



BANK BETTER TO LIVE BETTER®

2026 Member & Community Impact Report

Dear members,

Last year, Coastal and our members benefitted from the solid foundation we built over the previous two years.

In 2025, we completed an award-winning transformation of our headquarters into a collaborative environment that empowers our team to do their best work. That collaboration was essential in one of our biggest projects ever, the successful launch of our new Digital Banking platform, which included several member-requested features and a new rewards program.

Our Impact Report is the story of the difference Coastal makes in the lives of members, employees, and the community. Please review the following pages to read more about:

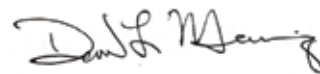
- Our 2025 financial results, including reaching \$6B in assets
- Our mission, vision, values, and cooperative principles
- How we put our members first
- Serving members of modest means
- Our commitment to your financial well-being
- What makes Coastal a great place to work
- Our 2025 community impact
- Coastal Credit Union Foundation’s annual report

As we look ahead, we remain focused on what matters most: serving members, employees, and our community with superior products and services.

Sincerely,



Joan Nelson, Board Chair

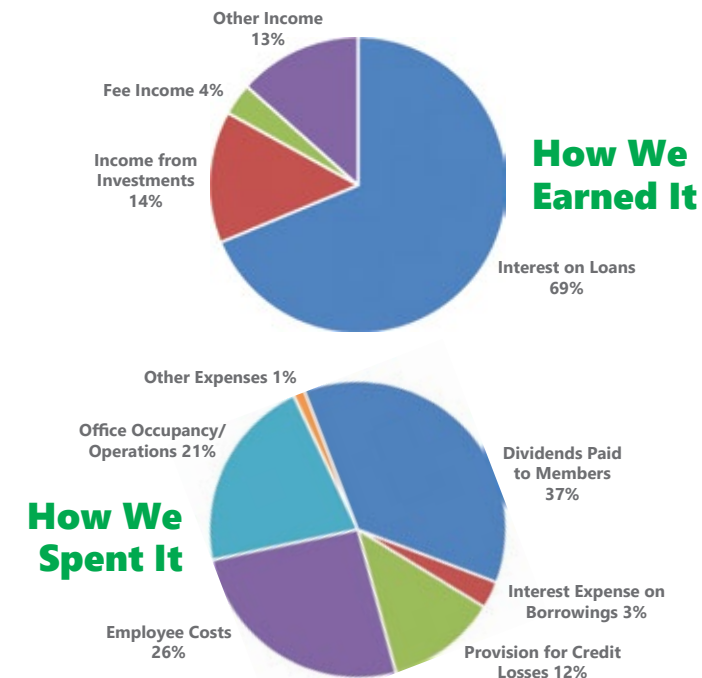


Dave Manning, Secretary/Treasurer



Tyler Grodi, President & CEO

Financial Statistics Distribution of Your 2025 Dollars



(\$ in thousands)

	2021	2022	2023	2024	2025
Net worth	\$460,480	\$472,523	\$495,719	\$ 536,953	587,461
Members' Equity	\$446,466	\$434,141	\$465,485	\$ 512,787	572,449
Net Worth Ratio	9.98%	10.28%	9.93%	9.75%	9.74%
Assets	\$4,612,770	\$4,597,390	\$4,993,480	\$5,506,518	\$6,032,113
Deposits	\$4,111,667	\$4,096,721	\$4,353,904	\$4,707,065	\$5,170,061
Loans (gross on/off balance sheet)	\$4,998,979	\$5,772,966	\$5,888,443	\$5,731,074	\$5,702,276
Members	300,211	323,493	331,458	336,958	343,471

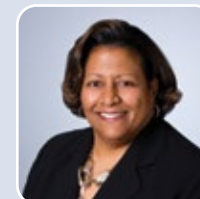
Statement of Condition

2025
(in thousands)

Assets	
Loans to Members	\$4,204,065
Allowance for Credit Losses	\$50,274-
Cash & Investments	\$1,576,487
Other Assets	\$301,836
Total Assets	\$6,032,113
Liabilities and Equity	
Member Share Accounts	\$5,170,061
Other Liabilities	\$289,603
Equity	\$572,449
Total Liabilities and Equity	\$6,032,113
Statement of Income and Expense	
Income	
Interest on Loans	\$263,342
Income from Investments	\$55,129
Fee Income	\$13,374
Other Income	\$51,468
Total Operating Income	\$383,313
Expenses	
Dividends Paid to Members	\$122,074
Interest Expense on Borrowings	\$9,826
Provision for Credit Losses	\$40,234
Employee Costs	\$86,128
Office Occupancy/Operations	\$70,573
Other Expenses	\$4,187
Total Operating Expenses	\$333,021
Net Income	\$50,293

Coastal's Board of Directors:

Coastal Credit Union is the financial home to more than 343,000 members from 1,800 select employee groups. Coastal operates 23 branches and standalone teller machines in central North Carolina and serves members in all 50 states through a network of 5,000 shared branches, Digital Banking featuring mobile check deposit, and a robust offering of services at COASTAL24.com.



Joan Nelson
Chairwoman
31 years of service



Beverly Baskin
Vice Chair
18 years of service



Dave Manning
Secretary/Treasurer
21 years of service



Deron Rossi
30 years of service



Jason Mudd
16 years of service



Jeff Dooley
15 years of service












AJ Ramsey
15 years of service

Members' Voices Matter



Hearing from our members is vital to us. We use your input to constantly improve our products and services, including these 2025 enhancements:

-  New Digital Banking system
-  New personalized financial path via Credit Mountain
-  Zelle digital payments
-  Drive-up teller in Knightdale
-  CashBack+ rewards program
-  15-Month and 27-Month Jumbo Certificates
-  Digital card controls and digital card issuance
-  Streamlined and simplified deposit products
-  New Courtesy Pay overdraft program

481,408
Teller Sessions

594,572
Phone Calls

14,940
Survey Responses



**We're always listening.
In 2025, we handled...**

248,555
Online Chat Interactions

1,555
Member Loyalty Feedback Interactions

29,953
Digital Banking Secure Messages

8,030
Social Media Member Interactions

Inside Coastal




Being a great place to work is as important to our success as having loyal members, supporting our community, and enjoying strong financial results. Taking care of our employees is the first step in corporate responsibility. When we do, they take great care of our members, and business success comes naturally.

We're one of the best places to work because we have great **credit union** employees. They **believe in our mission** and show up every day for the same reason: to help you live a better life.



Triangle Business Journal's 2025 Best Places to Work

Highlights from 2025

-  Reinforcing our commitment to offering competitive, cost effective benefits that support employee well being, we introduced several key enhancements to our benefit plan. We now provide two medical and dental plan options, along with reduced employee premiums for both.
-  Additional improvements include expanded vision plan coverage, enhanced supplemental life insurance benefits, and a more integrated and streamlined leave of absence solution.
-  These enhancements strengthen our overall benefits package, improve employee choice and affordability, and position Coastal for long term sustainability.



Coastal Credit Union Diversity Statement

At Coastal, we welcome everyone who comes through our doors. We mirror the diversity and essence of the communities we serve. We are intentional in cultivating an inclusive environment that goes beyond the numbers. We thrive because we embrace diverse viewpoints and share resources that drive innovation and collaboration throughout our community and workplace. We are dedicated to ensuring that no one is left behind, regardless of where they stand in their financial journey or which stage of life they find themselves in.

This is who we are. We are bold. We are heroic. We are accountable. We see you. We stand with you. We treat you fairly. At Coastal, you belong.



Members of Modest Means

Defining Modest Means:

"People who earn less than 80% of the local area median household income; have limited assets, no safety net to weather a crisis; and/or lack adequate access to affordable basic needs and the resources necessary to live each day free from constant financial stress."

Defining the term, for Coastal and our industry, allows us to measure and evaluate the impact we are making on the lives of this portion of our membership.

Serving members of modest means is a strategic priority for Coastal and is integral to who we are: a purpose-driven credit union that stands for and acts on something bigger than just our products and services.

At Coastal, we care deeply about our members, employees, and the communities we serve. We know that people are healthier overall when they have:

- The confidence to manage their day-to-day finances
- The capacity to absorb a financial shock
- A partner to help them meet their financial goals
- The financial freedom to make choices in life

Modest Means Financial Impact	2025
Total Loans Sub-Prime (Under 620 credit score)	\$310,612,129
First Time Home Buyer Mortgage Loans (FTHB)	\$288,759,949
Total Loans Near-Prime, Sub-Prime & FTHB	\$1,019,505,494
Donations, Volunteer Hours & Sponsorships	\$2,241,307
Low-Income Designation (LID) Penetration Demographics	
Members in LID ZIP Codes	154,993
% of Total Members in LID ZIP Codes	45.1%
Members with Checking Accounts in LID ZIP Codes	54,688
% of Total Members with Checking Accounts in LID ZIP Codes	35.3%
Member Deposits in LID ZIP Codes	\$1,246,383,308
% of Total Member Deposits in LID ZIP Codes	24.1%
Member Loans in LID ZIP Codes*	\$1,990,916,187
% of Total Member Loans in LID ZIP Codes	36.2%

Note: NCUA periodically releases updated LID area calculations. 2025 reflects the updated calculations.
*Includes mortgages in the servicing portfolio.



IBM Day with Coastal Credit Union

Financial Well-Being

No matter where you are in your financial journey, Coastal is committed to helping you take the next step on your path to Financial Well-Being. We can help members gain awareness of their current financial state, and then create clarity around setting goals, make a plan to achieve them, and take actions needed to succeed.



Financial Education Sessions for Schools, Nonprofit Organizations and Affiliated Employer Groups

1,085 financial education sessions, reaching 11,342 individuals



Free Seminars

13 Coastal Wealth Management events including seminars and webinars, client events and community impact partnerships, 17 Daymark Realty homebuyer seminars, and 4 after hours branch events

In 2025, our efforts included:



Modifying 1,887 consumer loans to help members stay current on their loan obligations



Modifying 38 mortgages to help members remain in their homes



Creating 329 Wealth Management financial plans as a complimentary service to members¹

1. Securities and advisory services are offered through LPL Financial (LPL), a registered investment advisor and broker-dealer (member FINRA / SIPC). Insurance products are offered through LPL or its licensed affiliates. Coastal Credit Union and Coastal Wealth Management are not registered as a broker-dealer or investment advisor. Registered representatives of LPL offer products and services using Coastal Wealth Management and may also be employees of Coastal Credit Union. These products and services are being offered through LPL or its affiliates, which are separate entities from, and not affiliates of, Coastal Credit Union or Coastal Wealth Management. Securities and insurance offered through LPL or its affiliates are: Not Insured by NCUA or Any Other Government Agency, Not Credit Union Guaranteed, Not Credit Union Deposits or Obligations, May Lose Value.



BANK BETTER TO LIVE BETTER®

OUR MISSION

Bank Better to Live Better

OUR VISION

Most Loved and Respected Financial Partner

OUR VALUES

Be Heroic

To be heroic is to exhibit courage, cultivate outstanding achievements, and possess noble qualities. Being a hero to each member you serve, listening to their story, owning their problems, making their dreams come true.

Be Bold

To be bold is a willingness to take calculated risks and act innovatively; to have confidence and courage to pursue unique ideas that set us apart from the banks and make members' lives better.

Be Accountable

To be accountable is to make, keep, and manage promises and expectations. It's setting goals and owning them. Working every day to improve the experience for those around you. Not letting members fall through the cracks.

Welcome Diversity

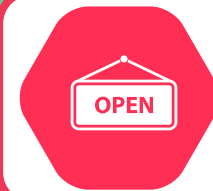
To welcome diversity is to understand and accept differences in individuals, not only in sex, race, religion, or disability, but also differences in ideas, perception, and opinions.

Share Generously

To share generously means to give in a way that shows a readiness to contribute more than is necessary or expected for the good of the team and organization.



OUR COOPERATIVE PRINCIPLES in Action



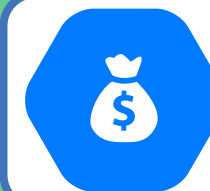
1. Voluntary Membership

Coastal's members are drawn from defined fields of membership, in our case, 1,800+ employee groups. Anyone who falls within our field of membership is eligible to join the credit union at their own will.



2. Democratic Member Control

Coastal operates as a not-for-profit institution with a volunteer board of directors elected from and by our membership. When Coastal merged with Freedom Credit Union in 2016, Freedom's membership had to approve the merger.



3. Members' Economic Participation

Members at Coastal see this principle come into play as they use more of our services versus other institutions. They see savings in better loan rates, higher returns on deposits, and fewer fees.



4. Autonomy and Independence

Coastal's only means of raising capital is through retained earnings. This means the organization's entire net worth comes from and belongs to its members.



5. Education, Training and Information

Our award-winning Camp Coastal program is an immersive experience that teaches employees the cooperative business model, principles and philosophy, credit union history, and an empathetic approach to meeting members' needs.



6. Cooperation Among Cooperatives

Coastal works closely with other credit unions, cooperatives, and industry associations, including America's Credit Unions, Carolinas Credit Union League, the Cooperative Council of the Carolinas, and Weaver Street Market.



7. Concern for Community

Coastal supports our community in several ways, including the Coastal Credit Union foundation, corporate donations, and volunteer efforts. We also support our community of employees through the Coastal Cares program.



8. Diversity, Equity & Inclusion

An employee-led committee - representative of our various departments, levels within the organization, and demographic communities - advises leadership on DEI matters, recommends strategy and programming, and serves as the voice of the Coastal community on DEI matters.



2025 Community Impact

We continuously work to make a positive and lasting impact on the lives of our members, both in the products and services that we provide, and the work that we do to serve and improve the communities where they live and work.

Charitable Giving

\$996,000 in grants to 70 nonprofits through the Coastal Credit Union Foundation

\$551,000 in corporate contributions

2.2 million lives positively impacted



Empowering Our Community

- Completed a financial education program with the City of Raleigh Summer Youth Employment Program
- Cristo Rey Partnership: work-study program providing 5 students with meaningful career exploration opportunities directly with the credit union.
- Workforce Development: We successfully graduated 10 students from local colleges and universities through our 2025 Community Impact Specialist Program

The Power of Giving Back

- Our employees logged 11,569 volunteer hours, which equates to nearly \$700,000 in value contributed back to our communities.
- Change for Impact: We exceeded our employee giveback goal, contributing over \$60,000 to the United Way. Funds directly support four critical pillars: Healthcare Access, Food Security, Housing, and Youth Development.

Strategic Partnerships & Spotlights

- Strategic Consultation & Ecosystem Growth: We consulted with 100+ nonprofits and business partners to ensure collective efforts align with our mission, values and strategic focus. These consultations help guide our giving and empower our partners with strategic alignment needed to thrive in their own missions, creating a powerful, intentional ripple effect in our community.
- Dining with the Stars signature event served 200+ displaced individuals and seniors. With 60+ volunteers, we provided five-star dining, health screenings, haircuts, and financial education.
- Nonprofit Collaboration: In partnership with the Coastal Credit Union Music Park Experience, we were proud to highlight and support 30+ nonprofit partners throughout the season.





Financial Education with Coastal Credit Union








— COASTAL CREDIT UNION — FOUNDATION



2025 Trophy Case

Coastal earned 18 awards in 2025, including:

-  Carolinas Credit Union Foundation
– 2 Alphonse Desjardins Awards for Financial Education
-  Carolinas Credit Union Foundation
– Dora Maxwell Award for Social Responsibility
-  Carolinas Credit Union Foundation
– Louise Herring Award for Philosophy in Action
-  Chapel Hill Magazine
– Best of Chapel Hill
-  CUSO Financial Services
– 5 Pacesetter Awards
-  CUxEL Protégé

-  Durham Magazine
– The Best of Durham
-  National Mortgage News
– Best Mortgage Companies to Work For
-  News & Observer
– Best in Raleigh
-  Newsweek
– America’s Best Regional Banks and Credit Unions
-  NLCUP
– Amigo Award
-  Triangle Business Journal
– Best Places to Work
-  WakeLiving
– Reader’s Choice Best Bank






The Power of a Penny

Each time members use their Coastal debit or credit card, Coastal donates a penny to the foundation. It may seem like a small amount, but all those pennies added up to more than **\$442,170** last year that will help our community.

The Coastal Credit Union Foundation is proud of the community impact we made this past year. Because of your generosity, we awarded 70 grants totaling \$996,000 that helped to positively affect the lives of 2.2 million North Carolinians.

The foundation’s mission is to raise the funds necessary to enrich the lives of Coastal Credit Union members and the communities we serve. Our focus is on three critical issues:

-  **Increase Affordable Housing**
-  **Promote Financial Well-Being**
-  **Improve Access to Resources**

Recent Foundation Giving:

	2022	2023	2024	2025
Grants	\$860,000	\$956,300	\$965,000	\$996,000
Recipients	32	41	63	70

Total Giving Since 2011:

\$7.07 Million

Become A
CHAMPION FOR CHANGE



Scan the QR code or visit COASTAL24.com/Foundation to become a Champion for Change today! You don’t need to be a member of Coastal Credit Union to join. Champions get to vote for organizations they’d like to see receive a grant as part of our Champions Choice Awards.



— COASTAL CREDIT UNION —
FOUNDATION

Raleigh City Farm, Inc.

At Raleigh City Farm, we know the power of urban farms create healthier communities and reconnect city dwellers with healthy food production through more encounters with agriculture. From January through July, we donated 1,859 pounds of nutrient-dense food to our Coastal Credit Union Foundation Farmshare partners, including A Place at the Table, Carroll's Kitchen, Alliance for Aids Services-Carolina, Catholic Charities, Feed the Pack, Carolina Cares, and the Poe Center. According to USDA guidelines, one meal is equivalent to approximately 1.2 lbs. of food and grocery products. So, this one donation would eventually put more than 1,500 meals on tables in North Carolina.

Foundation Impact Stories



Boys & Girls Clubs of Durham and Orange County

This summer, thanks to the generous support of the Coastal Credit Union Foundation and the volunteerism of the Community Impact team at Coastal, our teens were able to take advantage of a renewed opportunity. They put their financial lessons into practice through an interactive, personal finance simulation. The experience left them more confident, curious, and prepared for the responsibilities that lie ahead. The reality is most

of our Club youth are from historically underserved communities. They are part of families with lower socioeconomic standing, and typically less financial literacy. Coastal is helping them tap into learning resources as well as helping them establish the kinds of relationships they'll need to build and maintain a lasting sense of financial well-being.



Sleep in Heavenly Peace

Sleep in Heavenly Peace believes all children deserve a safe, comfortable place to lay their heads down at night. In the U.S., too many kids go without a bed, or even a pillow to sleep on. They end up sleeping on couches, blankets, and even floors. SHP is a group of volunteers dedicated to building, assembling, and delivering top-notch bunk beds to children and families in need. The Coastal Credit Union Foundation hosted a bed build that resulted in volunteers building 44 beds. Leftover wood became 10 additional beds, so a total of 54 children in the Triangle area received new, safe, and sturdy beds. They are no longer sleeping on a hard, cold floor. Nearly 60 Coastal employees volunteered.



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