFORD*	CT	23.67%	\$100,018,488	71	FIRST COMMERCE	FL	15.87%	\$495,150,942
22	NORTHWOODS*	MN	23.20%	\$99,976,960	72	CONSUMERS	MI	15.64%	\$868,668,247
23	LATINO COMMUNITY	NC	23.05%	\$276,868,906	73	BLACKHAWK COMMUNITY*	WI	15.35%	\$531,156,361
24	SELFRELIANCE*	IL	22.99%	\$475,107,374	74	CITY	TX	15.33%	\$410,299,409
25	BLUEOX*	MI	22.45%	\$155,043,021	75	DIRECTIONS*	OH	15.23%	\$746,416,440
26	PUGET SOUND COOPERATIVE	WA	22.43%	\$130,999,006	76	TRUCHOICE	ME	15.10%	\$122,262,755
27	MEMBERSFIRST*	GA	22.13%	\$203,816,549	77	FRANKENMUTH	MI	15.07%	\$547,099,831
28	MEMBERS PLUS*	MA	22.06%	\$214,058,904	78	FIRST COMMUNITY CU OF BELOIT	WI	14.59%	\$135,443,421
29	WESTEX COMMUNITY	TX	21.48%	\$91,945,285	79	FLORIDA	FL	14.44%	\$964,371,664
30	NAE*	VA	21.18%	\$105,121,968	80	CENTRIC	LA	14.31%	\$157,446,442
31	USALLIANCE FINANCIAL*	NY	21.06%	\$1,230,984,293	81	KOHLER	WI	14.09%	\$373,129,457
32	FINANCIAL ONE	MN	20.66%	\$117,123,974	82	FIRST SOURCE	NY	14.08%	\$503,951,646
33	SIERRA CENTRAL	CA	20.46%	\$990,471,374	83	KNOXVILLE TVA EMPLOYEES*	TN	14.06%	\$1,763,167,260
34	MARKET USA	MD	20.44%	\$97,356,341	84	SKY	MT	13.93%	\$101,456,655
35	PARTNER COLORADO	CO	19.23%	\$370,720,432	85	LEADERS	TN	13.90%	\$322,245,839
36	MOUNTAIN AMERICA*	UT	18.84%	\$6,999,452,691	86	ASE*	AL	13.69%	\$260,971,472
37	ONE SOURCE*	TX	18.64%	\$92,931,658	87	RIVER REGION	MO	13.66%	\$209,837,184
38	LOUISIANA*	LA	18.63%	\$224,273,192	88	FIVE STAR	AL	13.55%	\$379,443,106
39	MEMBERS 1ST	CA	18.51%	\$203,768,747	89	DESERET FIRST	UT	13.51%	\$640,968,214
40	PENINSULA	MI	18.38%	\$164,862,637	90	FRONTIER COMMUNITY	KS	13.49%	\$126,629,991
41	IDAHO CENTRAL*	ID	18.31%	\$3,425,635,507	91	CENTRAL CREDIT UNION OF FLORIDA*	FL	13.41%	\$151,913,603
42	GREENWOOD	RI	18.24%	\$480,947,408	92	FREEDOM	PA	13.39%	\$788,890,098
43	INTERSTATE UNLIMITED	GA	18.16%	\$146,094,028	93	FIRST	IA	13.38%	\$120,537,927
44	CARTER	LA	17.95%	\$252,560,173	94	SUN EAST	PA	13.37%	\$545,832,885
45	NASA	MD	17.64%	\$2,173,038,283	95	EVANSVILLE TEACHERS^	IN	13.31%	\$1,293,619,150
46	PATHWAYS FINANCIAL*	OH	17.56%	\$257,625,832	96	EFCU FINANCIAL	LA	13.31%	\$373,387,585
47	COLUMBIA	WA	17.39%	\$1,306,709,541	97	HARVESTERS	FL	13.28%	\$153,520,067
48	SHAREPOINT*	MN	17.10%	\$203,380,592	98	ACHIEVA^	FL	13.20%	\$1,506,428,300
49	ARAPAHOE	CO	17.09%	\$132,535,994	99	CAPED	ID	13.15%	\$580,510,094
49	MAINE SAVINGS	ME	17.09%	\$353,750,795	100	COLORADO	CO	13.11%	\$173,616,701

U.S. AVERAGE

5.20% \$224,827,033

\* MERGED IN THE PAST YEAR.

^ ACQUIRED A BANK OR BANK BRANCH(ES) IN THE PAST YEAR.

## LEADERS IN 5-YEAR SHARE GROWTH

FOR U.S. CREDIT UNIONS &gt;\$100M IN ASSETS | DATA AS OF 12.31.18

Rk.	Credit Union	St.	5-Year CAGR**	Total Shares	Rk.	Credit Union	St.	5-Year CAGR**	Total Shares
1	CONNEXUS*	WI	36.68%	\$1,992,087,096	51	MEMBERS COOPERATIVE*	MN	14.29%	\$624,660,223
2	PREMIER MEMBERS*	CO	28.03%	\$989,956,787	52	REDWOOD	CA	13.96%	\$3,882,765,537
3	LINCONE*	NE	25.83%	\$118,205,771	53	DOWN EAST	ME	13.56%	\$178,838,216
4	CAPITAL*	WI	24.93%	\$1,220,808,194	54	OAKLAND COUNTY*	MI	13.50%	\$317,932,568
5	COMMUNITY FIRST*	CA	23.27%	\$448,992,937	55	MOUNTAIN LAUREL*	PA	13.30%	\$99,466,567
6	LATINO COMMUNITY	NC	21.65%	\$276,868,906	56	MEMBERS TRUST OF THE SOUTHWEST	TX	13.26%	\$135,293,787
7	CALIFORNIA*	CA	21.05%	\$2,543,566,717	57	MARINE*^	WI	13.23%	\$654,925,264
8	IDAHO CENTRAL*	ID	20.61%	\$3,425,635,507	57	PARK SIDE FINANCIAL*	MT	13.23%	\$206,067,281
9	LOWER VALLEY*	WA	20.52%	\$136,042,752	59	FIRST COMMUNITY*	ND	13.08%	\$705,359,770
10	RIVER REGION*	MO	20.21%	\$209,837,184	60	HONOR*^	MI	13.07%	\$768,878,861
11	FREEDOM NORTHWEST	ID	19.87%	\$120,026,479	61	POTLATCH NO 1	ID	13.01%	\$994,841,406
12	NEW DIMENSIONS*	ME	19.15%	\$143,002,310	62	ANDREWS	MD	12.75%	\$1,462,738,178
13	ADVIA*^	MI	19.14%	\$1,492,664,779	62	CAPED	ID	12.75%	\$580,510,094
14	LEWIS CLARK*	ID	19.12%	\$99,979,862	64	TEXAS TECH*	TX	12.64%	\$163,679,602
15	UNIVERSITY OF IOWA COMMUNITY	IA	18.98%	\$4,104,010,825	65	LEADERS	TN	12.54%	\$322,245,839
16	MEMBERS 1ST*	CA	18.03%	\$203,768,747	65	CACL	PA	12.54%	\$99,524,417
17	ENVISION*	FL	17.97%	\$520,685,343	65	SALAL	WA	12.54%	\$570,813,491
18	INTERSTATE UNLIMITED*	GA	17.81%	\$146,094,028	68	HORIZON*	WA	12.42%	\$925,282,019
19	PIONEER MUTUAL	TX	17.54%	\$144,995,158	69	NORTHSTAR*	IL	12.37%	\$146,719,075
20	VERVE A*	WI	17.50%	\$755,961,376	70	ICON*	ID	12.32%	\$251,234,869
21	COOSA VALLEY*	GA	17.41%	\$321,739,309	71	CANVAS	CO	12.31%	\$2,109,984,353
22	FRANKENMUTH*	MI	17.07%	\$547,099,831	72	ROGUE	OR	12.24%	\$1,369,247,689
23	PLATINUM	GA	16.99%	\$99,204,106	73	PARTNER COLORADO	CO	12.19%	\$370,720,432
24	4FRONT*	MI	16.97%	\$428,343,502	74	SOUTHWEST AIRLINES	TX	12.14%	\$468,476,194
25	JEFFERSON FINANCIAL*^	LA	16.72%	\$689,529,026	75	SELF-HELP*	NC	12.08%	\$823,273,257
26	PFCU*	MI	16.56%	\$470,377,205	76	NORTH STAR COMMUNITY*	ND	12.02%	\$256,444,199
27	MOUNTAIN AMERICA*	UT	16.34%	\$6,999,452,691	77	NUVISION*	CA	12.01%	\$1,957,087,562
28	IQ*	WA	16.25%	\$983,382,370	78	KNOXVILLE TVA EMPLOYEES*	TN	12.00%	\$1,763,167,260
29	CONSUMERS	MI	16.24%	\$868,668,247	79	GENERAL ELECTRIC	OH	11.99%	\$2,744,086,435
30	SUPERIOR*	OH	16.10%	\$772,029,823	80	WESTEX COMMUNITY*	TX	11.97%	\$91,945,285
31	NEIGHBORHOOD*	TX	15.87%	\$625,860,740	81	NAVY*	VA	11.96%	\$70,417,534,004
32	COMMUNITY CHOICE*	MI	15.70%	\$916,780,801	82	SPIRE*	MN	11.80%	\$971,393,133
33	PARTNERSHIP FINANCIAL*	IL	15.68%	\$157,967,790	83	MIDFLORIDA*	FL	11.79%	\$2,788,477,037
33	PUBLIC SERVICE*	MI	15.68%	\$245,392,913	84	AMERICA FIRST*	UT	11.78%	\$9,097,064,194
35	BLUE*	WY	15.55%	\$876,087,700	84	PREMIER AMERICA*	CA	11.78%	\$2,376,537,878
36	GREATER NEVADA*	NV	15.48%	\$833,746,323	86	ACADIA*	ME	11.76%	\$179,077,698
37	FINANCIAL ONE	MN	15.30%	\$117,123,974	87	CITADEL	PA	11.74%	\$2,835,426,526
38	CU OF SOUTHERN CALIFORNIA*	CA	15.28%	\$1,259,773,581	88	LIBERTY FIRST	NE	11.73%	\$227,561,358
39	ALTURA*	CA	15.20%	\$1,192,136,873	89	ROYAL*^	WI	11.72%	\$2,084,850,595
40	GUARDIAN^	AL	15.02%	\$424,296,191	90	FIRST TECH	CA	11.71%	\$8,691,167,761
41	FREEDOM FIRST	VA	14.99%	\$489,808,367	91	PUGET SOUND COOPERATIVE	WA	11.69%	\$130,999,006
42	NASA	MD	14.96%	\$2,173,038,283	92	HOPE*	MS	11.65%	\$244,181,566
43	FLORIDA	FL	14.95%	\$964,371,664	93	NUMERICA*	WA	11.62%	\$1,899,121,655
44	MEMBERSFIRST*	GA	14.82%	\$203,816,549	94	INNOVATIONS	FL	11.61%	\$238,514,023
45	FIRST FLORIDA*	FL	14.71%	\$664,196,350	95	FOX COMMUNITIES*	WI	11.53%	\$1,225,187,085
46	PANHANDLE EDUCATORS	FL	14.67%	\$217,849,906	95	KEMBA FINANCIAL	OH	11.53%	\$1,093,341,342
47	LAKE MICHIGAN^	MI	14.64%	\$4,847,745,913	97	CITY*	TX	11.52%	\$410,299,409
48	I.L.W.U.*	CA	14.56%	\$233,513,013	97	PIONEER*	ID	11.52%	\$434,144,649
49	PEACH STATE*	GA	14.55%	\$437,074,004	99	SAFE 1*	CA	11.51%	\$514,991,402
50	CONSUMERS*	IL	14.42%	\$1,037,467,633	99	SUPERIOR CHOICE^	WI	11.51%	\$381,406,936

\* MERGED IN THE PAST FIVE YEARS.

^ ACQUIRED A BANK OR BANK BRANCH(ES) IN THE PAST FIVE YEARS.

\*\*5-YEAR CAGR FOR DECEMBER 2013-DECEMBER 2018

U.S. AVERAGE

6.01%

\$224,827,033

## LEADERS IN AVERAGE SHARE BALANCE

FOR U.S. CREDIT UNIONS >\$100M IN ASSETS | DATA AS OF 12.31.18

Rk.	Credit Union	St.	Average Share Balance	Rk.	Credit Union	St.	Average Share Balance
1	SELF RELIANCE NEW YORK	NY	\$72,624	51	LOGIX	CA	\$22,452
2	MERCK EMPLOYEES	NJ	\$66,397	52	ABBOTT LABORATORIES EMPLOYEES	IL	\$22,430
3	STAR ONE	CA	\$64,473	53	SANDIA LABORATORY	NM	\$22,393
4	CALIFORNIA LITHUANIAN	CA	\$61,160	54	UTAH POWER	UT	\$22,291
5	BANK-FUND STAFF	DC	\$49,189	55	AMERICAN AIRLINES	TX	\$22,135
6	EVANGELICAL CHRISTIAN	CA	\$47,333	56	ISLAND	NY	\$22,073
7	LONG BEACH FIREMEN'S	CA	\$45,581	57	UNIVERSITY OF IOWA COMMUNITY	IA	\$21,979
8	CALTECH EMPLOYEES	CA	\$45,510	58	DOW CHEMICAL EMPLOYEES	MI	\$21,916
9	NCPD	NY	\$40,495	59	MIAMI FIREFIGHTERS	FL	\$21,765
10	IDB-IIC	DC	\$40,463	60	UKRAINIAN NATIONAL	NY	\$21,472
11	SUMA YONKERS	NY	\$40,055	61	LIBRARY OF CONGRESS	DC	\$21,465
12	UNITED NATIONS	NY	\$36,686	62	HOUSTON POLICE	TX	\$21,291
13	APCO EMPLOYEES	AL	\$35,415	63	PREMIER AMERICA	CA	\$21,216
14	HOMETOWN	ND	\$33,933	64	TECHNOLOGY	CA	\$21,091
15	PAHO-WHO	DC	\$33,167	65	SAN FRANCISCO	CA	\$21,045
16	AEROSPACE	CA	\$31,654	66	ALLIANT	IL	\$21,042
17	DAKOTA WEST	ND	\$31,559	67	DEPARTMENT OF COMMERCE	DC	\$20,956
18	F & A	CA	\$31,004	68	COMPASS COMMUNITY	CA	\$20,949
19	LONG BEACH CITY EMPLOYEES	CA	\$30,169	69	1ST NORTHERN CALIFORNIA	CA	\$20,769
20	APCI	PA	\$29,771	70	NOVARTIS	NJ	\$20,742
21	STANFORD	CA	\$29,533	71	UTILITIES EMPLOYEES	PA	\$20,649
22	CASCADE	WA	\$28,841	72	WYMAR	LA	\$20,415
23	NOVA UA	NJ	\$28,437	73	SANTA BARBARA TEACHERS	CA	\$20,204
24	UKRAINIAN SELFRELANCE	PA	\$28,193	74	LOS ANGELES POLICE	CA	\$20,097
25	STATE FARM	IL	\$28,184	75	TEACHERS	NY	\$20,022
26	FIREFIGHTERS FIRST	CA	\$27,637	76	SELFRELANCE	IL	\$20,008
27	COMMUNITY	ND	\$27,209	77	ANDIGO	IL	\$19,867
28	O.A.S. STAFF	DC	\$26,834	78	POLISH NATIONAL	MA	\$19,731
29	GLENDALE AREA SCHOOLS	CA	\$26,764	79	OCEAN FINANCIAL	NY	\$19,643
30	BOULDER DAM	NV	\$26,741	80	NEBRASKA ENERGY	NE	\$19,571
31	CHEVRON	CA	\$26,339	81	NORTHWESTERN MUTUAL	WI	\$19,437
32	DEERE EMPLOYEES	IL	\$25,651	82	COMMUNITY FIRST	WI	\$19,303
33	KNOXVILLE TEACHERS	TN	\$25,513	83	PROVIDENT	CA	\$19,257
34	CONNECTICUT STATE EMPLOYEES	CT	\$25,460	84	APL	MD	\$19,220
35	UKRAINIAN SELFRELANCE MICHIGAN	MI	\$25,403	85	BETHPAGE	NY	\$19,209
36	SOUTH METRO	MN	\$25,114	86	MISSION CITY	CA	\$19,156
37	PARSONS	CA	\$25,060	87	SF POLICE	CA	\$18,885
38	SEA WEST COAST GUARD	CA	\$24,537	88	UNIVERSITY OF HAWAII	HI	\$18,884
39	TRIBORO POSTAL	NY	\$24,533	89	UNITED STATES SENATE	VA	\$18,790
40	CONSTELLATION	VA	\$23,896	90	NAVIGANT	RI	\$18,789
41	EAST COUNTY SCHOOLS	CA	\$23,835	91	CONGRESSIONAL	VA	\$18,671
42	LAFAYETTE	MD	\$23,635	92	B-M S	NJ	\$18,552
43	BOSTON FIREFIGHTERS	MA	\$23,629	93	TOWN AND COUNTRY	ND	\$18,498
44	LUSO	MA	\$23,435	94	MEMBERS TRUST OF THE SOUTHWEST	TX	\$18,493
45	DENVER FIRE DEPARTMENT	CO	\$23,389	95	NORTHROP GRUMMAN	CA	\$18,466
46	WHITEFISH	MT	\$22,866	96	FAIRFAX COUNTY	VA	\$18,274
47	BEACON	IN	\$22,761	97	STATE DEPARTMENT	VA	\$18,252
48	COMMUNITY CREDIT UNION OF LYNN	MA	\$22,585	98	POLISH & SLAVIC	NY	\$18,159
49	SCHLUMBERGER EMPLOYEES	TX	\$22,578	99	RAILROAD	AL	\$18,040
50	DAWSON CO-OP	MN	\$22,533	100	COAST CENTRAL	CA	\$17,934

U.S. AVERAGE

\$10,504

## LEADERS IN SHARE DRAFT PENETRATION

FOR U.S. CREDIT UNIONS &gt;\$100M IN ASSETS | DATA AS OF 12.31.18

Rk	Credit Union	St.	Share Draft Accounts/ Members	Total Share Draft Accounts	Average Share Balance	Total Assets
1	COMMUNITY	CA	202.26%	11,195	\$16,165	\$103,435,060
2	FRANKLIN MINT	PA	185.07%	194,149	\$9,332	\$1,094,100,496
3	MID MINNESOTA	MN	155.94%	69,175	\$7,506	\$373,136,623
4	NUMERICA	WA	138.46%	202,727	\$12,971	\$2,267,006,224
5	ALABAMA CENTRAL	AL	114.21%	20,868	\$6,812	\$137,710,797
6	COMMUNITY SOUTH	FL	108.32%	11,488	\$10,456	\$128,994,985
7	FLORIDA CENTRAL	FL	96.82%	53,644	\$8,287	\$498,163,250
8	FRONTWAVE	CA	96.55%	85,100	\$7,902	\$818,777,760
9	IBM SOUTHEAST EMPLOYEES	FL	96.33%	81,602	\$11,598	\$1,132,677,020
10	FAIRWINDS	FL	94.64%	179,846	\$10,356	\$2,319,988,715
11	SOUTHWEST AIRLINES	TX	92.92%	51,457	\$8,460	\$551,375,931
12	ARIZONA	AZ	91.88%	113,203	\$10,689	\$1,602,430,320
13	ALTERNATIVES	NY	91.76%	9,566	\$9,363	\$109,477,525
14	PAHO-WHO	DC	91.70%	5,129	\$33,167	\$226,066,668
15	MY PERSONAL	MI	91.37%	12,475	\$9,184	\$138,236,679
16	AMERICA'S CHRISTIAN	CA	90.74%	128,656	\$2,380	\$390,042,520
17	IDB-IIC	DC	89.68%	10,273	\$40,463	\$564,476,080
18	SANTA CLARA COUNTY	CA	89.50%	45,888	\$12,961	\$737,941,948
19	POLICE AND FIRE	PA	88.18%	268,414	\$13,907	\$5,234,487,857
20	ONPOINT COMMUNITY	OR	86.05%	311,087	\$12,151	\$5,392,942,516
21	ARROWHEAD CENTRAL	CA	85.76%	132,916	\$7,193	\$1,322,565,610
22	SOLANO FIRST	CA	84.92%	8,582	\$13,052	\$140,351,419
23	BECU	WA	84.76%	985,380	\$14,207	\$19,601,489,460
24	JM ASSOCIATES	FL	84.30%	6,790	\$13,281	\$125,968,913
25	GUARDIANS	FL	83.40%	25,463	\$4,613	\$165,502,043
26	BANK-FUND STAFF	DC	83.33%	73,671	\$49,189	\$4,971,904,840
27	PACIFIC NW	OR	83.18%	14,716	\$9,843	\$192,649,927
28	PARK VIEW	VA	82.91%	8,815	\$14,913	\$180,980,229
29	FIREFIGHTERS FIRST	CA	82.80%	37,212	\$27,637	\$1,380,523,596
30	WESTSTAR	NV	82.77%	17,952	\$6,991	\$174,814,197
31	SMART FINANCIAL	TX	82.71%	62,240	\$8,086	\$686,969,239
32	WESCOM	CA	82.09%	158,912	\$15,552	\$3,478,388,201
33	CABRILLO	CA	82.02%	19,154	\$10,974	\$300,409,471
34	SOUTH METRO	MN	81.82%	3,397	\$25,114	\$116,098,586
35	CPORT	ME	81.51%	18,884	\$8,422	\$217,765,767
36	FIVE COUNTY	ME	81.45%	22,689	\$7,815	\$244,209,911
37	PEOPLE'S COMMUNITY	WA	81.40%	9,622	\$15,733	\$211,921,559
38	PALMETTO CITIZENS	SC	81.38%	53,842	\$9,481	\$849,617,566
39	STANFORD	CA	81.14%	55,674	\$29,533	\$2,616,235,773
40	EXTRA	MI	81.01%	16,330	\$10,323	\$231,278,409
41	NORTHERN	NY	80.90%	24,464	\$7,438	\$253,054,568
42	SCHOOLSFIRST	CA	80.74%	696,701	\$15,037	\$15,206,283,270
43	VERIDIAN	IA	80.73%	182,600	\$15,202	\$4,145,422,058
44	EVERGREEN	ME	80.51%	18,610	\$11,345	\$292,436,924
45	NAVIGANT	RI	80.41%	74,530	\$18,789	\$2,188,173,770
46	TROPICAL FINANCIAL	FL	80.37%	50,218	\$9,852	\$692,247,352
47	SOUTH CAROLINA	SC	80.32%	128,026	\$8,515	\$1,801,248,390
48	NECHES	TX	80.30%	49,821	\$8,098	\$590,879,251
49	NAVIGATOR	MS	80.22%	37,026	\$6,206	\$331,918,953
50	GTE FINANCIAL	FL	80.11%	189,436	\$7,603	\$2,087,847,517
<b>U.S. AVERAGE</b>			<b>57.76%</b>	<b>12,362</b>	<b>\$10,504</b>	<b>\$267,814,892</b>

## LEADERS IN DIVIDEND PAYOUT RATIO

FOR U.S. CREDIT UNIONS &gt; \$100M IN ASSETS | DATA AS OF 12.31.18

Rk.	Credit Union	St.	Dividends / Total Operating Income	Dividends	Total Operating Income	Total Assets
1	MERCK EMPLOYEES	NJ	66.30%	\$25,515,312	\$38,484,788	\$1,900,048,135
2	STATE FARM	IL	59.75%	\$54,392,199	\$91,037,950	\$4,102,249,620
3	SAN JOAQUIN POWER EMPLOYEES	CA	57.20%	\$2,477,664	\$4,331,491	\$141,843,747
4	CONNECTICUT STATE EMPLOYEES	CT	55.38%	\$22,302,124	\$40,270,426	\$1,816,884,183
5	SELF RELIANCE NEW YORK	NY	53.69%	\$23,348,639	\$43,491,002	\$1,329,989,936
6	TRIBORO POSTAL	NY	51.62%	\$1,729,507	\$3,350,625	\$122,436,503
7	CALTECH EMPLOYEES	CA	49.56%	\$24,505,440	\$49,450,053	\$1,675,235,840
8	FIRESTONE	OH	44.71%	\$1,894,203	\$4,236,293	\$199,735,946
9	NCPD	NY	42.95%	\$9,064,099	\$21,102,308	\$736,689,943
10	CHATTANOOGA AREA SCHOOLS	TN	42.14%	\$1,505,662	\$3,573,112	\$152,143,341
11	AMERICAN AIRLINES	TX	40.83%	\$109,576,433	\$268,347,058	\$7,306,280,141
12	RAILROAD	AL	40.28%	\$945,085	\$2,346,277	\$105,749,024
13	STAR ONE	CA	40.23%	\$97,068,713	\$241,297,389	\$8,568,235,095
14	GENERAL ELECTRIC	OH	38.17%	\$43,354,086	\$113,578,808	\$3,042,617,151
15	APCO EMPLOYEES	AL	37.76%	\$31,097,790	\$82,347,266	\$2,863,040,687
16	UKRAINIAN SELFRELANCE	PA	37.16%	\$4,462,615	\$12,009,093	\$351,482,109
17	TELCOE	AR	36.36%	\$3,906,669	\$10,743,335	\$361,029,638
18	AFLAC	GA	36.25%	\$1,836,229	\$5,065,930	\$185,107,635
19	WHITEFISH	MT	36.21%	\$18,136,596	\$50,086,326	\$1,465,241,311
20	CALIFORNIA LITHUANIAN	CA	36.19%	\$1,497,200	\$4,137,493	\$120,778,506
21	SUMA YONKERS	NY	35.23%	\$4,117,212	\$11,686,944	\$332,830,343
22	ALLIANT	IL	33.97%	\$143,697,084	\$423,027,209	\$11,226,543,830
23	F & A	CA	33.36%	\$16,354,386	\$49,024,571	\$1,661,545,133
24	CEFCU	IL	33.21%	\$86,032,085	\$259,027,107	\$5,953,334,101
25	MECE	MO	31.83%	\$2,220,907	\$6,978,085	\$182,504,093
26	UTILITIES EMPLOYEES	PA	31.70%	\$11,552,518	\$36,438,052	\$1,168,857,739
27	HOUSTON POLICE	TX	30.95%	\$9,717,516	\$31,395,392	\$721,168,870
28	NEBRASKA ENERGY	NE	29.95%	\$2,562,708	\$8,556,950	\$261,657,609
29	CHEVRON	CA	29.84%	\$36,519,811	\$122,394,662	\$3,335,458,577
30	CASCADE	WA	29.72%	\$2,484,361	\$8,359,916	\$305,046,232
31	PROGRESSIVE	NY	29.69%	\$5,021,968	\$16,915,010	\$325,561,761
32	UTAH POWER	UT	28.50%	\$6,440,671	\$22,596,901	\$675,005,045
33	APCI	PA	27.69%	\$4,357,027	\$15,736,951	\$571,125,882
34	AEROSPACE	CA	27.15%	\$2,788,724	\$10,273,093	\$371,041,291
35	NOVA UA	NJ	27.04%	\$979,728	\$3,623,578	\$123,874,822
36	COUNTRYSIDE	NY	26.27%	\$1,592,491	\$6,061,526	\$150,106,145
37	POLICE AND FIRE	PA	26.26%	\$62,152,365	\$236,673,061	\$5,234,487,857
38	UKRAINIAN NATIONAL	NY	26.22%	\$1,359,128	\$5,183,082	\$146,579,165
39	LONG BEACH FIREMEN'S	CA	26.16%	\$1,470,103	\$5,620,067	\$186,484,223
40	TEACHERS	NY	25.79%	\$58,051,334	\$225,133,551	\$7,247,532,118
41	STATE EMPLOYEES'	NC	25.50%	\$413,388,749	\$1,621,263,028	\$38,812,319,461
42	LUSO	MA	24.82%	\$2,172,242	\$8,752,179	\$222,379,831
43	UNIVERSITY OF IOWA COMMUNITY	IA	24.62%	\$64,250,869	\$260,957,628	\$5,377,351,126
44	ISLAND	NY	24.32%	\$12,172,241	\$50,040,800	\$1,562,047,602
44	GREAT PLAINS	MO	24.32%	\$2,328,908	\$9,575,159	\$280,414,282
46	PIONEER MUTUAL	TX	24.22%	\$2,172,558	\$8,971,164	\$169,291,105
47	PENTAGON	VA	24.20%	\$264,623,450	\$1,093,552,837	\$24,484,750,927
48	NORTHWESTERN MUTUAL	WI	24.01%	\$1,035,764	\$4,313,052	\$155,658,319
49	BETHPAGE	NY	23.93%	\$82,977,486	\$346,744,171	\$8,400,746,931
50	SELF-HELP	NC	23.89%	\$12,132,694	\$50,775,768	\$1,010,026,709
<b>U.S. AVERAGE</b>			<b>10.08%</b>	<b>\$1,365,517</b>	<b>\$13,547,790</b>	<b>\$267,814,892</b>



## CREDIT UNIONS ARE REDIRECTING INVESTMENTS TO FUND LOANS

Credit unions held \$350.6 billion in cash and investments at year-end 2018. Largely because of declining Fed balances and cash at corporate credit unions, that's down 4.1% from \$365.6 billion in 2017.

As of year-end 2018, credit unions held 61.0% of all investments in federal agency securities, which includes available for sale securities, government obligations, and agency debt instruments, among others. At \$213.8 billion, credit unions decreased the amount they invested in this segment 1.7% year-over-year.

Cash at the Federal Reserve rose 0.4% quarterly, from \$60.9 billion to \$61.2 billion, and accounted for 17.5% of the portfolio. On an annual basis, this segment contracted 7.5 percentage points as credit unions reallocated cash to fulfill loan demand. Additionally, cash at corporate credit unions fell 5.4% from one year ago and 1.8% from the third quarter.

Credit unions reported the largest decrease of any investment category in bank notes, which was down 14.2% year-over-year and 5.6% from the third quarter. However, at \$29.4 billion, the segment still comprised

8.4% of the credit union investment portfolio, making it the third-largest segment.

Maturities of investment portfolios at U.S. credit unions also shifted in the fourth quarter of 2018. Investments maturing in fewer than three years fell 23 basis points quarter-over-quarter; those maturing in more than three years decreased 2.6 percentage points. As such, the percentage of the portfolio allocated to investments of fewer than three years increased 57 basis points to 72.6%. Looking ahead, institutions are well-positioned to benefit from future rate increases.

Despite declining investment balances, income from investments grew 19.2% year-over-year to \$7.1 billion. The average yield on investments increased 38 basis points annually to 2.04% as of Dec. 31, 2018.

Finally, borrowings increased \$3.6 billion, or 6.4%, annually to \$59.4 billion. Draws against lines of credit made up the majority of the borrowing portfolio at 60.4% with other notes, promissory notes, and interest payable collectively accounting for the remaining 37.9%. Borrowings maturing in fewer than one year made up the majority, at 47.7%.



### SHORT-TERM ASSETS GROW IN ALLURE

UNITED METHODIST FINANCIAL CREDIT UNION / NORTH CANTON, OH / ASSETS: \$83.2M / MEMBERS: 4,212

Rising rates have flattened the yield curve, giving credit unions more bang for their buck in short-term investments and pushing many away from long-term investments.

"When you look at the yield curve, there's not that much difference between the short term and the long term," says Russ Abbott, CEO of United Methodist Financial Credit Union.

But rates won't stay down forever. In 2018, the Federal Reserve increased its federal funds rate four times to a range of 2.25 – 2.50%. In light of these rate changes — and other regulatory and economic factors — some credit unions are re-examining their investment portfolios for the first time in years.

United Methodist Financial, for example, has worked to re-allocate the maturities in its investment portfolio. Bucking the industry trend, at its peak in 2015, the credit union held nearly 70%, or \$46 million, of its investment portfolio in assets with durations greater than five years and 5%, or \$3.3 million, in assets with durations less than one year. After all, longer — i.e., riskier — investments yielded better returns.

"We're compensated based on the risk we take," Abbott says. As of the fourth quarter of 2018, however, the credit union was more aligned with the industry. The Ohio cooperative held 2% of its assets in durations greater than five years and 31% in durations of less than one year.

Regulatory factors played a role in the portfolio change, too. Effective Jan. 1, 2017, the NCUA adopted a standardized measurement of interest rate risk that includes updated tolerance thresholds in the Net Economic Value (NEV) Supervisory Test. NEV is a capital-at-risk measure designed to identify potential longer-term threats that could adversely impact net worth and is used widely by credit unions for risk management and ALM modeling.

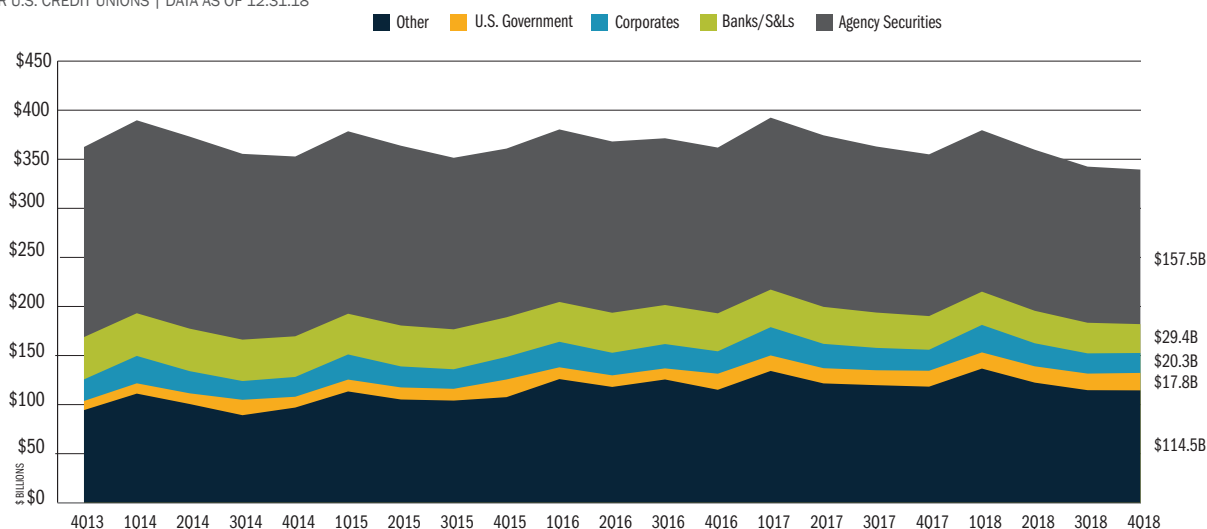
"We were trying to get our NEV in check," Abbott says.

*Find more investment best practices at [CreditUnions.com/financial-performance/institutional-investments](https://CreditUnions.com/financial-performance/institutional-investments).*

## INVESTMENTS &amp; BORROWINGS

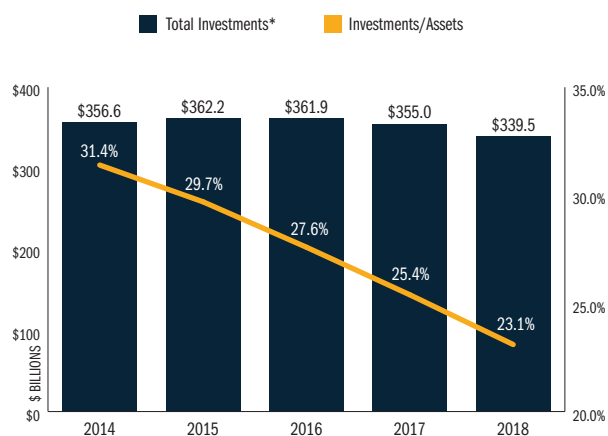
## 5-YEAR INVESTMENT PORTFOLIO COMPOSITION

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



## TOTAL INVESTMENTS &amp; INVESTMENTS/ASSETS

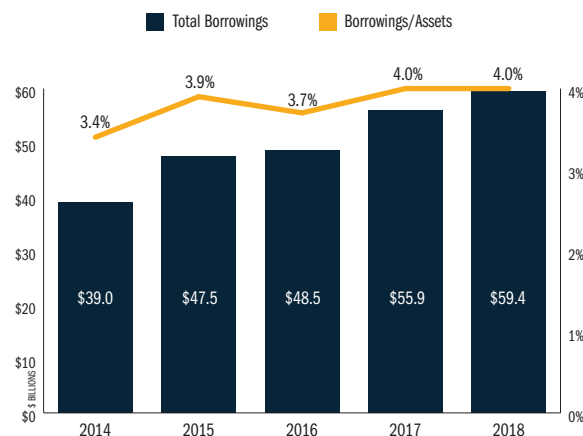
FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



\*EXCLUDES CASH ON HAND

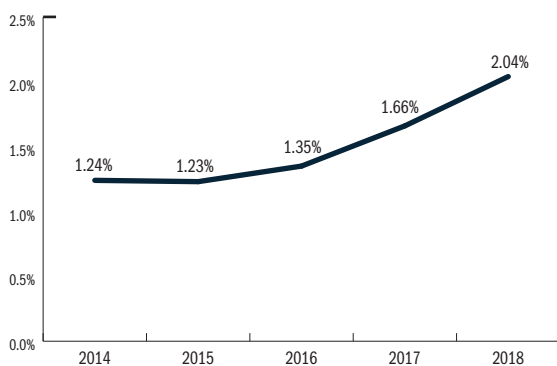
## TOTAL BORROWINGS &amp; BORROWINGS/ASSETS

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



## AVERAGE INVESTMENT YIELD\*

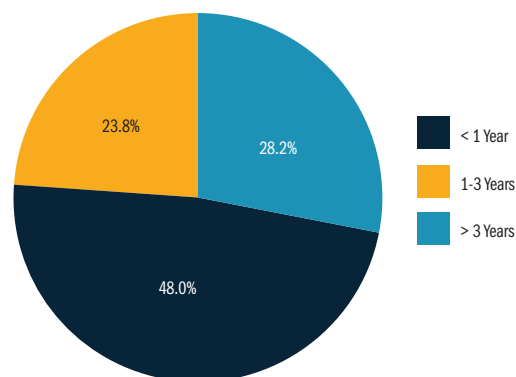
FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



\*EXCLUDES NON-OPERATING GAINS/LOSSES ON INVESTMENTS

## INVESTMENT MATURITIES

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



SOURCE: CALLAHAN &amp; ASSOCIATES

## LEADERS IN INVESTMENTS-TO-ASSETS

FOR U.S. CREDIT UNIONS &gt;\$100M IN ASSETS | DATA AS OF 12.31.18

Rk.	Credit Union	St.	Total Investments / Total Assets	Total Investments	Yield On Investments*	Total Assets
1	MERCK EMPLOYEES	NJ	89.27%	\$1,696,222,068	1.75%	\$1,900,048,135
2	TRIBORO POSTAL	NY	87.17%	\$106,732,286	2.20%	\$122,436,503
3	AFLAC	GA	86.27%	\$159,698,599	1.54%	\$185,107,635
4	RAILROAD	AL	85.54%	\$90,462,219	1.56%	\$105,749,024
5	B-M S	NJ	82.89%	\$82,942,545	1.75%	\$100,057,557
6	FIRESTONE	OH	81.65%	\$163,084,503	1.60%	\$199,735,946
7	CONNECTICUT STATE EMPLOYEES	CT	80.81%	\$1,468,169,320	1.75%	\$1,816,884,183
8	F & A	CA	79.53%	\$1,321,450,027	2.33%	\$1,661,545,133
9	COMMUNITY	ND	77.89%	\$128,306,193	1.51%	\$164,717,894
10	UKRAINIAN SELFRELANCE MICHIGAN	MI	77.52%	\$88,342,903	1.74%	\$113,960,506
11	CBW SCHOOLS	PA	77.45%	\$83,660,425	1.92%	\$108,016,831
12	STATE FARM	IL	76.74%	\$3,147,864,637	1.68%	\$4,102,249,620
13	LOUVIERS	DE	75.52%	\$199,420,649	1.90%	\$264,072,741
14	DFCU FINANCIAL	MI	74.88%	\$3,495,007,246	1.91%	\$4,667,477,450
15	BEST REWARD	OH	74.23%	\$108,241,038	2.03%	\$145,810,365
16	AEROSPACE	CA	74.05%	\$274,757,658	2.23%	\$371,041,291
17	CITIZENS	TX	72.91%	\$105,601,094	3.00%	\$144,845,182
18	COUNTY EDUCATORS	NJ	70.89%	\$71,818,459	1.67%	\$101,309,799
19	SANTA BARBARA TEACHERS	CA	70.78%	\$166,331,064	2.14%	\$234,990,011
20	COMTRUST	TN	70.75%	\$248,628,848	1.64%	\$351,422,208
21	SOUTH FLORIDA EDUCATIONAL	FL	70.45%	\$786,965,855	1.80%	\$1,117,103,611
22	NCPD	NY	70.22%	\$517,280,059	2.15%	\$736,689,943
23	RIEGEL	NJ	69.87%	\$88,707,650	1.79%	\$126,966,697
24	CALTECH EMPLOYEES	CA	69.36%	\$1,161,907,336	2.56%	\$1,675,235,840
25	UTILITIES EMPLOYEES	PA	68.76%	\$803,692,852	2.09%	\$1,168,857,739
26	MON VALLEY COMMUNITY	PA	68.69%	\$107,500,434	1.79%	\$156,501,927
27	WALLED LAKE SCHOOL EMPLOYEES	MI	68.60%	\$74,089,370	1.94%	\$107,995,271
28	SCHLUMBERGER EMPLOYEES	TX	68.22%	\$554,771,579	1.78%	\$813,261,903
29	SOVITA	MI	67.33%	\$275,651,534	2.03%	\$409,379,389
30	APCO EMPLOYEES	AL	67.21%	\$1,924,301,898	2.06%	\$2,863,040,687
31	PANTEX	TX	66.62%	\$142,319,947	1.90%	\$213,629,585
32	LEHIGH VALLEY EDUCATORS	PA	65.81%	\$205,104,727	2.10%	\$311,641,517
33	SEA AIR	CA	65.43%	\$87,800,653	1.99%	\$134,182,372
34	CASCADE	WA	65.31%	\$199,215,985	1.84%	\$305,046,232
35	FIRST CHOICE AMERICA COMMUNITY	WV	65.12%	\$294,110,504	1.96%	\$451,635,827
36	PACIFIC POSTAL	CA	65.00%	\$144,087,655	3.31%	\$221,667,160
37	LONG BEACH CITY EMPLOYEES	CA	64.78%	\$195,599,676	1.54%	\$301,947,286
38	GLENDALE AREA SCHOOLS	CA	64.55%	\$229,753,634	2.15%	\$355,920,925
39	FIRST TRUST	IN	64.17%	\$73,020,910	2.02%	\$113,791,568
40	NOVARTIS	NJ	64.11%	\$76,777,156	1.86%	\$119,754,550
41	UNIVERSITY OF HAWAII	HI	64.01%	\$404,656,665	1.97%	\$632,176,035
42	CDC	GA	63.81%	\$195,900,763	1.68%	\$307,007,115
43	JSC	TX	63.11%	\$1,347,852,205	1.81%	\$2,135,828,980
44	1ST NORTHERN CALIFORNIA	CA	62.93%	\$438,540,608	1.51%	\$696,834,722
45	TELCOE	AR	62.77%	\$226,635,925	1.62%	\$361,029,638
46	FINANCIAL CENTER	CA	62.64%	\$311,088,916	2.10%	\$496,635,201
47	GREAT PLAINS	MO	62.48%	\$175,208,891	1.83%	\$280,414,282
48	STERLING	CO	62.34%	\$93,995,352	1.98%	\$150,788,808
49	RIVERTRUST	MS	62.32%	\$101,521,076	2.03%	\$162,911,352
50	GREATER WOODLAWN	NY	62.16%	\$76,864,724	1.40%	\$123,662,555
<b>U.S. AVERAGE</b>			<b>23.08%</b>	<b>\$61,821,372</b>	<b>2.04%</b>	<b>\$267,814,892</b>

\* EXCLUDES NON-OPERATING GAINS/LOSSES.

## LEADERS IN AVERAGE INVESTMENT YIELD

FOR U.S. CREDIT UNIONS &gt; \$100M IN ASSETS | DATA AS OF 12.31.18

Rk.	Credit Union	St.	Yield On Total Investments*	Investments > 1 Year	Total Investments / Total Assets	Total Investments	Total Assets
1	BCU	IL	9.63%	29.45%	6.80%	\$236,827,677	\$3,483,865,083
2	BATON ROUGE TELCO	LA	7.83%	23.85%	4.16%	\$12,359,944	\$296,885,820
3	STATE EMPLOYEES CREDIT UNION OF MARYLAND	MD	7.43%	42.98%	5.56%	\$202,677,093	\$3,642,602,360
4	KEYPOINT	CA	7.06%	71.05%	13.46%	\$173,302,001	\$1,287,096,151
5	CENTRIS	NE	6.45%	45.38%	3.34%	\$23,901,704	\$714,892,362
6	INTOUCH	TX	5.64%	72.34%	9.13%	\$82,889,404	\$907,799,272
7	STATE EMPLOYEES	NM	5.22%	78.64%	5.98%	\$34,080,131	\$569,598,930
8	GTE FINANCIAL	FL	5.19%	9.14%	4.33%	\$90,466,920	\$2,087,847,517
9	CME	OH	5.04%	54.95%	7.83%	\$21,698,416	\$277,202,727
10	NEW DIMENSIONS	ME	5.00%	10.01%	10.03%	\$16,050,109	\$160,090,993
11	COLLINS COMMUNITY	IA	4.59%	37.57%	8.40%	\$110,479,045	\$1,314,874,535
12	CHROME	PA	4.51%	7.41%	8.36%	\$12,935,686	\$154,736,488
13	KERN SCHOOLS	CA	4.48%	54.52%	19.11%	\$295,722,091	\$1,547,373,466
14	FINANCIAL ONE	MN	4.39%	14.43%	1.28%	\$1,707,721	\$132,922,054
14	LA CAPITOL	LA	4.39%	68.35%	17.27%	\$84,644,406	\$490,265,219
16	UNION SQUARE	TX	4.37%	84.04%	17.98%	\$63,296,381	\$352,132,020
17	SHARONVIEW	SC	4.36%	45.61%	6.78%	\$109,348,493	\$1,613,711,998
18	LAFAYETTE	MD	4.10%	45.51%	6.59%	\$36,835,832	\$558,788,841
19	ALTRA	WI	4.07%	25.58%	2.87%	\$43,519,401	\$1,514,584,034
20	SUNMARK	NY	4.06%	65.71%	1.38%	\$9,145,287	\$661,641,905
21	AMPLIFY	TX	4.00%	46.83%	13.50%	\$129,260,063	\$957,527,376
22	WASHINGTON STATE EMPLOYEES	WA	3.97%	60.25%	11.29%	\$335,378,398	\$2,971,353,783
23	MERITRUST	KS	3.92%	8.09%	6.00%	\$72,908,325	\$1,214,462,047
24	FIRSTLIGHT	TX	3.88%	46.31%	11.37%	\$124,247,713	\$1,093,085,746
24	MEMBERS CHOICE	TX	3.88%	47.44%	15.81%	\$93,114,832	\$589,088,491
26	3RIVERS	IN	3.82%	70.62%	19.29%	\$203,946,918	\$1,057,398,451
27	AIR FORCE	TX	3.81%	9.59%	11.42%	\$48,301,529	\$423,096,245
28	EDUCATORS	WI	3.74%	49.13%	10.60%	\$211,303,613	\$1,993,670,393
29	EVOLVE	TX	3.72%	73.59%	20.35%	\$62,639,240	\$307,842,249
30	TOWN & COUNTRY	ME	3.71%	57.91%	5.35%	\$20,622,534	\$385,383,103
31	COMMUNITY RESOURCE	TX	3.69%	14.17%	5.60%	\$29,117,484	\$520,367,685
32	KANE COUNTY TEACHERS	IL	3.67%	69.03%	28.58%	\$71,035,209	\$248,585,387
33	CONSUMERS	IL	3.63%	72.25%	15.09%	\$185,803,204	\$1,231,505,462
34	CREDIT UNION 1	IL	3.61%	44.98%	34.46%	\$291,284,310	\$845,293,551
35	WEST COMMUNITY	MO	3.59%	75.75%	2.00%	\$5,238,961	\$262,200,769
35	SEASONS	CT	3.59%	83.86%	4.57%	\$7,217,072	\$158,002,255
37	TRUWEST	AZ	3.50%	9.49%	7.39%	\$85,235,513	\$1,152,658,836
38	WICHITA	KS	3.45%	67.09%	6.55%	\$7,093,461	\$108,379,397
38	WESCOM	CA	3.45%	79.14%	28.88%	\$1,004,478,654	\$3,478,388,201
40	FARMERS INSURANCE GROUP	CA	3.44%	5.81%	11.82%	\$108,440,596	\$917,256,720
41	INFINITY	ME	3.41%	83.79%	21.32%	\$73,660,653	\$345,449,928
42	DESERT FINANCIAL	AZ	3.37%	78.00%	47.95%	\$2,161,466,303	\$4,507,980,329
43	FEDCHOICE	MD	3.36%	12.05%	37.13%	\$138,456,618	\$372,902,947
44	PACIFIC POSTAL	CA	3.31%	34.24%	65.00%	\$144,087,655	\$221,667,160
44	BELLCO	CO	3.31%	15.31%	15.77%	\$712,536,996	\$4,517,595,714
46	SUNSTATE	FL	3.29%	66.58%	11.35%	\$50,534,278	\$445,257,116
47	CHICAGO PATROLMEN'S	IL	3.28%	61.20%	27.40%	\$106,000,061	\$386,866,214
47	OUR COMMUNITY	WA	3.28%	29.94%	50.16%	\$200,700,518	\$400,102,669
49	VANTAGE	MO	3.24%	54.08%	39.55%	\$335,789,738	\$849,118,594
49	FIRST SOURCE	NY	3.24%	5.42%	3.82%	\$22,484,950	\$587,964,070
<b>U.S. AVERAGE</b>			<b>2.04%</b>	<b>53.99%</b>	<b>23.08%</b>	<b>\$61,821,372</b>	<b>\$267,814,892</b>

\* EXCLUDES NON-OPERATING GAINS/LOSSES.

## LEADERS IN BORROWINGS-TO-ASSETS

FOR U.S. CREDIT UNIONS &gt;\$100M IN ASSETS | DATA AS OF 12.31.18

Rk.	Credit Union	St.	Total Borrowings / Total Assets	Total Borrowings*	Loans-To-Shares	Total Assets
1	ESL	NY	25.59%	\$1,587,807,589	84.21%	\$6,204,535,651
2	WORKERS	MA	25.02%	\$449,785,829	113.94%	\$1,797,705,514
3	LEOMINSTER	MA	24.27%	\$171,470,000	112.92%	\$706,489,736
4	AMERICAN FIRST	CA	24.14%	\$189,000,000	106.33%	\$782,981,054
5	SHARONVIEW	SC	23.55%	\$380,000,000	135.63%	\$1,613,711,998
6	COOPERATIVE TEACHERS	TX	22.91%	\$26,319,233	120.89%	\$114,878,402
7	WEOKIE	OK	21.45%	\$236,645,851	93.75%	\$1,103,082,660
8	CARTER	LA	21.43%	\$75,040,708	107.77%	\$350,177,798
9	BEST REWARD	OH	20.57%	\$30,000,000	33.47%	\$145,810,365
10	JEFFERSON FINANCIAL	LA	20.09%	\$193,547,653	90.43%	\$963,180,884
11	INSPIRE	PA	19.85%	\$34,214,000	111.38%	\$172,352,965
12	USALLIANCE FINANCIAL	NY	19.49%	\$331,600,000	120.31%	\$1,701,300,475
13	INFINITY	ME	19.34%	\$66,818,519	98.92%	\$345,449,928
14	IH	OH	18.76%	\$55,557,204	101.05%	\$296,147,727
15	AMERICAN HERITAGE	PA	18.50%	\$445,980,220	98.42%	\$2,410,945,481
16	SELF-HELP	NC	18.44%	\$207,184,438	116.81%	\$1,123,523,317
17	HOMEFIELD	MA	18.35%	\$28,000,000	98.83%	\$152,585,158
18	FIRST TECH	CA	18.27%	\$2,225,443,373	103.38%	\$12,179,507,571
19	LINN AREA	IA	18.03%	\$85,828,254	116.42%	\$476,161,924
20	VYSTAR	FL	17.95%	\$1,487,350,725	94.36%	\$8,284,203,778
21	SOUTHBRIDGE	MA	17.21%	\$32,065,052	117.51%	\$186,345,741
22	COLLINS COMMUNITY	IA	17.11%	\$225,030,683	116.49%	\$1,314,874,535
23	UNITED	MI	16.94%	\$472,841,997	125.29%	\$2,791,676,692
24	BELLWETHER COMMUNITY	NH	16.88%	\$86,410,000	95.80%	\$511,897,041
25	AFFINITY	NJ	16.42%	\$555,844,898	116.70%	\$3,385,817,436
26	ADVANTAGE	NY	16.13%	\$54,557,064	98.58%	\$338,144,608
27	VIBRANT	IL	16.12%	\$115,013,787	103.03%	\$713,436,612
28	HOOSIER HILLS	IN	16.06%	\$88,982,542	114.19%	\$554,200,810
29	HOLYOKE	MA	15.40%	\$30,216,565	89.15%	\$196,262,314
30	LIBERTY BAY	MA	14.86%	\$99,143,566	102.49%	\$667,405,236
31	HOPE	MS	14.42%	\$42,664,640	92.30%	\$295,855,478
32	ST. MARY'S	MA	14.33%	\$125,568,339	107.72%	\$876,189,714
33	SUMMIT	WI	14.29%	\$460,639,314	118.52%	\$3,224,170,223
34	UNIVERSITY OF IOWA COMMUNITY	IA	14.23%	\$765,000,000	121.99%	\$5,377,351,126
35	MEMBERS PLUS	MA	14.22%	\$43,500,000	84.36%	\$305,910,962
36	FOX COMMUNITIES	WI	14.16%	\$237,046,190	117.81%	\$1,673,782,946
37	MERIWEST	CA	14.09%	\$228,000,000	105.54%	\$1,617,798,786
38	DEPARTMENT OF COMMERCE	DC	13.99%	\$70,520,000	88.65%	\$504,229,658
39	FREEDOM NORTHWEST	ID	13.96%	\$22,000,000	111.47%	\$157,570,045
40	FALL RIVER MUNICIPAL EMPLOYEES	MA	13.83%	\$28,959,733	81.38%	\$209,341,796
41	MOBILOIL	TX	13.77%	\$111,000,000	110.79%	\$805,854,445
42	NAVY	VA	13.77%	\$13,351,446,431	104.90%	\$96,962,446,018
43	ALLIANCE	MO	13.69%	\$38,583,300	115.23%	\$281,853,804
44	ISLAND	NY	13.58%	\$212,100,000	69.34%	\$1,562,047,602
45	WEST COMMUNITY	MO	13.49%	\$35,380,000	113.28%	\$262,200,769
46	UNITED	IL	13.42%	\$27,389,525	61.55%	\$204,019,809
47	GFA	MA	13.27%	\$66,704,941	82.42%	\$502,519,017
48	HARVARD UNIVERSITY EMPLOYEES	MA	13.13%	\$96,169,658	116.42%	\$732,369,481
49	COBALT	IA	12.98%	\$130,211,728	112.22%	\$1,003,102,189
50	FIRST	IA	12.95%	\$20,200,000	104.30%	\$156,041,538
<b>U.S. AVERAGE</b>			<b>4.04%</b>	<b>\$10,824,589</b>	<b>85.48%</b>	<b>\$267,814,892</b>

\* BORROWINGS &gt;\$5 MILLION.



## TRENDS IN INTEREST RATES SPARK CONSIDERABLE INCOME GROWTH

For the first time since 2006, year-end total operating revenue at credit unions expanded at a double-digit pace, topping 12.8% and totaling \$74.4 billion as of Dec. 31, 2018. Largely a result of rising loan demand and recent interest rate trends, credit unions reaped the benefits of upward rate movement and the associated repricing benefits for new loan originations in 2018.

Gross interest income rose 13.9% year-over-year to \$54.7 billion in 2018. Consisting of income from loans and investments, interest income accounted for 73.5% of credit union revenue. The Federal Reserve issued four rate hikes throughout the year, which benefitted both sides of the balance sheet at financial institutions. Credit unions gained more per dollar on income as well as investments in 2018. Loan income grew 13.1% annually to \$47.6 billion. Investment income increased 19.2% to \$7.1 billion over the same period.

Non-interest income, composed primarily of fee income and other operating income, accounted for the

remaining 26.5% of credit union revenue. Total non-interest income reached \$20.0 billion, a bump of 9.4% over 2017 levels. Fee income increased 5.7% to \$8.9 billion, and other operating income increased 14.1% to \$10.8 billion. Other operating income expanded at the fastest rate of any non-interest income component. Pushed higher by NCUSIF rebates, other operating income comprised 14.6% of total revenue at U.S. credit unions as of Dec. 31, 2018.

In 2018, the net interest margin — the difference between interest income less dividends paid to members and borrowing costs — increased 14 basis points year-over-year to 3.13%. The operating expense ratio also expanded throughout the year. It was up 6 basis points to 3.15%. With the net interest margin expanding at a faster rate than the operating expense ratio, the gap between the metrics shrunk to just 2 basis points at the end of 2018.



### TECHNOLOGY CREDIT UNION BALANCES WITH THE TIMES

TECHNOLOGY CREDIT UNION / SAN JOSE, CA / ASSETS: \$2.7B / MEMBERS: 110,799

Technology Credit Union has been preparing its balance sheet for a rising rate environment for the past five years, primarily by diversifying its product set and adding more variably priced loans.

That strategy also has the salutary effect of making the Silicon Valley cooperative an attractive financial services provider in a fast-changing competitive landscape, says CEO Todd Harris.

To deal with the persistently flat yield curve, its balance sheet has changed significantly. Five years ago, Technology Credit Union had more than half of its mortgages in fixed-rate products. Now that's approximately one-fourth. Conversely, balloon/hybrid mortgages now comprise 72.6% of its mortgage portfolio.

Over this same period, the credit union has focused strongly on auto loans — a short-term product that re-prices relatively quickly while still generating interest income — and solar loans.

Repositioning its balance sheet toward more frequent repricing and higher-yielding asset classes allowed the credit union to raise its deposit rates in late 2017 and early 2018. But not before conducting its due diligence.

In late 2017, the credit union surveyed local competitors to get a sense of the rate environment

before raising rates on both maturity and non-maturity accounts.

"Some moved as quickly as we did, but no one has moved further," Harris says.

Raising its rates and re-evaluating its product mix seems to be helping the credit union meet its goal, which is to become a more attractive financial services provider in its competitive market.

"In our market, if you aren't offering some of the better rates, members will move to another institution," Harris says. "Because we are one of the rate leaders, we feel comfortable that we're one of the best deals in the market, and we don't feel exposed to a lot of exit."

*Find more earnings best practices at [CreditUnions.com/financial-performance/earnings](https://CreditUnions.com/financial-performance/earnings).*

## EARNINGS &amp; CAPITAL

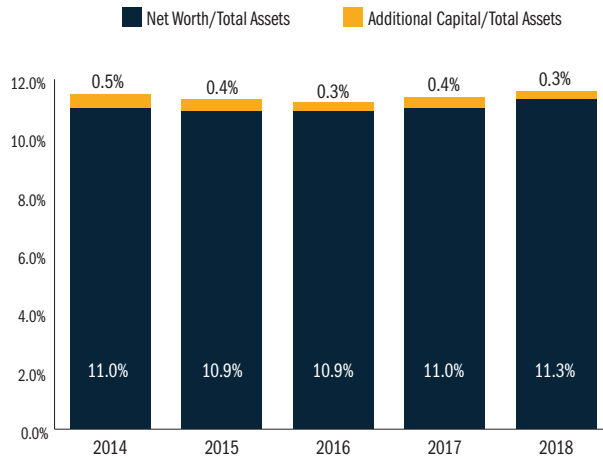
## CREDIT UNION FINANCIAL MODEL

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18  
ALL DATA SHOWN AS A PERCENT OF AVERAGE ASSETS

	2013	2018	Difference
Interest Income	3.55	3.81	0.26
- Interest Expense	0.56	0.69	0.13
<b>Net Interest Margin</b>	<b>2.99</b>	<b>3.13</b>	0.14
+ Non-Interest Income	1.35	1.40	0.05
- Operating Expenses	3.09	3.15	0.06
- Prov. For Loan Loss	0.48	0.46	-0.02
<b>Return On Assets</b>	<b>0.77</b>	<b>0.92</b>	0.15

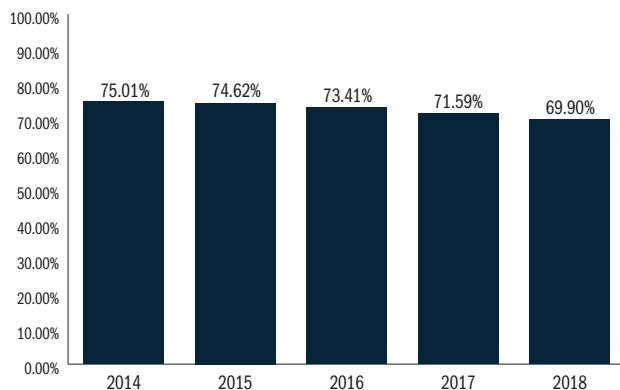
## CAPITAL

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



## EFFICIENCY RATIO\*

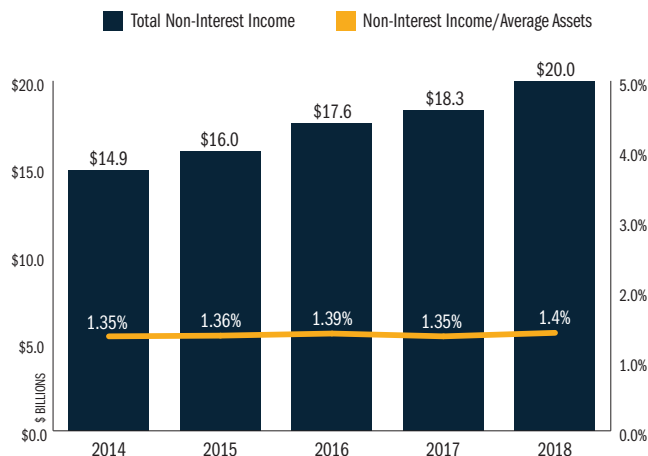
FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



\* EXCLUDES PROVISION FOR LOAN LOSSES.

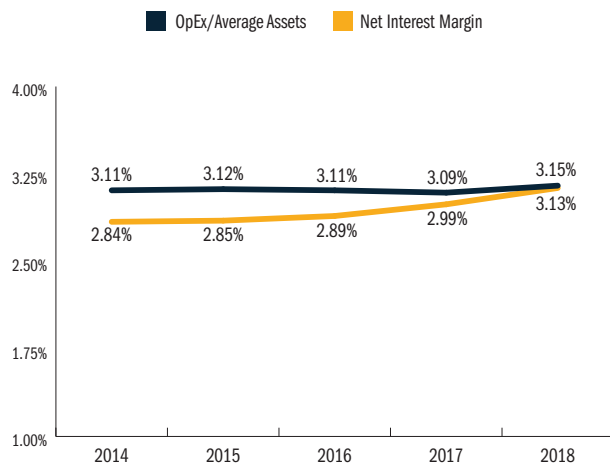
## TOTAL NON-INTEREST INCOME &amp; NON-INTEREST INCOME/AVERAGE ASSETS

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



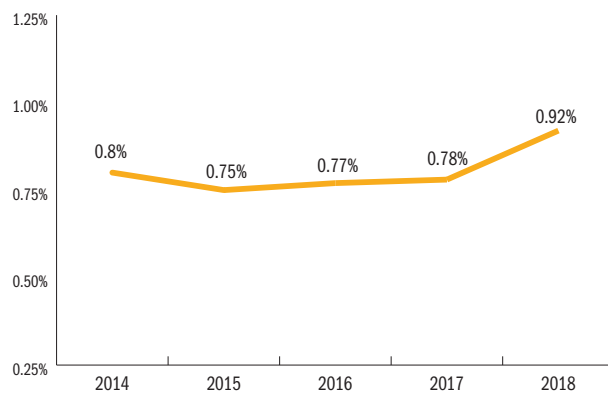
## OPERATING EXPENSE RATIO VS. NET INTEREST MARGIN

FOR U.S. CREDIT UNIONS | ANNUALIZED DATA AS OF 12.31.18



## RETURN ON ASSETS

FOR U.S. CREDIT UNIONS | ANNUALIZED DATA AS OF 12.31.18



SOURCE: CALLAHAN & ASSOCIATES

## LEADERS IN RETURN ON ASSETS (ROA)

FOR U.S. CREDIT UNIONS &gt;\$100M IN ASSETS | DATA AS OF 12.31.18

Rk.	Credit Union	St.	ROA*	Total Assets	Rk.	Credit Union	St.	ROA*	Total Assets
1	ELGA	MI	2.48%	\$660,585,570	50	ARIZONA	AZ	1.59%	\$1,602,430,320
2	SC TELCO	SC	2.33%	\$368,914,848	50	COTTONWOOD COMMUNITY	ID	1.59%	\$103,881,714
3	LATINO COMMUNITY	NC	2.23%	\$339,723,305	50	UNITED	MO	1.59%	\$170,405,925
4	CENTRAL SUNBELT	MS	2.20%	\$211,822,632	50	HARRIS COUNTY	TX	1.59%	\$159,830,847
5	FIRST SOUTH FINANCIAL	TN	2.17%	\$568,151,162	55	LINCOLN COUNTY	MT	1.58%	\$116,183,910
6	MULTIPLI	MO	2.15%	\$113,694,600	55	NAHEOLA	AL	1.58%	\$104,222,035
7	REDWOOD	CA	2.05%	\$4,455,861,077	57	DESERT FINANCIAL	AZ	1.57%	\$4,507,980,329
8	SRP	SC	2.04%	\$927,897,788	58	CEDAR FALLS COMMUNITY	IA	1.56%	\$119,493,860
9	FAIRFAX COUNTY	VA	2.03%	\$417,970,435	59	TELCOMM	MO	1.55%	\$158,672,940
9	BOX ELDER COUNTY	UT	2.03%	\$131,964,386	59	USSCO JOHNSTOWN	PA	1.55%	\$121,138,171
11	DAWSON CO-OP	MN	1.99%	\$167,259,768	59	COMMUNITY SOUTH	FL	1.55%	\$128,994,985
12	MAC	AK	1.92%	\$110,292,387	59	C-PLANT	KY	1.55%	\$200,373,245
13	GENISYS	MI	1.91%	\$2,576,413,150	59	UNITED STATES SENATE	VA	1.55%	\$840,055,467
14	EAST TEXAS PROFESSIONAL	TX	1.89%	\$614,710,610	59	KELLOGG COMMUNITY	MI	1.55%	\$531,370,718
14	COMMUNITY	FL	1.89%	\$726,483,060	65	FREEDOM NORTHWEST	ID	1.54%	\$157,570,045
16	AAC	MI	1.87%	\$143,224,198	66	LIBERTY FIRST	NE	1.53%	\$270,475,751
17	INTERSTATE UNLIMITED	GA	1.86%	\$174,434,565	66	FAMILY SECURITY	AL	1.53%	\$654,624,253
18	3RIVERS	IN	1.84%	\$1,057,398,451	68	DAY AIR	OH	1.52%	\$395,373,389
19	MOOG EMPLOYEES	NY	1.83%	\$174,481,496	68	PLATINUM	GA	1.52%	\$113,893,134
20	SCHLUMBERGER EMPLOYEES	TX	1.82%	\$813,261,903	68	CREDIT UNION OF GEORGIA	GA	1.52%	\$321,563,431
21	MEMBERS' ADVANTAGE	WI	1.79%	\$112,153,172	68	ONPOINT COMMUNITY	OR	1.52%	\$5,392,942,516
21	SOUTHWEST HERITAGE	TX	1.79%	\$164,826,203	68	LANDMARK	WI	1.52%	\$3,965,319,770
21	IDAHO CENTRAL	ID	1.79%	\$4,315,062,932	68	SHELL	TX	1.52%	\$1,058,445,675
21	UTAH FIRST	UT	1.79%	\$406,816,838	74	NECHES	TX	1.51%	\$590,879,251
25	FAMILIES AND SCHOOLS TOGETHER	CA	1.78%	\$163,463,250	74	RIVER VALLEY	VT	1.51%	\$115,235,994
25	ABILENE TEACHERS	TX	1.78%	\$439,765,911	74	CENTRIC	LA	1.51%	\$183,101,287
27	MAPS	OR	1.77%	\$744,393,804	77	UNIVERSITY OF IOWA COMMUNITY	IA	1.50%	\$5,377,351,126
28	AMERICAN 1	MI	1.76%	\$368,020,646	77	FLORIDA	FL	1.50%	\$1,110,685,308
29	LAKE MICHIGAN	MI	1.74%	\$6,064,105,758	77	ONE NEVADA	NV	1.50%	\$916,012,535
30	GREATER NEVADA	NV	1.73%	\$965,384,982	77	PREMIER	NC	1.50%	\$185,175,674
31	CO-OP CREDIT UNION OF MONTEVIDEO	MN	1.72%	\$196,810,677	77	MOUNTAIN AMERICA	UT	1.50%	\$8,212,199,279
32	FIVE STAR	AL	1.71%	\$434,524,436	82	COMPLEX COMMUNITY	TX	1.49%	\$515,176,964
33	GUARDIANS	FL	1.70%	\$165,502,043	82	SERVICE 1	MI	1.49%	\$118,191,188
33	GREATER SPRINGFIELD	MA	1.70%	\$163,873,173	82	NW PREFERRED	OR	1.49%	\$128,964,785
35	TEXASGULF	TX	1.69%	\$123,117,438	82	MID OREGON	OR	1.49%	\$311,420,293
36	ROBINS FINANCIAL	GA	1.67%	\$2,509,837,153	82	MIDSOUTH COMMUNITY	GA	1.49%	\$261,908,194
36	WEST VIRGINIA CENTRAL	WV	1.67%	\$187,213,780	82	OLEAN AREA	NY	1.49%	\$292,523,618
36	SC STATE	SC	1.67%	\$829,149,033	88	EASTERN UTAH COMMUNITY	UT	1.48%	\$130,398,297
39	RIO GRANDE	NM	1.66%	\$326,745,450	88	EARTHMOVER	IL	1.48%	\$272,252,188
40	CYPRUS	UT	1.65%	\$975,964,204	88	UNIVERSITY OF KENTUCKY	KY	1.48%	\$864,618,683
40	NAVY	VA	1.65%	\$96,962,446,018	88	SELF-HELP	NC	1.48%	\$1,010,026,709
42	TELCO COMMUNITY	NC	1.64%	\$188,718,828	88	TENNESSEE VALLEY	TN	1.48%	\$1,445,783,154
43	CONNEXUS	WI	1.63%	\$2,274,624,186	88	YOLO	CA	1.48%	\$289,846,755
43	SILVER STATE SCHOOLS	NV	1.63%	\$767,633,250	94	MEMBERS 1ST	PA	1.47%	\$4,125,328,873
45	WESTBY CO-OP	WI	1.62%	\$511,150,752	94	CHARLOTTE METRO	NC	1.47%	\$516,272,422
45	ALLSOUTH	SC	1.62%	\$840,293,376	96	ORION	TN	1.46%	\$807,661,126
47	HOMETOWN	ND	1.61%	\$128,792,378	97	MOBILLOIL	TX	1.45%	\$805,854,445
48	TEXANS	TX	1.60%	\$1,572,471,413	97	WINGS FINANCIAL	MN	1.45%	\$5,065,189,002
48	IQ	WA	1.60%	\$1,104,888,999	97	SERVICE 1ST	PA	1.45%	\$378,265,824
50	DORT	MI	1.59%	\$870,716,789	97	SELF-HELP	NC	1.45%	\$1,123,523,317

U.S. AVERAGE

0.92% \$267,814,892

\*EXCLUDES ONE-TIME GAINS FROM DISPOSITION OF FIXED ASSETS.

## LEADERS IN NET WORTH-TO-ASSETS

FOR U.S. CREDIT UNIONS &gt;\$100M IN ASSETS | DATA AS OF 12.31.18

Rk.	Credit Union	St.	Net Worth / Total Assets	Total Assets	Rk.	Credit Union	St.	Net Worth / Total Assets	Total Assets
1	CBW SCHOOLS	PA	30.48%	\$108,016,831	51	ANECA	LA	17.90%	\$106,873,705
2	FIRST SOUTH FINANCIAL	TN	29.78%	\$568,151,162	52	ESL	NY	17.77%	\$6,204,535,651
3	BROTHERHOOD	MA	28.20%	\$105,972,782	53	CENTURY	MO	17.75%	\$105,269,832
4	MON VALLEY COMMUNITY	PA	24.67%	\$156,501,927	54	LEHIGH VALLEY EDUCATORS	PA	17.72%	\$311,641,517
5	SEA AIR	CA	24.31%	\$134,182,372	55	ROCKY MOUNTAIN LAW ENFORCEMENT	CO	17.66%	\$226,761,307
6	KIMBERLY CLARK	TN	24.28%	\$112,629,149	55	MARSHALL COMMUNITY	MI	17.66%	\$200,398,799
7	APPLETREE	WI	23.58%	\$127,737,276	57	IH	OH	17.64%	\$296,147,727
8	RIVERSET	PA	22.92%	\$114,428,983	58	DAWSON CO-OP	MN	17.57%	\$167,259,768
9	BOX ELDER COUNTY	UT	22.91%	\$131,964,386	59	COTTONWOOD COMMUNITY	ID	17.54%	\$103,881,714
10	TELCOE	AR	22.02%	\$361,029,638	60	GREAT PLAINS	MO	17.53%	\$280,414,282
11	NAHEOLA	AL	21.87%	\$104,222,035	61	DORT	MI	17.47%	\$870,716,789
12	DIVERSIFIED MEMBERS	MI	21.58%	\$395,381,019	61	MEMBERS EXCHANGE	MS	17.47%	\$113,716,272
13	MOOG EMPLOYEES	NY	21.39%	\$174,481,496	63	UNITED LOCAL	CA	17.45%	\$109,867,335
14	GREATER WOODLAWN	NY	21.28%	\$123,662,555	64	GULF COAST COMMUNITY	MS	17.33%	\$104,170,862
15	LINCOLN COUNTY	MT	21.02%	\$116,183,910	65	NOVA	NC	17.19%	\$107,844,941
16	FIRST FINANCIAL OF MARYLAND	MD	20.79%	\$1,006,247,289	66	SELF RELIANCE NEW YORK	NY	16.98%	\$1,329,989,936
17	MEMBERS FIRST	TX	20.73%	\$127,660,981	67	ALLSOUTH	SC	16.96%	\$840,293,376
18	LONG BEACH FIREMEN'S	CA	20.55%	\$186,484,223	68	EDUCATORS	TX	16.91%	\$406,585,412
18	EAST TEXAS PROFESSIONAL	TX	20.55%	\$614,710,610	69	OTIS	ME	16.87%	\$172,786,061
20	CELCO COMMUNITY	VA	20.51%	\$107,433,259	70	CEDAR FALLS COMMUNITY	IA	16.85%	\$119,493,860
21	VONS EMPLOYEES	CA	20.35%	\$567,543,012	71	FREEDOM	MA	16.82%	\$477,578,498
22	AAC	MI	20.12%	\$143,224,198	71	WESTBY CO-OP	WI	16.82%	\$511,150,752
23	FINANCIAL CENTER	CA	20.02%	\$496,635,201	73	NORTHEAST COMMUNITY	TN	16.79%	\$115,643,337
24	TRUGROCER	ID	19.83%	\$256,742,805	73	ARIZONA	AZ	16.79%	\$1,602,430,320
25	SEA WEST COAST GUARD	CA	19.76%	\$363,963,181	75	TRIBORO POSTAL	NY	16.73%	\$122,436,503
26	SOUTH FLORIDA EDUCATIONAL	FL	19.36%	\$1,117,103,611	76	HARRIS COUNTY	TX	16.64%	\$159,830,847
26	WEBSTER FIRST	MA	19.36%	\$976,994,009	77	CORPORATE AMERICA FAMILY	IL	16.54%	\$621,948,799
28	E-CENTRAL	CA	19.18%	\$159,811,424	78	GENFED	OH	16.51%	\$237,055,096
29	PANTEX	TX	19.15%	\$213,629,585	79	ARMCO	PA	16.42%	\$345,892,642
30	AFLAC	GA	18.68%	\$185,107,635	80	MTC	SC	16.40%	\$181,409,067
31	FIRESTONE	OH	18.62%	\$199,735,946	80	WICHITA	KS	16.40%	\$108,379,397
32	MARKET USA	MD	18.60%	\$120,066,038	82	COMMUNITYWIDE	IN	16.38%	\$444,266,449
33	MEMBERS' ADVANTAGE	WI	18.58%	\$112,153,172	83	SAN JOAQUIN POWER EMPLOYEES	CA	16.32%	\$141,843,747
34	PAHO-WHO	DC	18.57%	\$226,066,668	84	ASCEND	TN	16.24%	\$2,472,090,437
35	SELFRELANCE	IL	18.54%	\$589,328,570	85	TVA COMMUNITY	AL	16.22%	\$312,333,209
36	FIRST PRIORITY	MA	18.45%	\$105,997,996	86	SOVITA	MI	16.21%	\$409,379,389
37	EARTHMOVER	IL	18.42%	\$272,252,188	87	GENISYS	MI	16.20%	\$2,576,413,150
38	SKYWARD	KS	18.41%	\$284,242,742	88	RIVERTRUST	MS	16.08%	\$162,911,352
39	MULTIPLI	MO	18.38%	\$113,694,600	89	KELLOGG COMMUNITY	MI	16.05%	\$531,370,718
40	ROBINS FINANCIAL	GA	18.31%	\$2,509,837,153	89	SAN DIEGO COUNTY	CA	16.05%	\$8,148,466,552
41	HOMELAND	OH	18.27%	\$412,572,406	91	TRUSTAR	MN	16.00%	\$232,384,287
42	MAC	AK	18.22%	\$110,292,387	92	GREATER SPRINGFIELD	MA	15.99%	\$163,873,173
43	SERVICE 1	MI	18.17%	\$118,191,188	93	1ST ED	PA	15.97%	\$115,941,052
44	POLICE AND FIRE	PA	18.16%	\$5,234,487,857	93	B-M S	NJ	15.97%	\$100,057,557
45	MEMPHIS CITY EMPLOYEES	TN	18.15%	\$301,196,523	95	ALLIANCE	TX	15.94%	\$252,148,854
46	GULF COAST EDUCATORS	TX	18.12%	\$726,322,861	96	SUNLIGHT	WY	15.93%	\$111,212,139
47	AMERICAN 1	MI	18.11%	\$368,020,646	96	TIDEMARK	DE	15.93%	\$279,445,637
47	SIGNET	KY	18.11%	\$251,319,108	96	EMBERS	MI	15.93%	\$176,778,550
49	CENTRAL SUNBELT	MS	18.04%	\$211,822,632	96	LIBRARY OF CONGRESS	DC	15.93%	\$251,275,452
50	WEST MICHIGAN	MI	17.98%	\$164,915,909	100	F & A	CA	15.90%	\$1,661,545,133
<b>U.S. AVERAGE</b>							<b>11.31%</b>	<b>\$267,814,892</b>	

## LEADERS IN SERVICE REVENUE-TO-ASSETS

FOR U.S. CREDIT UNIONS &gt;\$100M IN ASSETS | DATA AS OF 12.31.18

Rk.	Credit Union	St.	Service Revenue / Average Assets	12-Month Service Revenue Growth	ROA*	Total Assets
1	ST. LOUIS COMMUNITY	MO	6.51%	12.54%	1.32%	\$282,198,946
2	PELICAN STATE	LA	5.91%	21.39%	1.38%	\$367,266,283
3	GEOVISTA	GA	4.78%	6.88%	0.27%	\$142,976,848
4	TEXAS TECH	TX	4.67%	15.23%	0.53%	\$190,244,775
5	EXCEL	GA	4.39%	2.57%	0.52%	\$111,785,712
6	CPM	SC	4.32%	8.61%	1.30%	\$356,027,360
7	CENTRAL SUNBELT	MS	4.23%	29.61%	2.20%	\$211,822,632
8	GULF COAST COMMUNITY	MS	4.01%	-1.01%	0.61%	\$104,170,862
9	ONE NEVADA	NV	3.99%	0.90%	1.50%	\$916,012,535
10	CENTRIC	LA	3.93%	20.83%	1.51%	\$183,101,287
11	AMERICAN 1	MI	3.90%	5.82%	1.76%	\$368,020,646
12	MICHIGAN FIRST	MI	3.88%	21.02%	0.77%	\$925,233,172
13	METRO HEALTH SERVICES	NE	3.84%	7.70%	1.01%	\$351,982,188
14	FIRST SOUTH FINANCIAL	TN	3.81%	10.03%	2.17%	\$568,151,162
14	UNITED 1ST	GA	3.81%	8.88%	1.14%	\$170,740,505
16	MAGNOLIA	MS	3.79%	-0.75%	0.67%	\$131,121,172
17	FAMILY SAVINGS	AL	3.76%	8.76%	1.08%	\$405,734,853
18	LEADERS	TN	3.74%	25.22%	1.31%	\$389,102,601
19	GREATER NEVADA	NV	3.72%	2.03%	1.73%	\$965,384,982
19	MAC	AK	3.72%	9.00%	1.92%	\$110,292,387
21	ALLSOUTH	SC	3.69%	9.30%	1.62%	\$840,293,376
22	ACTORS	NY	3.66%	-8.69%	0.43%	\$217,863,849
23	ROCK VALLEY	IL	3.62%	14.65%	0.62%	\$111,373,800
24	NEIGHBORS	MO	3.61%	7.47%	0.57%	\$370,704,694
25	MEMBERS EXCHANGE	MS	3.58%	2.54%	0.56%	\$113,716,272
26	GEORGETOWN KRAFT	SC	3.56%	13.41%	1.15%	\$108,865,982
27	SOUTHWEST LOUISIANA	LA	3.54%	3.37%	1.22%	\$103,989,540
28	SRP	SC	3.53%	12.47%	2.04%	\$927,897,788
29	MARKET USA	MD	3.51%	6.14%	1.10%	\$120,066,038
30	ADVANTAGE PLUS	ID	3.48%	0.12%	0.85%	\$139,599,038
30	ARIZONA	AZ	3.48%	4.36%	1.59%	\$1,602,430,320
32	UNIVERSITY	TX	3.47%	13.11%	0.96%	\$2,400,656,680
33	TEXELL	TX	3.46%	9.63%	1.14%	\$355,023,199
34	COMMUNITYAMERICA	KS	3.45%	9.85%	0.39%	\$2,686,627,768
34	PARKSIDE	MI	3.45%	5.57%	1.03%	\$118,573,170
36	CHARLOTTE METRO	NC	3.42%	15.36%	1.47%	\$516,272,422
37	ASSOCIATED CREDIT UNION OF TEXAS	TX	3.36%	5.43%	0.32%	\$399,736,603
38	PUBLIC SERVICE	MI	3.34%	18.73%	0.73%	\$285,973,054
38	AUTOTRUCK FINANCIAL	KY	3.34%	7.55%	1.22%	\$137,927,951
40	LIBERTY FIRST	NE	3.32%	12.78%	1.53%	\$270,475,751
41	ABCO	NJ	3.31%	2.91%	0.98%	\$191,313,073
42	ELGA	MI	3.28%	19.70%	2.48%	\$660,585,570
43	LOUISIANA	LA	3.26%	26.31%	1.22%	\$277,976,475
43	NAVIGATOR	MS	3.26%	3.68%	0.15%	\$331,918,953
45	PINAL COUNTY	AZ	3.24%	24.16%	1.22%	\$146,986,592
45	GUARDIAN	AL	3.24%	22.36%	1.35%	\$486,969,412
47	HEART OF LOUISIANA	LA	3.22%	23.78%	0.58%	\$101,873,346
48	BORDER	TX	3.21%	10.24%	1.16%	\$145,934,210
49	CSE	OH	3.19%	16.21%	0.97%	\$250,278,938
49	UNITED	MO	3.19%	40.39%	1.59%	\$170,405,925
<b>U.S. AVERAGE</b>			<b>1.38%</b>	<b>10.15%</b>	<b>0.92%</b>	<b>\$267,814,892</b>

\*EXCLUDES ONE-TIME GAINS FROM DISPOSITION OF FIXED ASSETS.

## LEADERS IN EFFICIENCY

FOR U.S. CREDIT UNIONS &gt;\$100M IN ASSETS | DATA AS OF 12.31.18

Rk.	Credit Union	St.	Efficiency Ratio*	Yield On Earning Assets	Op. Exp. / Avg. Assets (Not Annualized)	ROA**	Total Assets
1	LONG BEACH FIREMEN'S	CA	34.95%	2.87%	0.78%	1.39%	\$186,484,223
2	MOOG EMPLOYEES	NY	36.82%	2.94%	1.07%	1.83%	\$174,481,496
3	APCO EMPLOYEES	AL	38.11%	2.68%	0.59%	0.90%	\$2,863,040,687
4	CALIFORNIA LITHUANIAN	CA	39.13%	3.46%	0.87%	1.40%	\$120,778,506
5	MERCK EMPLOYEES	NJ	39.44%	1.96%	0.27%	0.43%	\$1,900,048,135
6	AFLAC	GA	40.19%	2.69%	0.68%	1.01%	\$185,107,635
7	DAWSON CO-OP	MN	40.87%	4.27%	1.49%	1.99%	\$167,259,768
8	SCHLUMBERGER EMPLOYEES	TX	41.75%	2.55%	1.36%	1.82%	\$813,261,903
9	STATE FARM	IL	43.44%	2.14%	0.39%	0.70%	\$4,102,249,620
10	GREATER SPRINGFIELD	MA	44.11%	2.96%	1.37%	1.70%	\$163,873,173
11	COMMUNITY	ND	45.91%	2.07%	0.70%	0.82%	\$164,717,894
12	COMMUNITYWIDE	IN	46.46%	6.37%	2.82%	1.22%	\$444,266,449
13	UNIVERSITY OF IOWA COMMUNITY	IA	46.58%	4.47%	1.68%	1.50%	\$5,377,351,126
14	SELF RELIANCE NEW YORK	NY	46.86%	3.22%	0.71%	0.80%	\$1,329,989,936
15	MON VALLEY COMMUNITY	PA	48.71%	2.71%	1.24%	1.31%	\$156,501,927
16	NAVY	VA	48.96%	5.98%	3.10%	1.65%	\$96,962,446,018
17	STAR ONE	CA	49.73%	2.66%	0.68%	0.68%	\$8,568,235,095
18	FORT KNOX	KY	49.84%	4.05%	2.07%	0.70%	\$1,550,237,253
19	F & A	CA	50.05%	2.67%	0.97%	0.96%	\$1,661,545,133
20	GENISYS	MI	50.73%	3.90%	2.39%	1.91%	\$2,576,413,150
21	TEXASGULF	TX	51.24%	3.99%	2.00%	1.69%	\$123,117,438
22	NCPD	NY	51.56%	2.76%	0.84%	0.73%	\$736,689,943
23	COUNTRYSIDE	NY	51.70%	3.74%	1.51%	0.84%	\$150,106,145
24	GLENDALE AREA SCHOOLS	CA	51.92%	2.61%	1.08%	0.85%	\$355,920,925
25	LINCOLN COUNTY	MT	51.94%	2.85%	1.66%	1.58%	\$116,183,910
26	NASA	MD	52.32%	4.97%	2.48%	1.14%	\$2,599,290,916
27	HOMETOWN	ND	52.64%	5.26%	2.12%	1.61%	\$128,792,378
28	REDWOOD	CA	52.96%	3.84%	2.56%	2.05%	\$4,455,861,077
29	UNITED STATES SENATE	VA	53.83%	5.31%	2.73%	1.55%	\$840,055,467
30	FIRST SOUTH FINANCIAL	TN	54.05%	3.06%	3.54%	2.17%	\$568,151,162
31	POLICE AND FIRE	PA	54.20%	3.49%	1.86%	1.38%	\$5,234,487,857
32	CONNECTICUT STATE EMPLOYEES	CT	54.52%	2.11%	0.54%	0.44%	\$1,816,884,183
33	STANFORD	CA	55.17%	3.46%	1.77%	1.30%	\$2,616,235,773
34	TEXANS	TX	55.23%	2.95%	2.06%	1.60%	\$1,572,471,413
35	BOX ELDER COUNTY	UT	55.57%	4.01%	2.81%	2.03%	\$131,964,386
36	LANDMARK	WI	55.89%	3.77%	2.40%	1.52%	\$3,965,319,770
37	IDAHO CENTRAL	ID	56.00%	4.14%	2.92%	1.79%	\$4,315,062,932
38	BANK-FUND STAFF	DC	56.21%	2.84%	1.49%	1.19%	\$4,971,904,840
39	LOGIX	CA	56.57%	3.95%	2.20%	1.39%	\$6,019,062,386
40	SCHOOLS FINANCIAL	CA	56.58%	3.27%	2.35%	1.42%	\$1,988,384,739
41	COMMUNITY	FL	56.63%	4.67%	2.65%	1.89%	\$726,483,060
42	ACIPCO	AL	56.90%	3.34%	1.67%	1.08%	\$156,891,899
43	UTAH POWER	UT	57.18%	2.95%	1.35%	1.00%	\$675,005,045
44	WINGS FINANCIAL	MN	57.28%	3.36%	2.02%	1.45%	\$5,065,189,002
44	LIBRARY OF CONGRESS	DC	57.28%	3.49%	2.12%	1.21%	\$251,275,452
46	ROCKLAND	MA	57.55%	3.26%	1.65%	1.03%	\$1,760,195,777
46	MAYO EMPLOYEES	MN	57.55%	2.88%	1.99%	1.41%	\$955,732,136
48	COTTONWOOD COMMUNITY	ID	57.76%	4.77%	2.28%	1.59%	\$103,881,714
49	FAIRFAX COUNTY	VA	57.95%	5.46%	2.73%	2.03%	\$417,970,435
50	CO-OP CREDIT UNION OF MONTEVIDEO	MN	58.28%	4.40%	2.62%	1.72%	\$196,810,677

## U.S. AVERAGE

69.90%

4.01%

3.15%

0.92%

\$267,814,892

\* THE EFFICIENCY RATIO (EXCLUDING PLL) MEASURES OPERATING EXPENSES AS A PERCENTAGE OF NET INTEREST INCOME, FEE INCOME, AND OTHER OPERATING INCOME; DOES NOT INCLUDE STABILIZATION EXPENSES.

\*\*EXCLUDES ONE-TIME GAINS FROM DISPOSITION OF FIXED ASSETS.



## EMPLOYEE ROI INCREASES THROUGHOUT THE INDUSTRY

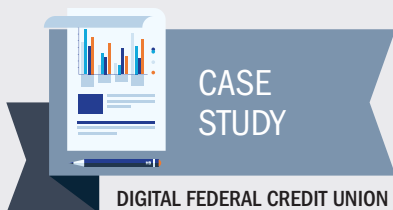
The U.S. unemployment rate ticked up slightly in the last month of 2018, from 3.7% in October and November to 3.9% in December. Still, that was down from 4.4% one year earlier and is the lowest year-end rate since 1969. For their part, credit unions employed 305,312 full-time equivalent (FTE) employees as of Dec. 31, 2018, a 4.3% increase from last year-end. Growth in FTE employees — calculated as 100% of an institution's full-time employees plus 50% of its part-time employees — kept pace with the industry's 4.4% year-over-year membership growth; as such, the number of members per employee in the industry held steady at 385.

In 2018, credit union employees earned a combined \$22.9 billion in salaries and benefits. That's up 7.6% year-over-year. To retain top talent, credit unions spent on average \$4.2 million on salaries and benefits. The growth dynamic between total compensation and FTEs resulted in a \$2,319 increase in average compensation per employee, which rose from \$72,829 at year-end 2017 to \$75,148 at year-end 2018. Salary

and benefits are typically a credit union's largest expenditure. At the end of 2018, compensation accounted for 50.9% of total non-interest expenses for the industry.

As the number of employees increases, employee efficiency also rises. Total revenue per salary and benefits, a productivity metric that measures how much revenue a credit union generates per dollar spent on employee compensation, increased 15 cents year-over-year to \$3.24 as of Dec. 31, 2018. Total income per employee expanded 8.2% year-over-over from \$225,141 in the fourth quarter of 2017 to \$243,700 in the fourth quarter of 2018.

Credit unions reported nearly \$1.7 million in originations per employee in 2018. Notably, loan origination growth of 5.3% outpaced the industry's employee growth of 4.3%. Consequently, originations per employee at year-end 2018 was \$16,230 higher than at year-end 2017, showing how employee return on investment is rising throughout the industry.



### PRODUCTIVE LISTENING SUPPORTS PRODUCTIVE EMPLOYEES

DIGITAL FEDERAL CREDIT UNION / MARLBOROUGH, MA / ASSETS: \$8.5B / MEMBERS: 802,007

Digital Federal Credit Union's staff of more than 1,300 employees is a productive group. They manage more accounts per employee than most billion-dollar credit unions, and they generate more income per employee, too.

But DCU got mixed news from its first-ever employee engagement survey, which found challenges in such areas as communication, compensation, career development, and employee empowerment.

Armed with data from that 2016 survey, the credit union set to work developing a plan to show employees it appreciated them sharing their confidential opinions and, more importantly, was addressing the pain points they identified.

Actions taken so far include:

- A full-scale compensation program review that resulted in the adjustment of some wage scales to better reflect the local labor market. The credit union also increased hourly starting wages.
- The addition of an organizational development specialist to the human resources department. This staffer focuses on leadership development, career pathing, and employee engagement.

- The creation of a communication task force as well as investments in additional methods of communicating, such as lobby and lunch room monitors.

And to ensure the credit union gets as much as possible from the survey-and-response strategy, it conducted a follow-up survey — a shorter version called a “pulse survey” — in the summer of 2017.

“It's kind of a check-in,” says senior vice president for human resources and training Jane Fontaine. “We found we need to continually evaluate our methods of communicating throughout the organization and we need more career development on the supervisory level.”

Those two pain points became more evident when the survey uncovered that not all managers were sharing important information with their own staffs.

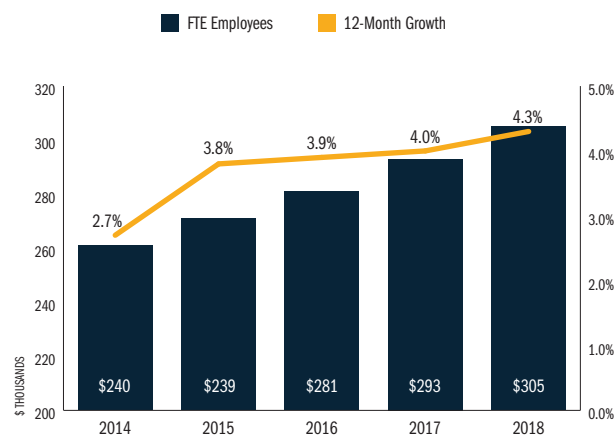
“We're now devoting time to working with our managers in improving their communication skills,” Fontaine says.

*Find more productivity best practices at [CreditUnions.com/financial-performance/productivity](https://CreditUnions.com/financial-performance/productivity).*

## PRODUCTIVITY

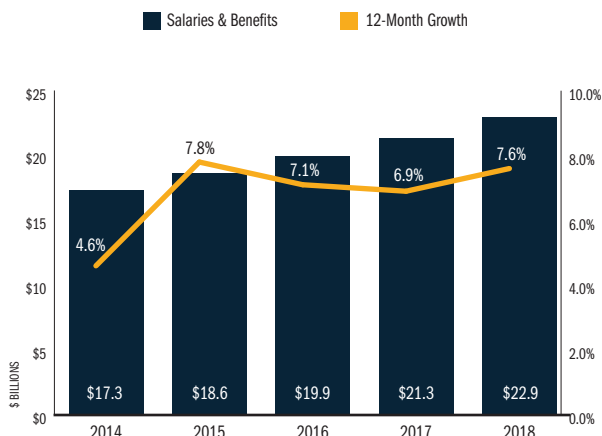
## FTE EMPLOYEES\* &amp; 12-MONTH GROWTH

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



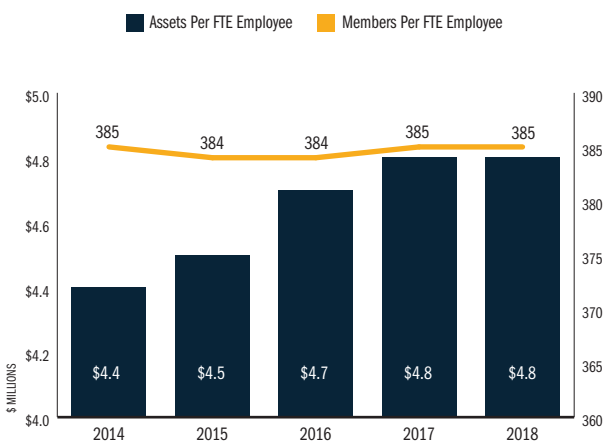
## SALARIES &amp; BENEFITS &amp; 12-MONTH GROWTH

FOR ALL U.S. CREDIT UNION | DATA AS OF 12.31.18



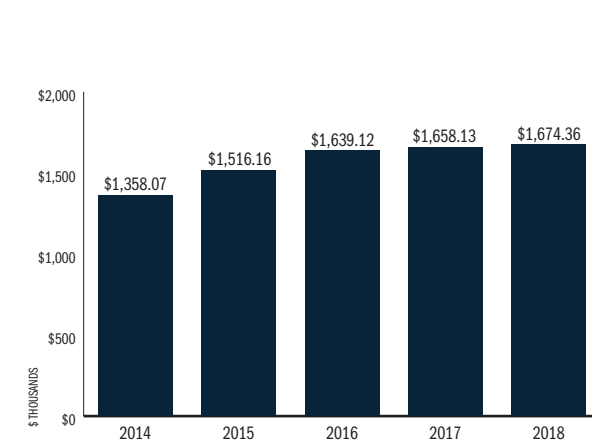
## ASSETS &amp; MEMBERS PER FTE EMPLOYEE\*

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



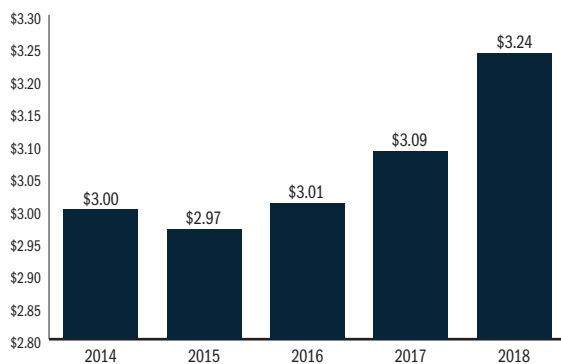
## YTD LOAN ORIGINATIONS PER FTE EMPLOYEE\*

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



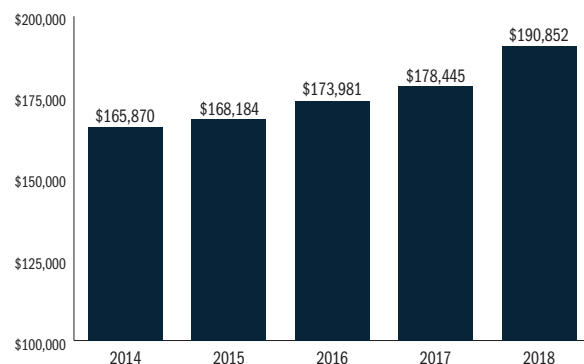
## REVENUE PER \$1 SALARIES &amp; BENEFITS

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



## ANNUALIZED NET INTEREST INCOME &amp; SERVICE INCOME PER FTE EMPLOYEE\*

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



\*FTE = FULL-TIME EQUIVALENT. FTE EMPLOYEES IS CALCULATED AS ALL FULL-TIME EMPLOYEES PLUS 50% OF PART-TIME EMPLOYEES.

SOURCE: CALLAHAN &amp; ASSOCIATES

## LEADERS IN SALARIES & BENEFITS PER EMPLOYEE

FOR U.S. CREDIT UNIONS >\$100M IN ASSETS | DATA AS OF 12.31.18

Rk.	Credit Union	St.	Annualized Salaries & Benefits Per FTE Employee*	FTE Employees*	Annualized Revenue Per FTE Employee*	Total Assets
1	STAR ONE	CA	\$166,516	197	\$1,224,860	\$8,568,235,095
2	CONSTELLATION	VA	\$145,979	24	\$316,121	\$223,472,146
3	SAN JOAQUIN POWER EMPLOYEES	CA	\$138,172	7	\$618,784	\$141,843,747
4	QUORUM	NY	\$137,395	131	\$425,222	\$817,533,234
5	PACIFIC SERVICE	CA	\$136,852	122	\$355,261	\$1,153,544,189
6	ALLIANT	IL	\$136,254	559	\$756,757	\$11,226,543,830
7	STANFORD	CA	\$132,313	188	\$515,485	\$2,616,235,773
8	TECHNOLOGY	CA	\$130,724	233	\$475,595	\$2,735,042,383
9	LOCAL GOVERNMENT	NC	\$129,958	188	\$727,703	\$2,073,777,770
10	APL	MD	\$129,443	51	\$283,220	\$487,421,700
11	LOS ANGELES POLICE	CA	\$128,424	151	\$290,867	\$931,835,508
12	SAN FRANCISCO	CA	\$127,761	111	\$391,102	\$1,069,946,564
13	SOMERSET	MA	\$127,289	31	\$175,578	\$144,548,972
14	UNITED NATIONS	NY	\$126,786	582	\$369,237	\$5,446,484,924
15	BOULDER DAM	NV	\$125,905	45	\$443,574	\$628,908,565
16	CALTECH EMPLOYEES	CA	\$121,405	72	\$686,806	\$1,675,235,840
17	MUNICIPAL	NY	\$120,348	688	\$285,811	\$2,863,183,304
18	PAHO-WHO	DC	\$120,291	20	\$400,912	\$226,066,668
19	PROPONENT	NJ	\$119,306	79	\$308,165	\$470,864,248
20	KINECTA	CA	\$119,137	699	\$313,414	\$4,436,242,993
21	MICHIGAN EDUCATIONAL	MI	\$118,925	82	\$357,542	\$825,829,832
22	MERIWEST	CA	\$118,502	229	\$287,353	\$1,617,798,786
23	DIRECT	MA	\$117,343	67	\$379,757	\$686,641,299
24	CONSOLIDATED	OR	\$117,177	51	\$239,638	\$234,474,758
25	THE PARTNERSHIP	VA	\$116,547	23	\$298,267	\$153,753,143
26	NCPD	NY	\$116,536	22	\$959,196	\$736,689,943
27	ELEMENTS FINANCIAL	IN	\$116,333	180	\$388,354	\$1,536,061,617
28	CAHP	CA	\$115,954	31	\$413,998	\$200,571,111
29	BHCU	PA	\$115,737	18	\$324,131	\$148,912,862
30	EVANGELICAL CHRISTIAN	CA	\$115,379	122	\$242,127	\$703,154,962
31	SMW 104	CA	\$115,096	10	\$318,415	\$100,758,886
32	SELF RELIANCE NEW YORK	NY	\$114,536	42	\$1,035,500	\$1,329,989,936
33	AEROSPACE	CA	\$113,846	26	\$395,119	\$371,041,291
34	LIBERTY BAY	MA	\$113,742	88	\$287,545	\$667,405,236
35	HAWAII CENTRAL	HI	\$113,634	44	\$250,881	\$280,274,550
36	FARMERS INSURANCE GROUP	CA	\$113,427	191	\$297,759	\$917,256,720
37	CHEVRON	CA	\$113,422	280	\$437,124	\$3,335,458,577
38	CALIFORNIA	CA	\$113,370	497	\$279,734	\$3,086,714,883
39	NORTHWEST	VA	\$113,352	517	\$345,816	\$3,412,424,286
40	O.A.S. STAFF	DC	\$113,246	27	\$311,233	\$241,988,171
41	UNIVERSITY	CA	\$112,480	82	\$302,324	\$654,577,105
42	UNIVERSITY	TX	\$112,062	663	\$254,630	\$2,400,656,680
43	FIREFIGHTERS FIRST	CA	\$111,667	165	\$347,184	\$1,380,523,596
44	SF POLICE	CA	\$111,587	109	\$335,897	\$903,529,738
45	CREDIT UNION OF TEXAS	TX	\$110,469	363	\$281,359	\$1,417,275,989
46	PARSONS	CA	\$110,190	22	\$303,590	\$214,017,193
47	UNITED STATES SENATE	VA	\$110,121	108	\$407,639	\$840,055,467
48	ELEVATIONS	CO	\$107,987	538	\$229,801	\$2,088,986,457
49	DEERE EMPLOYEES	IL	\$107,966	122	\$418,306	\$1,039,283,509
50	BENCHMARK	PA	\$107,561	36	\$264,943	\$215,424,397
<b>U.S. AVERAGE</b>			<b>\$75,148</b>	<b>56</b>	<b>\$243,700</b>	<b>\$267,814,892</b>

\*FTE = FULL-TIME EQUIVALENT. FTE EMPLOYEES IS CALCULATED AS ALL FULL-TIME EMPLOYEES PLUS 50% OF PART-TIME EMPLOYEES.

## LEADERS IN ASSETS PER EMPLOYEE

FOR U.S. CREDIT UNIONS &gt;\$100M IN ASSETS | DATA AS OF 12.31.18

Rk.	Credit Union	St.	Total Asset Per FTE Employee*	FTE Employees*	Total Assets
1	MERCK EMPLOYEES	NJ	\$76,001,925	25	\$1,900,048,135
2	STAR ONE	CA	\$43,493,579	197	\$8,568,235,095
3	NCPD	NY	\$33,485,907	22	\$736,689,943
4	SELF RELIANCE NEW YORK	NY	\$31,666,427	42	\$1,329,989,936
5	STATE FARM	IL	\$31,314,883	131	\$4,102,249,620
6	CONNECTICUT STATE EMPLOYEES	CT	\$27,528,548	66	\$1,816,884,183
7	APCO EMPLOYEES	AL	\$24,896,006	115	\$2,863,040,687
8	CALTECH EMPLOYEES	CA	\$23,267,164	72	\$1,675,235,840
9	SCHLUMBERGER EMPLOYEES	TX	\$20,331,548	40	\$813,261,903
10	SAN JOAQUIN POWER EMPLOYEES	CA	\$20,263,392	7	\$141,843,747
11	ALLIANT	IL	\$20,083,263	559	\$11,226,543,830
12	F & A	CA	\$19,547,590	85	\$1,661,545,133
13	LONG BEACH FIREMEN'S	CA	\$18,648,422	10	\$186,484,223
14	AFLAC	GA	\$18,510,764	10	\$185,107,635
15	FIRESTONE	OH	\$18,157,813	11	\$199,735,946
16	CALIFORNIA LITHUANIAN	CA	\$17,254,072	7	\$120,778,506
17	BANK-FUND STAFF	DC	\$15,733,876	316	\$4,971,904,840
18	AEROSPACE	CA	\$14,270,819	26	\$371,041,291
19	BOULDER DAM	NV	\$13,975,746	45	\$628,908,565
20	STANFORD	CA	\$13,916,148	188	\$2,616,235,773
21	DENVER FIRE DEPARTMENT	CO	\$13,829,412	11	\$152,123,530
22	BELLCO	CO	\$13,648,325	331	\$4,517,595,714
23	MOOG EMPLOYEES	NY	\$13,421,654	13	\$174,481,496
24	GLENDALE AREA SCHOOLS	CA	\$13,182,256	27	\$355,920,925
25	BETHPAGE	NY	\$12,806,017	656	\$8,400,746,931
26	COMMUNITY	ND	\$12,670,607	13	\$164,717,894
27	UTILITIES EMPLOYEES	PA	\$12,568,363	93	\$1,168,857,739
28	IDB-IIC	DC	\$12,271,219	46	\$564,476,080
29	MON VALLEY COMMUNITY	PA	\$12,038,610	13	\$156,501,927
30	CHEVRON	CA	\$11,912,352	280	\$3,335,458,577
31	UTAH POWER	UT	\$11,842,194	57	\$675,005,045
32	UNIVERSITY OF IOWA COMMUNITY	IA	\$11,818,354	455	\$5,377,351,126
33	RAILROAD	AL	\$11,749,892	9	\$105,749,024
34	TECHNOLOGY	CA	\$11,738,379	233	\$2,735,042,383
35	CHATTANOOGA AREA SCHOOLS	TN	\$11,703,334	13	\$152,143,341
36	DOW CHEMICAL EMPLOYEES	MI	\$11,631,171	140	\$1,628,363,915
37	COMPASS COMMUNITY	CA	\$11,436,053	12	\$137,232,631
38	MECE	MO	\$11,406,506	16	\$182,504,093
39	NEBRASKA ENERGY	NE	\$11,376,418	23	\$261,657,609
40	PAHO-WHO	DC	\$11,303,333	20	\$226,066,668
41	LONG BEACH CITY EMPLOYEES	CA	\$11,183,233	27	\$301,947,286
42	TRIBORO POSTAL	NY	\$11,130,591	11	\$122,436,503
43	LOCAL GOVERNMENT	NC	\$11,030,733	188	\$2,073,777,770
44	APCI	PA	\$10,983,190	52	\$571,125,882
45	SANTA BARBARA TEACHERS	CA	\$10,681,364	22	\$234,990,011
46	ISLAND	NY	\$10,626,174	147	\$1,562,047,602
47	TELCOE	AR	\$10,618,519	34	\$361,029,638
48	AMERICAN AIRLINES	TX	\$10,573,488	691	\$7,306,280,141
49	LEHIGH VALLEY EDUCATORS	PA	\$10,388,051	30	\$311,641,517
50	NOVA UA	NJ	\$10,322,902	12	\$123,874,822
<b>U.S. AVERAGE</b>			<b>\$4,817,504</b>	<b>56</b>	<b>\$267,814,892</b>

\*FTE = FULL-TIME EQUIVALENT. FTE EMPLOYEES IS CALCULATED AS ALL FULL-TIME EMPLOYEES PLUS 50% OF PART-TIME EMPLOYEES.

## LEADERS IN MEMBERS PER EMPLOYEE

FOR U.S. CREDIT UNIONS &gt;\$100M IN ASSETS | DATA AS OF 12.31.18

Rk.	Credit Union	St.	Members Per FTE Employee*	Members	FTE Employees*	Total Assets
1	LOCAL GOVERNMENT	NC	1,808	339,957	188	\$2,073,777,770
2	AFLAC	GA	1,769	17,692	10	\$185,107,635
3	AMERICA'S CHRISTIAN	CA	1,611	141,785	88	\$390,042,520
4	GREENWOOD	RI	1,095	66,779	61	\$552,016,212
5	ROCKLAND	MA	1,015	179,689	177	\$1,760,195,777
6	GREATER WOODLAWN	NY	1,012	16,197	16	\$123,662,555
7	CONNEXUS	WI	1,011	330,693	327	\$2,274,624,186
8	MERCK EMPLOYEES	NJ	1,004	25,090	25	\$1,900,048,135
9	BELCO	CO	985	326,057	331	\$4,517,595,714
10	CONNECTICUT STATE EMPLOYEES	CT	984	64,976	66	\$1,816,884,183
11	SMW 104	CA	983	9,831	10	\$100,758,886
12	STATE FARM	IL	957	125,399	131	\$4,102,249,620
13	SAN JOAQUIN POWER EMPLOYEES	CA	931	6,516	7	\$141,843,747
14	FIRESTONE	OH	890	9,795	11	\$199,735,946
15	CBW SCHOOLS	PA	876	10,513	12	\$108,016,831
16	CHATTANOOGA AREA SCHOOLS	TN	845	10,987	13	\$152,143,341
17	MUNICIPAL	NY	845	581,133	688	\$2,863,183,304
18	ALLIANT	IL	785	439,028	559	\$11,226,543,830
19	USC	CA	782	72,757	93	\$549,733,309
20	HEALTHCARE EMPLOYEES	NJ	778	17,899	23	\$112,331,488
21	MON VALLEY COMMUNITY	PA	761	9,893	13	\$156,501,927
22	SCHLUMBERGER EMPLOYEES	TX	753	30,122	40	\$813,261,903
23	BFG	OH	748	25,445	34	\$146,044,829
24	TELCOE	AR	727	24,731	34	\$361,029,638
25	MARRIOTT EMPLOYEES	MD	725	31,893	44	\$186,068,692
26	FEDEX EMPLOYEES CREDIT ASSOCIATION	TN	719	85,547	119	\$496,495,296
27	MOOG EMPLOYEES	NY	715	9,300	13	\$174,481,496
28	WEPCO	MD	707	31,807	45	\$223,286,722
29	NCPD	NY	707	15,545	22	\$736,689,943
30	LATINO COMMUNITY	NC	699	83,924	120	\$339,723,305
31	METRO	MA	679	209,717	309	\$1,877,534,258
32	STATE EMPLOYEES CREDIT UNION OF MARYLAND	MD	671	261,031	389	\$3,642,602,360
33	PENTAGON	VA	669	1,714,427	2,563	\$24,484,750,927
34	TRUGROCER	ID	658	28,287	43	\$256,742,805
35	MECE	MO	657	10,517	16	\$182,504,093
36	MICHIGAN EDUCATIONAL	MI	651	53,422	82	\$825,829,832
37	TRANSCEND	KY	643	48,833	76	\$412,896,962
38	FREEDOM	PA	641	67,959	106	\$888,255,332
39	DOMINION ENERGY	VA	639	21,719	34	\$300,180,776
40	APCO EMPLOYEES	AL	626	71,993	115	\$2,863,040,687
41	COMMUNITYWIDE	IN	618	50,031	81	\$444,266,449
42	LOUVIERS	DE	614	19,645	32	\$264,072,741
43	PUERTO RICO	PR	611	22,615	37	\$146,549,968
44	ASHLAND	KY	611	34,195	56	\$252,307,412
45	DIGITAL	MA	610	802,007	1,314	\$8,530,261,736
46	NORTHEAST ARKANSAS	AR	609	24,977	41	\$121,836,582
47	HIDDEN RIVER	PA	605	16,943	28	\$150,924,654
48	METRO WEST COMMUNITY	MA	604	7,848	13	\$100,709,888
49	EECU	TX	602	205,766	342	\$2,263,160,448
50	URW COMMUNITY	VA	597	28,057	47	\$188,317,301
<b>U.S. AVERAGE</b>			<b>385</b>	<b>21,404</b>	<b>56</b>	<b>\$267,814,892</b>

\*FTE = FULL-TIME EQUIVALENT. FTE EMPLOYEES IS CALCULATED AS ALL FULL-TIME EMPLOYEES PLUS 50% OF PART-TIME EMPLOYEES.

## LEADERS IN ANNUALIZED REVENUE PER EMPLOYEE

FOR U.S. CREDIT UNIONS &gt;\$100M IN ASSETS | DATA AS OF 12.31.18

Rk.	Credit Union	St.	Annualized Revenue Per FTE Employee*	FTE Employees*	Total Assets
1	MERCK EMPLOYEES	NJ	\$1,539,392	25	\$1,900,048,135
2	STAR ONE	CA	\$1,224,860	197	\$8,568,235,095
3	SELF RELIANCE NEW YORK	NY	\$1,035,500	42	\$1,329,989,936
4	NCPD	NY	\$959,196	22	\$736,689,943
5	ALLIANT	IL	\$756,757	559	\$11,226,543,830
6	LOCAL GOVERNMENT	NC	\$727,703	188	\$2,073,777,770
7	APCO EMPLOYEES	AL	\$716,063	115	\$2,863,040,687
8	STATE FARM	IL	\$694,946	131	\$4,102,249,620
9	SCHLUMBERGER EMPLOYEES	TX	\$690,658	40	\$813,261,903
10	CALTECH EMPLOYEES	CA	\$686,806	72	\$1,675,235,840
11	BELCO	CO	\$667,950	331	\$4,517,595,714
12	SAN JOAQUIN POWER EMPLOYEES	CA	\$618,784	7	\$141,843,747
13	CONNECTICUT STATE EMPLOYEES	CT	\$610,158	66	\$1,816,884,183
14	CALIFORNIA LITHUANIAN	CA	\$591,070	7	\$120,778,506
15	F & A	CA	\$576,760	85	\$1,661,545,133
16	UNIVERSITY OF IOWA COMMUNITY	IA	\$573,533	455	\$5,377,351,126
17	LONG BEACH FIREMEN'S	CA	\$562,007	10	\$186,484,223
18	BETHPAGE	NY	\$528,573	656	\$8,400,746,931
19	STANFORD	CA	\$515,485	188	\$2,616,235,773
20	AFLAC	GA	\$506,593	10	\$185,107,635
21	STATE EMPLOYEES CREDIT UNION OF MARYLAND	MD	\$497,655	389	\$3,642,602,360
22	BANK-FUND STAFF	DC	\$493,586	316	\$4,971,904,840
23	TECHNOLOGY	CA	\$475,595	233	\$2,735,042,383
24	NASA	MD	\$455,860	308	\$2,599,290,916
25	PROGRESSIVE	NY	\$445,132	38	\$325,561,761
26	BOULDER DAM	NV	\$443,574	45	\$628,908,565
27	CHEVRON	CA	\$437,124	280	\$3,335,458,577
28	MECE	MO	\$436,130	16	\$182,504,093
29	DENVER FIRE DEPARTMENT	CO	\$433,108	11	\$152,123,530
30	FREEDOM	PA	\$429,179	106	\$888,255,332
31	PENTAGON	VA	\$426,669	2,563	\$24,484,750,927
32	QUORUM	NY	\$425,222	131	\$817,533,234
33	DEERE EMPLOYEES	IL	\$418,306	122	\$1,039,283,509
34	MOOG EMPLOYEES	NY	\$415,949	13	\$174,481,496
35	CAHP	CA	\$413,998	31	\$200,571,111
36	LIBRARY OF CONGRESS	DC	\$413,866	25	\$251,275,452
37	NAVY	VA	\$411,141	16,846	\$96,962,446,018
38	UNITED STATES SENATE	VA	\$407,639	108	\$840,055,467
39	BECU	WA	\$404,794	2,092	\$19,601,489,460
40	BCU	IL	\$404,114	595	\$3,483,865,083
41	PAHO-WHO	DC	\$400,912	20	\$226,066,668
42	ESL	NY	\$399,159	746	\$6,204,535,651
43	WINGS FINANCIAL	MN	\$399,031	503	\$5,065,189,002
44	UTAH POWER	UT	\$396,437	57	\$675,005,045
45	LOGIX	CA	\$395,958	685	\$6,019,062,386
46	AEROSPACE	CA	\$395,119	26	\$371,041,291
47	CONNEXUS	WI	\$393,068	327	\$2,274,624,186
48	UTILITIES EMPLOYEES	PA	\$391,807	93	\$1,168,857,739
49	SAN FRANCISCO	CA	\$391,102	111	\$1,069,946,564
50	ELEMENTS FINANCIAL	IN	\$388,354	180	\$1,536,061,617
<b>U.S. AVERAGE</b>			<b>\$243,700</b>	<b>56</b>	<b>\$267,814,892</b>

\*FTE = FULL-TIME EQUIVALENT. FTE EMPLOYEES IS CALCULATED AS ALL FULL-TIME EMPLOYEES PLUS 50% OF PART-TIME EMPLOYEES.



## LEADERS IN YEAR-TO-DATE LOAN ORIGINATIONS PER EMPLOYEE

FOR U.S. CREDIT UNIONS >\$100M IN ASSETS | DATA AS OF 12.31.18

Rk.	Credit Union	St.	Loan Originations Per		FTE* Emp.	Total Loans	Rk.	Credit Union	St.	Loan Originations Per		FTE* Emp.	Total Loans
			FTE Emp.*							FTE Emp.*			
1	ALLIANT	IL	\$6,329,404		559	\$8,537,403,539	51	HAWAII STATE	HI	\$2,867,197		319	\$977,739,494
2	BELLCO	CO	\$6,288,493		331	\$3,630,782,165	52	AMERICAN AIRLINES	TX	\$2,854,595		691	\$4,527,893,884
3	UNIVERSITY OF IOWA COMM.	IA	\$6,117,032		455	\$5,006,671,349	53	ANDREWS	MD	\$2,850,319		304	\$1,477,587,833
4	LOCAL GOVERNMENT	NC	\$5,888,156		188	\$1,743,980,136	54	CITADEL	PA	\$2,802,221		458	\$3,023,058,463
5	SAN JOAQUIN POWER EMP.	CA	\$5,530,828		7	\$99,304,669	55	IDAHO CENTRAL	ID	\$2,787,355		1,085	\$3,687,219,872
6	STAR ONE	CA	\$4,954,264		197	\$3,956,075,523	56	COMPASS COMMUNITY	CA	\$2,786,634		12	\$74,520,540
7	BETHPAGE	NY	\$4,732,807		656	\$6,040,666,777	57	PREMIER AMERICA	CA	\$2,751,290		326	\$2,183,427,455
8	DAWSON CO-OP	MN	\$4,705,298		23	\$138,332,751	58	NEBRASKA ENERGY	NE	\$2,747,221		23	\$225,280,490
9	TECHNOLOGY	CA	\$4,689,208		233	\$2,184,288,903	59	AMERICA FIRST	UT	\$2,734,153		3,053	\$8,423,666,270
10	MECE	MO	\$4,564,348		16	\$121,829,572	60	PURDUE	IN	\$2,729,280		234	\$889,270,879
11	STATE EMP. CU OF MARYLAND	MD	\$4,479,846		389	\$3,251,556,828	61	GEORGIA'S OWN	GA	\$2,715,790		424	\$1,891,648,161
12	GREENWOOD	RI	\$4,322,617		61	\$452,171,908	62	PARSONS	CA	\$2,707,773		22	\$118,969,127
13	CONNEXUS	WI	\$4,131,007		327	\$1,890,201,891	63	NORTHWEST	VA	\$2,705,862		517	\$2,751,651,124
14	BEUC	WA	\$3,961,678		2,092	\$12,937,170,186	64	AMERICAN FIRST	CA	\$2,703,609		133	\$544,063,538
15	LONG BEACH FIREMEN'S	CA	\$3,879,211		10	\$129,551,832	65	DIGITAL	MA	\$2,689,434		1,314	\$7,230,416,774
16	PENTAGON	VA	\$3,784,485		2,563	\$19,987,245,697	66	WINGS FINANCIAL	MN	\$2,675,969		503	\$3,254,646,583
17	ELEMENTS FINANCIAL	IN	\$3,672,133		180	\$1,223,879,859	67	SF FIRE	CA	\$2,664,836		214	\$990,726,912
18	BANK-FUND STAFF	DC	\$3,652,734		316	\$2,820,960,041	68	ATLANTA POSTAL	GA	\$2,661,569		229	\$1,582,766,943
19	CAHP	CA	\$3,606,596		31	\$168,987,162	69	UNITED STATES SENATE	VA	\$2,660,926		108	\$667,838,177
20	NAVY	VA	\$3,575,048		16,846	\$73,866,028,647	70	SAN FRANCISCO	CA	\$2,660,247		111	\$773,566,391
21	FIREFIGHTERS FIRST	CA	\$3,563,858		165	\$1,182,824,597	71	MICHIGAN EDUCATIONAL	MI	\$2,654,793		82	\$535,623,461
22	UTAH FIRST	UT	\$3,560,437		87	\$361,109,955	72	SCHOOLS FINANCIAL	CA	\$2,641,841		300	\$1,485,487,838
23	STANFORD	CA	\$3,551,202		188	\$1,894,393,429	73	MCGRAW-HILL	NJ	\$2,639,009		62	\$346,387,931
24	LOGIX	CA	\$3,482,913		685	\$5,419,120,438	74	SCHLUMBERGER EMP.	TX	\$2,638,455		40	\$240,886,968
25	DIRECT	MA	\$3,467,771		67	\$615,276,388	75	NASSAU EDUCATORS	NY	\$2,623,516		382	\$2,580,793,010
26	UTAH COMMUNITY	UT	\$3,459,052		377	\$1,061,653,990	76	ABBOTT LABORATORIES EMP.	IL	\$2,622,856		104	\$457,036,494
27	ROCKLAND	MA	\$3,357,704		177	\$1,588,219,527	77	FREEDOM	PA	\$2,621,937		106	\$658,527,738
28	INSPIRUS	WA	\$3,344,571		159	\$1,077,681,428	78	FINANCIAL ONE	MN	\$2,601,735		35	\$124,343,301
29	PUGET SOUND COOPERATIVE	WA	\$3,297,478		29	\$137,729,087	79	COMMUNITYWIDE	IN	\$2,600,075		81	\$394,258,862
30	DOW CHEMICAL EMP.	MI	\$3,291,942		140	\$963,299,382	80	OREGON STATE	OR	\$2,585,950		239	\$1,054,959,425
31	COASTAL	NC	\$3,277,253		533	\$2,743,110,145	81	WASHINGTON STATE EMP.	WA	\$2,583,965		622	\$2,448,391,057
32	SUMMIT	WI	\$3,266,520		546	\$2,782,598,969	82	DENVER FIRE DEPARTMENT	CO	\$2,576,948		11	\$78,075,138
33	UTAH POWER	UT	\$3,245,007		57	\$333,197,438	83	GREATER NEVADA	NV	\$2,570,058		283	\$674,096,242
34	STATE FARM	IL	\$3,237,636		131	\$916,175,876	84	QUORUM	NY	\$2,566,845		131	\$703,652,065
35	LANDMARK	WI	\$3,234,239		613	\$3,447,562,400	85	GOLDEN 1	CA	\$2,565,402		1,719	\$8,819,855,277
36	UNIVERSITY OF WISCONSIN	WI	\$3,232,675		599	\$2,188,409,885	86	ELEVATIONS	CO	\$2,564,982		538	\$1,511,144,396
37	CALIFORNIA LITHUANIAN	CA	\$3,197,022		7	\$87,552,846	87	ARTESIA	NM	\$2,563,245		17	\$77,389,357
38	PATELCO	CA	\$3,181,148		708	\$5,030,392,895	88	ANDIGO	IL	\$2,561,974		114	\$651,464,966
39	ONPOINT COMMUNITY	OR	\$3,174,069		683	\$3,486,438,306	89	1ST UNITED	CA	\$2,556,699		143	\$864,324,556
40	ST. PAUL	MN	\$3,164,054		27	\$145,453,115	90	HARVARD UNIVERSITY EMP.	MA	\$2,549,953		115	\$649,384,022
41	CHATTANOOGA AREA SCHOOLS	TN	\$3,162,597		13	\$60,146,301	91	UNIVERSITY	TX	\$2,544,930		663	\$2,091,002,531
42	DEERE EMP.	IL	\$3,157,169		122	\$906,344,820	92	APL	MD	\$2,540,613		51	\$279,034,892
43	VERITY	WA	\$3,088,045		140	\$463,042,138	93	PENNSYLVANIA STATE EMP.	PA	\$2,536,095		812	\$4,273,046,659
44	LAKE MICHIGAN	MI	\$3,051,066		1,300	\$4,949,496,307	94	ENT	CO	\$2,525,440		843	\$4,551,199,185
45	STATE DEPARTMENT	VA	\$3,032,665		203	\$1,194,132,127	95	MICHIGAN SCHOOLS AND GOV.	MI	\$2,509,464		316	\$1,669,277,904
46	ADVANCIAL	TX	\$2,934,338		219	\$1,348,422,192	96	MOUNTAIN AMERICA	UT	\$2,509,353		2,103	\$6,987,288,778
47	EECU	TX	\$2,930,839		342	\$1,798,580,298	97	NOVATION	MN	\$2,505,571		28	\$133,697,970
48	BCU	IL	\$2,904,047		595	\$3,136,939,265	98	VERIDIAN	IA	\$2,501,633		822	\$3,788,107,025
49	SAN DIEGO COUNTY	CA	\$2,903,223		857	\$6,599,871,133	99	GENERAL ELECTRIC	OH	\$2,496,770		347	\$2,643,744,197
50	CO-OP CU OF MONTEVIDEO	MN	\$2,889,802		41	\$151,507,781	100	CHEVRON	CA	\$2,493,207		280	\$2,813,537,290
<b>U.S. AVERAGE</b>							<b>\$1,674,358</b>		<b>56</b>		<b>\$192,180,590</b>		

\*FTE = FULL-TIME EQUIVALENT. FTE EMPLOYEES IS CALCULATED AS ALL FULL-TIME EMPLOYEES PLUS 50% OF PART-TIME EMPLOYEES.

## CREDIT UNIONS EXPAND THEIR ELECTRONIC FOOTPRINT AND THE COOPERATIVE REACH

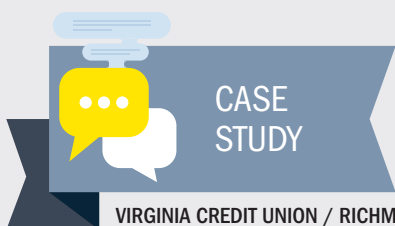
The cooperative financial services industry counted 5,492 credit unions among its ranks as of Dec. 31, 2018. Versus one year prior, that's 197 fewer institutions, 194 of which were merged or acquired. The year closed out with 3,376 federally chartered and 2,116 state-chartered credit unions.

Despite continued consolidation within the industry, credit unions still operated 21,204 branches throughout the country. At year-end 2018, credit unions served on average 5,600 members per branch. The average amount of deposits per branch was \$58.5 million. That's an increase of 4.6% from 2017 as deposit growth outpaced branch growth.

But over the years, delivery channels have evolved to include much more than brick-and-mortar branches. An increase in demand for technology combined with falling branch traffic has prompted credit unions to scale back the square footage of branches and incorporate technology into daily operations.

Credit unions operated 16,117 ATMs throughout the country as of Dec. 31, 2018. That's an annual increase of 2.8%. Also as of Dec. 31, 62.1% of U.S. credit unions reported having mobile banking offerings. Seventy-two percent reported offering e-statements, which is the most popular electronic service. Other common electronic services include bill pay, new member applications, and new loan applications. At year-end, 66.7% of credit unions offered bill pay. For new member and loan applications, 40.8% and 54.9%, respectively, offered those through the virtual channel. With more members on the go, remote deposit capture is also becoming more important. Adoption rates of this service more than doubled annually, from 20.1% as of Dec. 31, 2017, to 43.7% at year-end 2018.

Expanding electronic services is another way credit unions provide more convenience and value for their members. These functionalities allow members to engage with their credit union without stepping foot into a physical location.



### CONTACT CENTER SECURITY AT THE SOUND OF A VOICE

VIRGINIA CREDIT UNION / RICHMOND, VA / ASSETS: \$3.6B / MEMBERS: 277,835

Virginia Credit Union is using its members' voices to help secure a critical delivery channel and gain efficiencies in the process.

The Richmond-based credit union's contact center fields approximately 55,000 calls a month — one in every 500 a fraudulent one. Unfortunately, challenge questions and other old-school techniques were annoying members and slowing down the authentication process, which was taking 90 seconds on average. So, the cooperative shifted how it authenticated members over the phone.

VACU landed on voice biometrics as a solution and rolled it out in late 2016, putting an end to a laborious process with abandonment rates of 16% to 20%.

Now, members can opt in to voice authentication and submit a digital "print" of their voice by engaging in 30-40 seconds of natural conversation. The system measures 140 different criteria and attaches the voice to a corresponding member number. When members call the credit union, those who have opted into voice identification speak naturally for six seconds to confirm their voice belongs to them.

Before members can opt into voice identification, however, the credit union must still authenticate them. Rather than continue its lengthy legacy process,

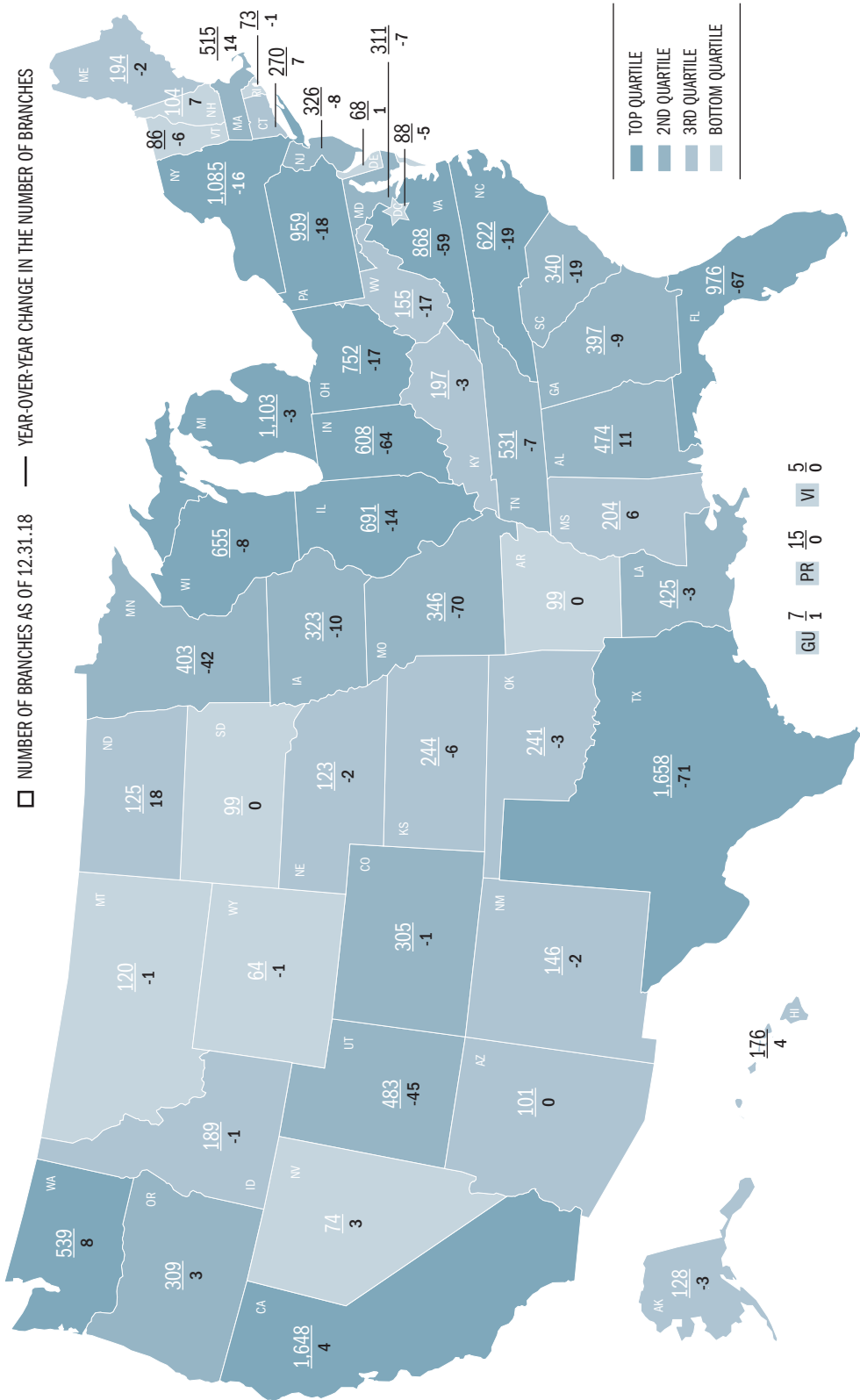
VACU looked for a better way. In the Commonwealth of Virginia, driver's license numbers are not available in the public domain. Only state and local police and the Department of Motor Vehicles keep these numbers on file, which made them ideal for baseline member authentication.

"We've found that more people have this number ready to provide us," says contact center manager Kate Hopson. "Plus, since few organizations have it, it's something that stops fraudsters each time."

*Find more delivery channel best practices at [CreditUnions.com/delivery-channels](https://www.creditunions.com/delivery-channels).*

NUMBER AND CHANGE IN NUMBER OF CREDIT UNION BRANCHES

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



## LEADERS IN BRANCH &amp; ATM NETWORK

FOR U.S. CREDIT UNIONS &gt;\$100M IN ASSETS | DATA AS OF 12.31.18

Rk.	Credit Union	St.	Branches & ATMs*	Branches	ATMs*	Members Per Branch	Total Assets
1	NAVY	VA	606	292	314	28,192	\$96,962,446,018
2	STATE EMPLOYEES'	NC	528	269	259	8,828	\$38,812,319,461
3	AMERICA FIRST	UT	270	136	134	7,363	\$10,322,440,624
4	ALASKA USA	AK	159	84	75	7,911	\$7,650,089,940
5	GOLDEN 1	CA	146	74	72	13,557	\$12,255,270,008
6	TDECU	TX	142	38	104	7,985	\$3,270,023,870
7	SPACE COAST	FL	136	63	73	6,683	\$4,142,519,909
8	SUNCOAST	FL	132	65	67	12,480	\$9,292,179,774
9	RANDOLPH-BROOKS	TX	119	59	60	13,572	\$9,275,909,828
10	MIDFLORIDA	FL	114	47	67	6,635	\$3,286,122,496
11	VYSTAR	FL	112	63	49	10,219	\$8,284,203,778
12	BECU	WA	111	54	57	21,528	\$19,601,489,460
13	LAKE MICHIGAN	MI	107	55	52	6,382	\$6,064,105,758
14	MEMBERS 1ST	PA	105	52	53	7,983	\$4,125,328,873
15	STATE EMPLOYEES	NY	100	50	50	7,318	\$3,755,479,304
16	SCHOOLSFIRST	CA	98	51	47	16,920	\$15,206,283,270
16	TEACHERS	IN	98	53	45	5,679	\$3,171,994,317
18	UNIFY FINANCIAL	CA	96	59	37	4,253	\$3,023,881,938
19	BCU	IL	93	45	48	5,609	\$3,483,865,083
19	AMERICAN AIRLINES	TX	93	47	46	6,300	\$7,306,280,141
19	MOUNTAIN AMERICA	UT	93	93	0	8,565	\$8,212,199,279
22	DESERT FINANCIAL	AZ	92	46	46	7,218	\$4,507,980,329
23	VISIONS	NY	90	48	42	4,150	\$4,187,734,437
24	SERVICE	NH	89	38	51	7,166	\$3,502,272,800
24	PENTAGON	VA	89	48	41	35,717	\$24,484,750,927
26	SAN DIEGO COUNTY	CA	88	44	44	9,174	\$8,148,466,552
27	REDSTONE	AL	87	31	56	13,898	\$4,898,595,925
28	FIRST TECH	CA	81	41	40	13,525	\$12,179,507,571
28	SECURITY SERVICE	TX	81	70	11	11,062	\$9,539,381,253
30	SUMMIT	WI	79	36	43	5,103	\$3,224,170,223
31	CHARTWAY	VA	77	39	38	4,828	\$2,199,691,024
32	PATELCO	CA	73	36	37	9,602	\$6,592,865,516
32	RED RIVER EMPLOYEES	TX	73	34	39	3,204	\$892,403,386
34	FIRST COMMUNITY	MO	72	36	36	8,816	\$2,504,519,359
34	GOLDENWEST	UT	72	39	33	3,526	\$1,553,617,446
36	ROYAL	WI	71	49	22	4,281	\$2,390,524,196
37	UNITED	MI	70	36	34	4,840	\$2,791,676,692
37	BETHPAGE	NY	70	36	34	10,579	\$8,400,746,931
39	IDAHO CENTRAL	ID	68	34	34	10,025	\$4,315,062,932
40	TRULIANT	NC	67	35	32	6,839	\$2,470,165,413
40	AMERICAN HERITAGE	PA	67	34	33	5,431	\$2,410,945,481
42	MISSION	CA	64	32	32	7,506	\$3,560,256,583
43	ENT	CO	63	32	31	10,589	\$5,567,859,598
43	FAIRWINDS	FL	63	32	31	5,939	\$2,319,988,715
43	ONPOINT COMMUNITY	OR	63	31	32	11,662	\$5,392,942,516
46	GENISYS	MI	62	31	31	6,806	\$2,576,413,150
47	VERIDIAN	IA	60	30	30	7,540	\$4,145,422,058
47	TINKER	OK	60	31	29	12,362	\$3,874,356,367
47	ORNL	TN	60	30	30	5,523	\$2,156,046,999
47	MARINE	WI	60	25	35	3,671	\$753,826,020
<b>U.S. AVERAGE</b>			<b>7</b>	<b>4</b>	<b>3</b>	<b>5,570</b>	<b>\$267,814,892</b>

\* ATMS OWNED BY THE CREDIT UNION; AS REPORTED BY THE NCUA.

## LEADERS IN MEMBERS PER BRANCH

FOR U.S. CREDIT UNIONS &gt;\$100M IN ASSETS\* | DATA AS OF 12.31.18

Rk.	Credit Union	St.	Members Per Branch	Members	Branches	Members Per FTE Employee**	Total Assets
1	LOCAL GOVERNMENT	NC	169,979	339,957	2	1,813	\$2,073,777,770
2	AMERICA'S CHRISTIAN	CA	70,893	141,785	2	1,611	\$390,042,520
3	NORTHWEST	VA	37,977	265,841	7	514	\$3,412,424,286
4	PENTAGON	VA	35,717	1,714,427	48	669	\$24,484,750,927
5	DIGITAL	MA	34,870	802,007	23	611	\$8,530,261,736
6	ALLIANT	IL	33,771	439,028	13	786	\$11,226,543,830
7	UNITED NATIONS	NY	33,262	133,047	4	229	\$5,446,484,924
8	NAVY	VA	28,192	8,232,022	292	489	\$96,962,446,018
9	INSPIRUS	WA	26,593	79,779	3	503	\$1,324,555,734
10	STATE FARM	IL	25,080	125,399	5	961	\$4,102,249,620
11	F & A	CA	22,761	45,522	2	539	\$1,661,545,133
12	BANK-FUND STAFF	DC	22,103	88,413	4	280	\$4,971,904,840
13	CONNEXUS	WI	22,046	330,693	15	1,013	\$2,274,624,186
14	POLICE AND FIRE	PA	21,744	304,409	14	410	\$5,234,487,857
15	BECU	WA	21,528	1,162,490	54	556	\$19,601,489,460
16	CREDIT UNION OF DENVER	CO	20,446	61,338	3	461	\$797,227,299
17	ROCKLAND	MA	19,965	179,689	9	1,018	\$1,760,195,777
18	THRIVENT	WI	19,230	57,689	3	440	\$578,075,818
19	UNIVERSITY	CA	18,529	37,057	2	455	\$654,577,105
20	HUGHES	AZ	18,134	126,935	7	501	\$1,143,062,707
21	PENNSYLVANIA STATE EMPLOYEES	PA	18,127	453,181	25	558	\$5,356,853,183
22	ESL	NY	17,895	357,900	20	480	\$6,204,535,651
23	ELEMENTS FINANCIAL	IN	17,870	107,221	6	597	\$1,536,061,617
24	SF FIRE	CA	17,716	70,864	4	331	\$1,333,085,887
25	QUINCY	MA	17,315	34,630	2	468	\$523,552,029
26	SCHOOLSFIRST	CA	16,920	862,933	51	475	\$15,206,283,270
27	LBS FINANCIAL	CA	16,810	134,478	8	590	\$1,433,506,717
28	COAST360	GU	16,375	49,125	3	345	\$388,536,412
29	MARRIOTT EMPLOYEES	MD	15,947	31,893	2	733	\$186,068,692
30	GENERAL ELECTRIC	OH	15,656	187,869	12	541	\$3,042,617,151
31	CHRISTIAN COMMUNITY	CA	15,569	31,137	2	254	\$656,933,683
32	QUORUM	NY	15,391	76,954	5	587	\$817,533,234
33	HUDSON VALLEY	NY	15,371	292,048	19	373	\$4,935,677,500
34	STAR ONE	CA	15,151	106,054	7	538	\$8,568,235,095
35	MICHIGAN STATE UNIVERSITY	MI	14,964	269,344	18	324	\$4,229,818,147
36	GECU	TX	14,813	385,134	26	457	\$2,832,247,673
37	EECU	TX	14,698	205,766	14	603	\$2,263,160,448
38	UNIWYO	WY	14,686	29,372	2	494	\$331,444,917
39	VELOCITY	TX	14,650	87,899	6	460	\$839,665,434
40	USC	CA	14,551	72,757	5	782	\$549,733,309
41	EDUCATIONAL EMPLOYEES	CA	14,487	289,733	20	566	\$3,024,628,750
42	DELTA COMMUNITY	GA	14,478	390,904	27	379	\$5,756,302,878
43	OREGON COMMUNITY	OR	14,352	157,876	11	419	\$1,708,440,591
44	STATE DEPARTMENT	VA	14,338	86,030	6	424	\$1,985,431,360
45	REDWOOD	CA	14,098	253,758	18	424	\$4,455,861,077
46	METRO	MA	13,981	209,717	15	680	\$1,877,534,258
47	REDSTONE	AL	13,898	430,842	31	436	\$4,898,595,925
48	VIRGINIA	VA	13,892	277,835	20	403	\$3,638,027,361
49	SOUTHWEST AIRLINES	TX	13,844	55,375	4	568	\$551,375,931
50	EVANSVILLE TEACHERS	IN	13,815	207,220	15	369	\$1,645,027,773
<b>U.S. AVERAGE</b>			<b>5,570</b>	<b>21,404</b>	<b>4</b>	<b>385</b>	<b>\$267,814,892</b>

\*CREDIT UNIONS WITH 2+ BRANCHES.

\*\*FTE = FULL-TIME EQUIVALENT. FTE EMPLOYEES IS CALCULATED AS ALL FULL-TIME EMPLOYEES PLUS 50% OF PART-TIME EMPLOYEES.

## LEADERS IN ONLINE BANKING PENETRATION

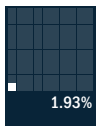
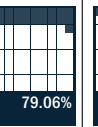
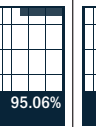
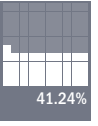
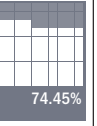
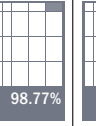
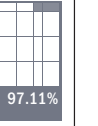
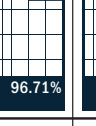
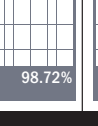
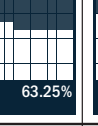
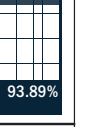
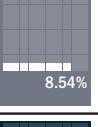
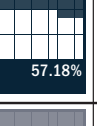
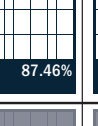
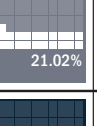
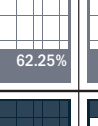
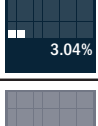
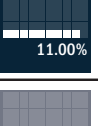
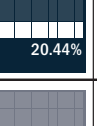
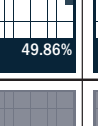
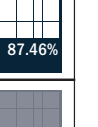
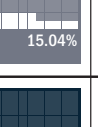
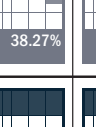
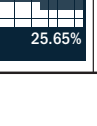
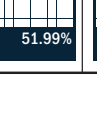
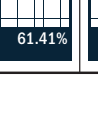
FOR U.S. CREDIT UNIONS &gt;\$100M IN ASSETS | DATA AS OF 12.31.18

Rk.	Credit Union	St.	Members Using Online Banking (%)	Members Using Online Banking (#)	Members	Total Assets
1	ILLIANA FINANCIAL	IL	98.44%	22,779	23,140	\$224,858,718
2	RIVER VALLEY	OH	98.26%	25,269	25,716	\$340,159,941
3	SOUTHBRIDGE	MA	97.98%	12,504	12,762	\$186,345,741
4	ARIZONA	AZ	97.65%	120,312	123,210	\$1,602,430,320
5	COMMUNITY FIRST	WI	97.18%	132,495	136,340	\$3,116,903,807
6	MATANUSKA VALLEY	AK	97.02%	43,940	45,289	\$508,653,685
7	WYHY	WY	96.89%	14,536	15,003	\$230,191,842
8	FIRST CAPITAL	PA	96.21%	18,339	19,062	\$197,324,846
9	ACTORS	NY	95.85%	22,665	23,647	\$217,863,849
10	TRAILHEAD	OR	95.53%	9,126	9,553	\$118,652,262
11	O.A.S. STAFF	DC	94.21%	7,805	8,285	\$241,988,171
12	TAMPA BAY	FL	93.47%	28,429	30,416	\$292,582,464
13	SOUTH METRO	MN	93.28%	3,873	4,152	\$116,098,586
14	IDB-IIC	DC	92.75%	10,625	11,455	\$564,476,080
15	SIERRA PACIFIC	NV	92.54%	8,549	9,238	\$124,991,589
16	INSIGHT	FL	92.26%	49,755	53,930	\$551,216,746
17	FIRST TECH	CA	92.07%	510,533	554,529	\$12,179,507,571
18	AMOCO	TX	91.93%	77,952	84,795	\$882,365,958
19	MEMBERS COOPERATIVE	MN	91.78%	46,511	50,679	\$738,388,167
20	BP	TX	90.64%	6,505	7,177	\$126,562,710
21	JERSEY SHORE	NJ	89.75%	11,644	12,974	\$159,993,380
22	AMPLIFY	TX	89.68%	53,663	59,839	\$957,527,376
23	ARIZONA CENTRAL	AZ	89.33%	51,564	57,720	\$497,872,823
24	VANTAGE	MO	89.31%	74,382	83,288	\$849,118,594
25	PURDUE	IN	89.24%	70,517	79,022	\$1,192,589,512
26	TAPCO	WA	88.97%	26,218	29,468	\$374,047,384
27	SOLANO FIRST	CA	88.93%	8,987	10,106	\$140,351,419
28	CLARK COUNTY	NV	88.70%	38,653	43,576	\$771,159,442
29	BEEHIVE	ID	88.61%	25,886	29,212	\$274,988,536
30	TOWN & COUNTRY	ME	88.56%	34,301	38,730	\$385,383,103
31	EASTERN UTAH COMMUNITY	UT	88.34%	10,345	11,711	\$130,398,297
32	BENCHMARK	PA	88.17%	10,971	12,443	\$215,424,397
33	MAINE SAVINGS	ME	88.01%	25,299	28,744	\$424,275,162
34	SECURITY SERVICE	TX	87.98%	681,248	774,333	\$9,539,381,253
35	EDUCATORS	WI	87.93%	161,609	183,793	\$1,993,670,393
36	UFCW COMMUNITY	PA	87.75%	17,358	19,782	\$128,849,101
37	WESCOM	CA	87.69%	169,749	193,587	\$3,478,388,201
38	TRUCHOICE	ME	87.68%	10,645	12,141	\$139,510,865
39	UNIVERSITY OF WISCONSIN	WI	87.25%	226,031	259,054	\$2,819,644,183
40	PROPONENT	NJ	87.20%	21,915	25,133	\$470,864,248
41	GEORGIA'S OWN	GA	86.71%	159,248	183,654	\$2,406,137,741
42	MTCU	TX	86.40%	7,048	8,157	\$129,853,917
43	ST. LOUIS COMMUNITY	MO	85.84%	51,553	60,058	\$282,198,946
44	TENNESSEE VALLEY	TN	85.70%	122,095	142,476	\$1,445,783,154
45	GREATER NEVADA	NV	85.66%	58,831	68,678	\$965,384,982
46	TRULIANT	NC	85.64%	204,986	239,367	\$2,470,165,413
47	ALIGN	MA	85.62%	23,792	27,787	\$571,624,893
48	SOUTHERN SECURITY	TN	85.35%	16,849	19,742	\$160,403,990
49	G.P.O.	NY	84.89%	26,787	31,554	\$274,959,274
50	UVA COMMUNITY	VA	84.67%	61,442	72,569	\$954,157,214
<b>U.S. AVERAGE</b>			<b>52.48%</b>	<b>11,234</b>	<b>21,404</b>	<b>\$267,814,892</b>



## DELIVERY CHANNEL DEPLOYMENT &amp; ONLINE INTERACTION

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18

Asset-Based Peer Group	< \$10M	\$10M- \$20M	\$20M- \$50M	\$50M- \$100M	\$100M- \$250M	\$250M- \$500M	\$500M- \$1B	> \$1B
<b>ONLINE DELIVERY</b>								
Remote Deposit Capture (% offering)	 1.93%	 17.08%	 41.95%	 60.43%	 79.06%	 88.45%	 95.06%	 94.21%
Mobile Banking (% offering)	 10.01%	 41.24%	 74.45%	 91.06%	 96.30%	 97.46%	 98.77%	 97.11%
E-Statements (% offering)	 24.38%	 67.73%	 87.66%	 94.75%	 95.73%	 96.90%	 96.71%	 97.43%
Bill Pay (% offering)	 11.46%	 50.94%	 83.51%	 96.71%	 98.72%	 99.72%	 100.00%	 99.36%
<b>ONLINE MEMBER INTERACTION</b>								
New Member Application (% offering)	 8.29%	 20.84%	 40.21%	 48.23%	 63.25%	 77.75%	 86.42%	 93.89%
New Share Account (% offering)	 2.97%	 8.54%	 19.19%	 31.49%	 51.28%	 71.83%	 81.07%	 90.68%
New Loan Application (% offering)	 10.91%	 34.88%	 57.18%	 75.60%	 87.46%	 93.80%	 99.18%	 97.43%
Electronic Signature (% offering)	 2.21%	 9.41%	 21.02%	 37.16%	 51.00%	 62.25%	 66.26%	 70.10%
External Account Transfers (% offering)	 3.04%	 11.00%	 20.44%	 31.91%	 49.86%	 63.38%	 77.78%	 87.46%
Account Aggregation (% offering)	 2.62%	 6.37%	 12.05%	 15.04%	 22.36%	 29.01%	 38.27%	 44.69%
Mobile Payments (% offering)	 1.93%	 12.30%	 25.65%	 40.00%	 51.99%	 61.41%	 72.84%	 70.42%

## PEER GROUP PERFORMANCE COMPARISON

## THE POWER OF BENCHMARKING

Competition is keen within financial services as banks big and small plus fintech disruptors vie with member-owned credit unions for wallet share and consumers' hearts.

In this rapidly changing environment, where do the leaders of the industry's most successful credit unions turn to determine how their institutions are faring? To Callahan & Associates.

Callahan's benchmarking tools — available every day, around the clock — empower savvy credit unions to measure their performance against individual institutions, state and asset-based peers, and build-it-yourself peer groups defined via hundreds of criteria. Callahan clients know what their colleagues and competitors are doing, and they're using that knowledge to turn out superior performance quarter after quarter.

The following pages contain comparisons that capture varying business models and operating resources based on asset size. Although the industry average is a useful general point of comparison, gauging performance against institutions with similar resources

and other attributes makes for more meaningful evaluations.

With the plug-and-play filters available in Callahan's benchmarking tools, clients can easily establish a broad view of the industry or drill down into custom-made comparison groups defined by multiple criteria, including asset size, fields of membership, geography, or even mobile app providers.

Along with helping leaders set realistic performance targets for their specific credit union, Callahan's analytical tools help member-owned financial cooperatives identify merger opportunities, study bank competitors, and conduct regulatory and risk analysis.

Role-specific analysis is easy, too. With resources geared toward branching, mortgage, online brand management, and more, credit union professionals can use Callahan data and insights to guide departmental strategy. Partnering with Callahan & Associates is how today's credit unions put their performance into context to identify tomorrow's opportunities.

## PEER GROUP CLASSIFICATION

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18

Peer Group	Credit Unions	Total Assets (\$000s)	Total Members	12-Month Loan Growth	12-Month Member Growth	Average Loan Balance	OpExp / Average Assets	ROA*	Delinquency
<\$2M	447	\$396,677	144,714	-0.10%	-1.75%	\$4,155	4.28%	-0.40%	2.89%
\$2M - \$5M	449	\$1,570,138	325,012	3.81%	-1.85%	\$6,786	3.81%	0.20%	2.01%
\$5M - \$10M	552	\$4,088,729	687,815	3.86%	-1.04%	\$7,202	3.68%	0.34%	1.64%
\$10M - \$20M	691	\$10,038,095	1,395,874	5.56%	-0.91%	\$8,272	3.60%	0.39%	1.26%
\$20M - \$50M	1,037	\$33,559,090	3,913,993	5.33%	-0.01%	\$8,845	3.62%	0.55%	1.07%
\$50M - \$100M	705	\$50,540,033	5,391,971	6.25%	0.45%	\$10,309	3.72%	0.60%	0.91%
\$100M - \$250M	702	\$111,434,632	10,790,687	7.88%	2.04%	\$12,405	3.77%	0.69%	0.80%
\$250M - \$500M	355	\$126,459,474	11,675,396	8.54%	3.12%	\$14,045	3.75%	0.68%	0.87%
\$500M - \$1B	243	\$171,187,300	14,120,854	9.26%	3.71%	\$15,348	3.56%	0.81%	0.68%
>\$1B	311	\$961,565,219	69,106,217	10.17%	6.77%	\$16,741	2.87%	1.04%	0.66%
<b>U.S. TOTALS / AVERAGES</b>	<b>5,492</b>	<b>\$1,470,839,386,892</b>	<b>117,552,533</b>	<b>9.05%</b>	<b>4.37%</b>	<b>\$15,302</b>	<b>3.15%</b>	<b>0.92%</b>	<b>0.71%</b>

\* ROA IS POST-ASSESSMENT.

## PEER GROUP PERFORMANCE COMPARISON

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18

	PEER GROUP(s)	1-10	1-4	5	6	7	8	9	10
		All In U.S.	<\$20M	\$20M-\$50M	\$50M-\$100M	\$100M-\$250M	\$250M-\$500M	\$500M-\$1B	>\$1B
<b>12-MONTH GROWTH</b>	Number Of Credit Unions	5,492	2,139	1,037	705	702	355	243	311
	Average Assets (\$000s)	\$267,815	\$7,524	\$32,362	\$71,688	\$158,739	\$356,224	\$704,474	\$3,091,850
	Capital	7.72%	2.64%	4.44%	4.83%	5.86%	5.64%	7.42%	9.23%
	Loans	9.05%	4.81%	5.33%	6.25%	7.88%	8.54%	9.26%	10.17%
	Shares	5.20%	-0.57%	0.68%	1.75%	3.07%	3.78%	4.58%	7.01%
	Members	4.37%	-1.11%	-0.01%	0.45%	2.04%	3.12%	3.71%	6.77%

<b>CAPITAL RATIOS</b>	Capital / Assets	11.57%	15.21%	13.03%	12.19%	11.64%	11.56%	11.55%	11.42%
	Solvency Ratio	116.62%	117.97%	115.15%	114.25%	114.07%	114.66%	115.76%	117.51%
	Coverage Ratio	124.39%	78.05%	84.70%	88.92%	104.59%	113.01%	118.10%	134.77%
	Delinquency	0.71%	1.47%	1.07%	0.91%	0.80%	0.87%	0.68%	0.66%

<b>EARNINGS</b>	Return On Average Assets (Pre-Assessments)	0.92%	0.34%	0.55%	0.60%	0.69%	0.68%	0.81%	1.04%
	Return On Average Assets (Post-Assessments)	0.92%	0.34%	0.55%	0.60%	0.69%	0.68%	0.81%	1.04%
	Service Revenue/Average Assets	1.38%	0.86%	1.15%	1.34%	1.47%	1.57%	1.53%	1.34%
	Net Interest Margin	3.13%	3.41%	3.30%	3.28%	3.34%	3.27%	3.21%	3.06%
	Operating Expenses / Average Assets*	3.15%	3.66%	3.62%	3.72%	3.77%	3.75%	3.56%	2.87%
	Yield On Average Earnings Assets	4.01%	3.91%	3.81%	3.87%	4.02%	4.03%	3.99%	4.03%
	Cost Of Funds	0.78%	0.45%	0.40%	0.43%	0.50%	0.58%	0.63%	0.91%

<b>PRODUCTIVITY</b>	YTD Total Income Per FTE Employee** (\$000s)	\$244	\$115	\$160	\$171	\$180	\$196	\$216	\$289
	YTD Total Income Per Member	\$633	\$293	\$408	\$463	\$532	\$569	\$626	\$699
	YTD Operating Expenses Per Member	\$384	\$231	\$309	\$345	\$383	\$398	\$421	\$387
	Assets Per FTE Employee** (\$000s)	\$4,818	\$2,474	\$3,359	\$3,451	\$3,495	\$3,726	\$4,179	\$5,745
	YTD Loan Originations / FTE Employee** (\$000s)	\$1,674	\$639	\$812	\$858	\$977	\$1,117	\$1,287	\$2,178

<b>MEMBER SERVICE USAGE***</b>	Auto Loan Penetration	21.21%	15.43%	21.08%	20.74%	21.12%	20.35%	21.72%	21.52%
	Share Draft Penetration	57.76%	24.67%	42.55%	48.52%	52.70%	54.75%	58.43%	61.72%
	Credit Card Penetration	17.56%	5.30%	10.65%	12.04%	13.24%	14.15%	15.66%	20.47%
	Average Share Balance	\$10,504	\$5,343	\$7,430	\$8,154	\$8,982	\$9,328	\$10,254	\$11,539
	Share & Loan Accounts / Member	2.49	1.85	2.20	2.28	2.38	2.37	2.45	2.59

<b>LENDING PROFILE</b>	Loans / Shares	85.48%	60.71%	62.92%	67.98%	76.71%	81.86%	85.82%	89.19%
	RE Loans / Total Loans	49.35%	16.30%	33.70%	38.75%	42.98%	45.30%	48.45%	51.92%
	Average Loan Balance	\$15,302	\$7,638	\$8,845	\$10,309	\$12,405	\$14,045	\$15,348	\$16,741
	Loan Balances / FTE Employee	\$3,457	\$1,273	\$1,832	\$2,041	\$2,332	\$2,627	\$3,034	\$4,249

\*EXCLUDES STABILIZATION EXPENSES.

\*\*FTE = FULL-TIME EQUIVALENT. FTE EMPLOYEES IS CALCULATED AS ALL FULL-TIME EMPLOYEES PLUS 50% OF PART-TIME EMPLOYEES.

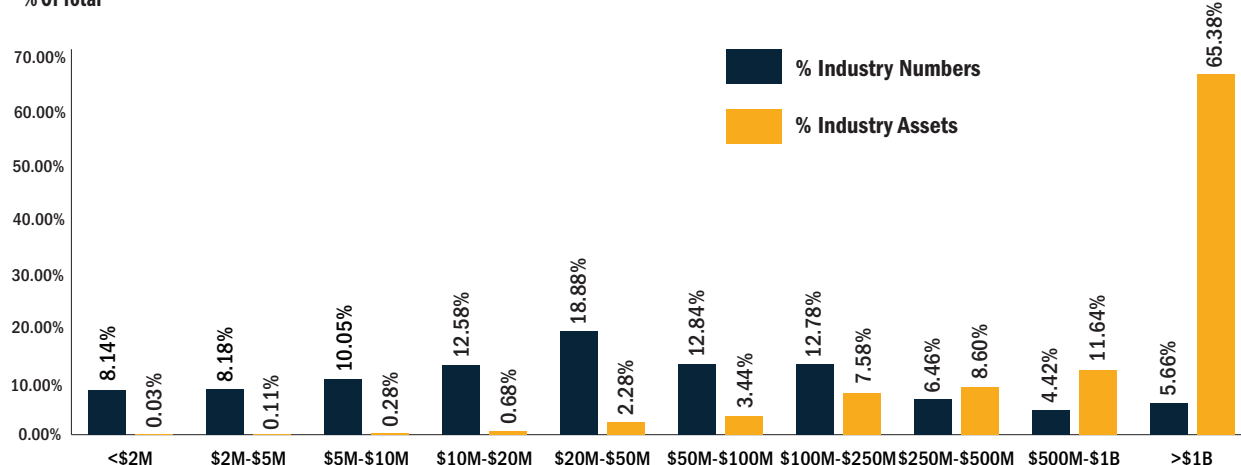
\*\*\*CREDIT UNIONS WITH <\$20 MILLION IN ASSETS MUST HAVE AT LEAST ONE RESPECTIVE ACCOUNT TO BE INCLUDED IN THE CALCULATIONS.

## DISTRIBUTION OF ASSETS & INSTITUTIONS ACROSS ALL PEER GROUPS

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18

Peer Group	Asset Size	# Credit Unions	% Of Industry Numbers	Total Assets (\$000s)	% Of Industry Assets
1	<\$2M	447	8.14%	\$396,677	0.03%
2	\$2M - \$5M	449	8.18%	\$1,570,138	0.11%
3	\$5M - \$10M	552	10.05%	\$4,088,729	0.28%
4	\$10M - \$20M	691	12.58%	\$10,038,095	0.68%
5	\$20M - \$50M	1,037	18.88%	\$33,559,090	2.28%
6	\$50M - \$100M	705	12.84%	\$50,540,033	3.44%
7	\$100M - \$250M	702	12.78%	\$111,434,632	7.58%
8	\$250M - \$500M	355	6.46%	\$126,459,474	8.60%
9	\$500M - \$1B	243	4.42%	\$171,187,300	11.64%
10	>\$1B	311	5.66%	\$961,565,219	65.38%
<b>Total</b>		<b>5492</b>	<b>100.00%</b>	<b>\$1,470,839,387</b>	<b>100%</b>

% Of Total



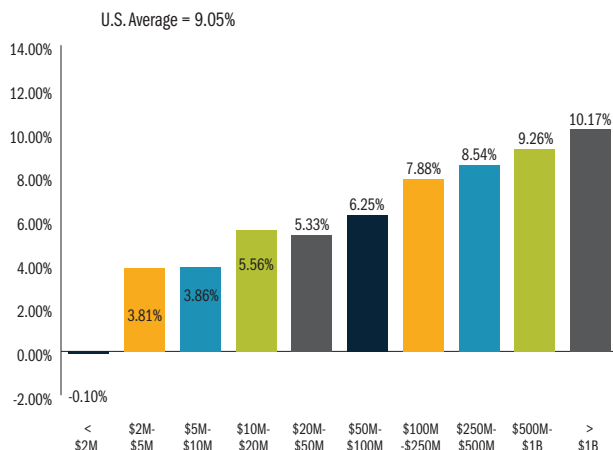
## THE CHANGING COMPOSITION OF CREDIT UNIONS (2013-2018)

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18

Peer Group	Asset Size	Credit Unions 2013 (#)	Credit Unions 2018 (#)	Change	Total Assets 2013 (\$000s)	Total Assets 2018 (\$000s)	Change
1	<\$2M	738	447	(291)	\$650,480	\$396,677	(\$253,803)
2	\$2M - \$5M	683	449	(234)	\$2,358,248	\$1,570,138	(\$788,110)
3	\$5M - \$10M	802	552	(250)	\$5,884,743	\$4,088,729	(\$1,796,014)
4	\$10M - \$20M	951	691	(260)	\$13,799,402	\$10,038,095	(\$3,761,307)
5	\$20M - \$50M	1,242	1,037	(205)	\$40,171,512	\$33,559,090	(\$6,612,422)
6	\$50M - \$100M	785	705	(80)	\$56,148,097	\$50,540,033	(\$5,608,064)
7	\$100M - \$250M	703	702	(1)	\$110,136,456	\$111,434,632	\$1,298,176
8	\$250M - \$500M	348	355	7	\$123,356,089	\$126,459,474	\$3,103,385
9	\$500M - \$1B	226	243	17	\$159,530,048	\$171,187,300	\$11,657,252
10	>\$1B	209	311	102	\$563,308,118	\$961,565,219	\$398,257,101
<b>Totals</b>		<b>6,687</b>	<b>5,492</b>	<b>(1,195)</b>	<b>\$1,075,343,194</b>	<b>\$1,470,839,386,892</b>	<b>\$1,469,764,043,698</b>

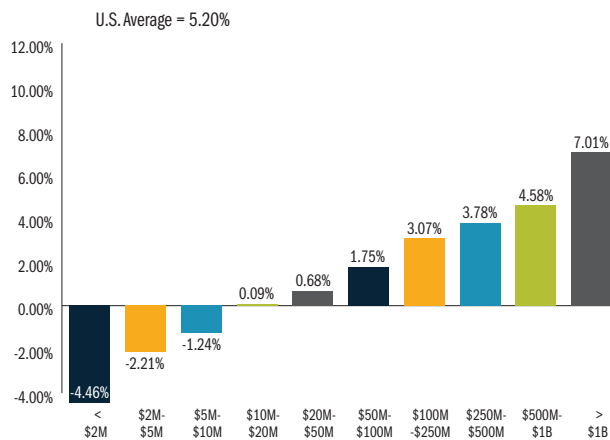
## 12-MONTH LOAN GROWTH

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



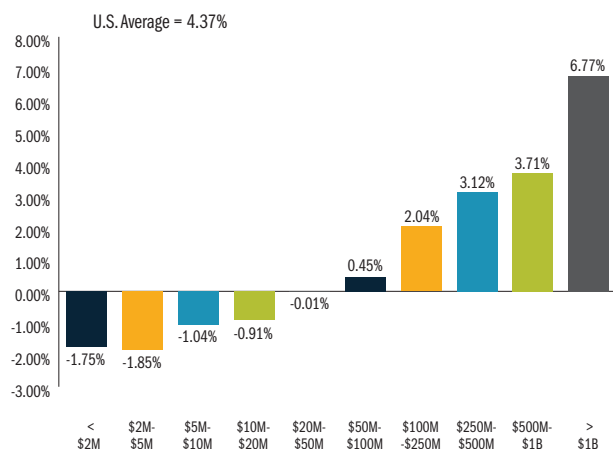
## 12-MONTH SHARE GROWTH

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



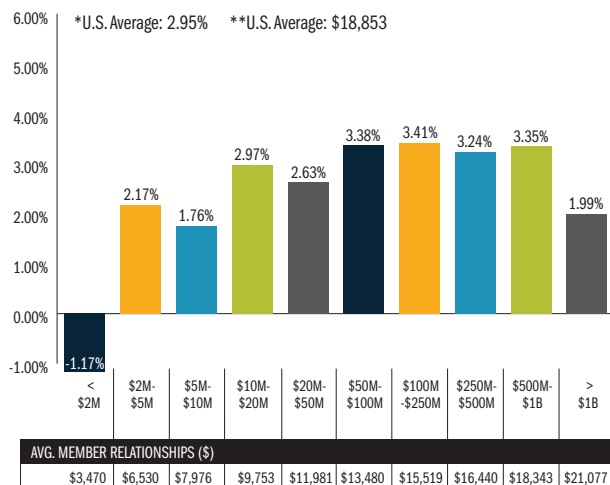
## 12-MONTH MEMBER GROWTH

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



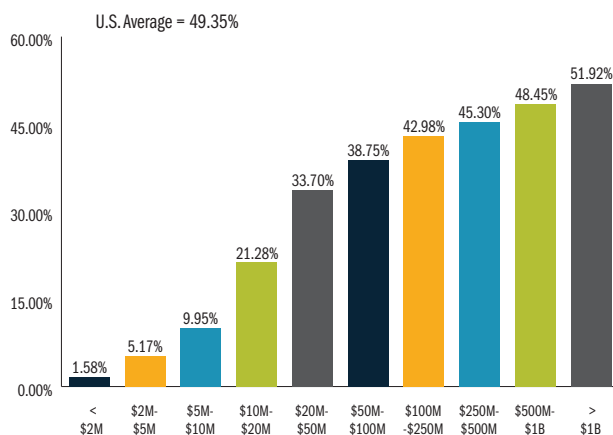
## 12-MONTH GROWTH\* IN AVERAGE MEMBER RELATIONSHIP\*\*

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



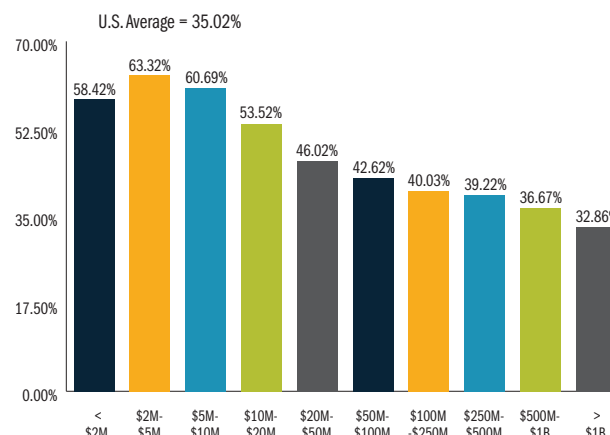
## REAL ESTATE LOANS/TOTAL LOANS

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



## AUTO LOANS/TOTAL LOANS

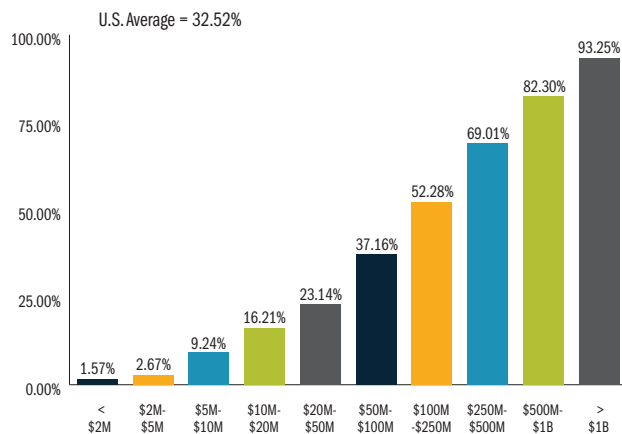
FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



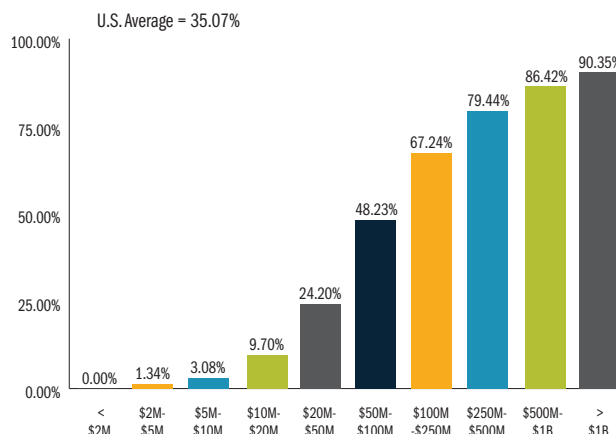
SOURCE: CALLAHAN & ASSOCIATES

**% OFFERING INSURANCE AND INVESTMENT PRODUCTS**

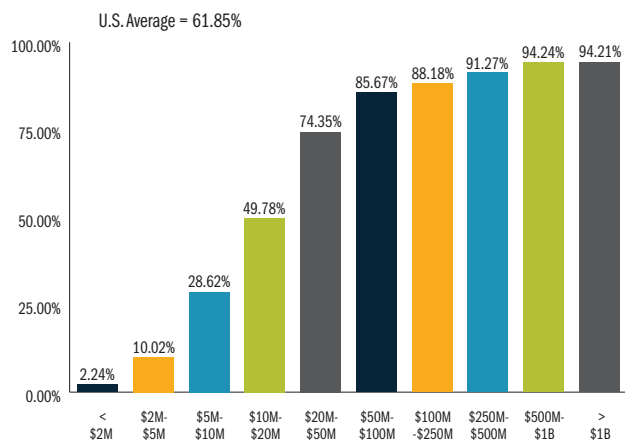
FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18

**% OFFERING INDIRECT LENDING**

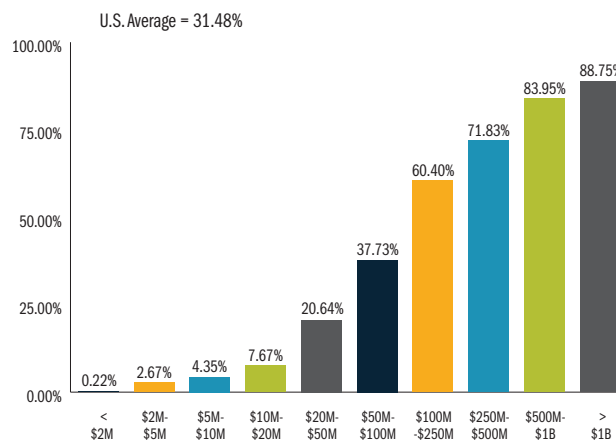
FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18

**% OFFERING CREDIT CARDS**

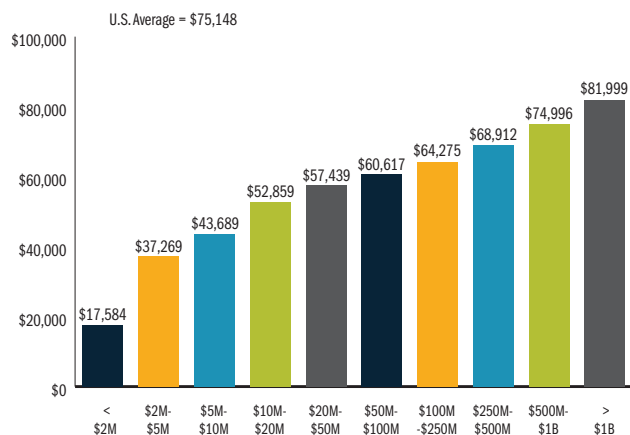
FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18

**% OFFERING MEMBER BUSINESS LENDING**

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18

**SALARIES & BENEFITS PER FTE EMPLOYEE\***

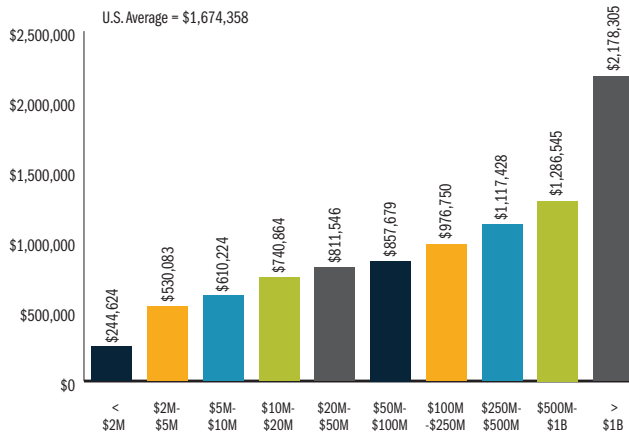
FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



\*FTE = FULL-TIME EQUIVALENT. FTE EMPLOYEES IS CALCULATED AS ALL FULL-TIME EMPLOYEES PLUS 50% OF PART-TIME EMPLOYEES.

**ANNUAL LOAN ORIGINATIONS PER FTE EMPLOYEE\***

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



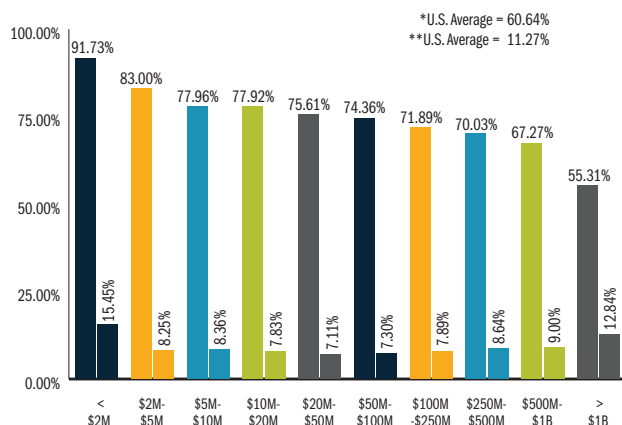
\*FTE = FULL-TIME EQUIVALENT. FTE EMPLOYEES IS CALCULATED AS ALL FULL-TIME EMPLOYEES PLUS 50% OF PART-TIME EMPLOYEES.

SOURCE: CALLAHAN &amp; ASSOCIATES



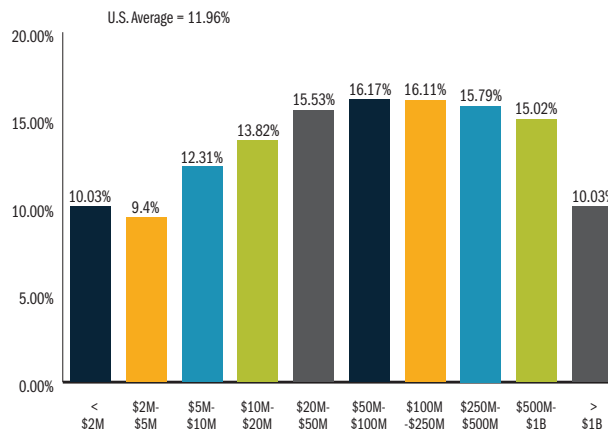
## OPERATING EXPENSE/TOTAL INCOME\* VS. DIVIDENDS/ TOTAL INCOME\*\*

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



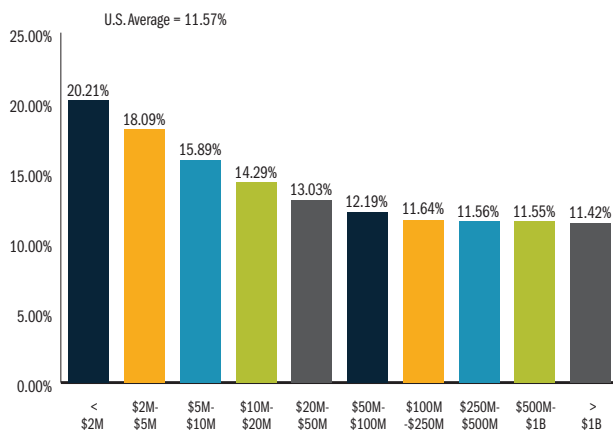
## FEE INCOME/TOTAL INCOME

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



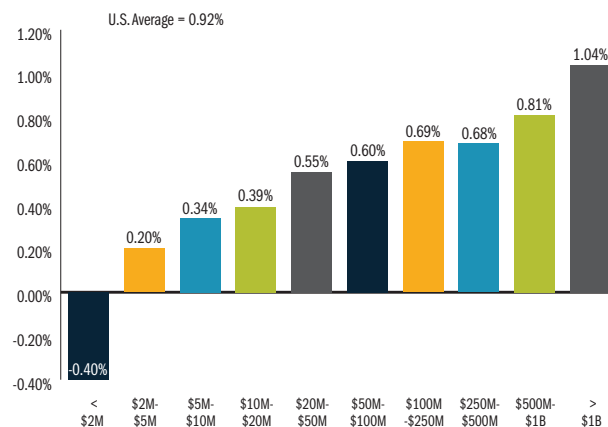
## CAPITAL/ASSETS

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



## RETURN ON ASSETS\*

FOR U.S. CREDIT UNIONS | DATA AS OF 12.31.18



\* AFTER STABILIZATION EXPENSE.

SOURCE: CALLAHAN & ASSOCIATE

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October 22-24 • Charleston, SC  
November 5-7 • Denver, CO

### COLLECTIONS INSTITUTE

September 10-12 • Philadelphia, PA

### UNIVERSITY OF LENDING (5 DAY)

September 16-20 • Hoffman Estates, IL

### BRANCH MANAGER WORKSHOP

October 8-9 • Hoffman Estates, IL



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