

2020

ANNUAL REPORT



COLORADO
CREDIT UNION

2020 Year in Review:

Chairman Jeff Hager & President Mike Williams

As a member-owned financial cooperative, Colorado Credit Union exists for the benefit of our membership. Our mission is *Delighting members by providing lifelong value*. Colorado Credit Union is focused on providing this lifelong financial value by serving our diverse membership and staff who live and work in our Colorado communities. Our members and staff love Colorado, and we want them to love banking at Colorado Credit Union.

Colorado Credit Union's strategic goals are built around achieving our mission. We believe that we can continue achieving our mission by focusing on our Four Key Success Factors: Member Experience, Employee Engagement, Growth Strategy, and Financial Sustainability.

Our Member Experience continues to be strong with our Net Promoter Score (NPS) in 2020 at 69, four points higher than the credit union average. Colorado Credit Union had another great year of growth in 2020, as our membership increased to 19,680 members, and we exceeded \$265 million in assets.

While 2020 may be remembered historically as the year of the pandemic, at Colorado Credit Union, we will always remember the year as one where our staff and members navigated uncharted waters together. In 2020, we proudly welcomed members to our new Ken-Caryl branch located at 10026 W. San Juan Way in Littleton.

While we don't do our work for awards, it is always appreciated to have our efforts recognized by industry peers. In 2020, Colorado Credit Union received two honors from the Mountain West Credit Union Association. Our submission "Teaching Teens to be Savvy Savers," which focused on our financial education efforts, received first place for the Desjardins Award.

Our submission "Making a Difference During the COVID-19 Crisis" received second place for the Louise Herring Award. Our submission highlighted our efforts to help businesses receive

the Small Business Associations' Paycheck Protection Program loans, saving hundreds of jobs during the initial months of the pandemic.

For the 6th consecutive year, we were voted as one of the Best Credit Unions to Work for by our staff in a contest sponsored by the Credit Union Journal. This year was our highest-ever ranking.

CCU has always been a safe and sound financial institution and we are proud to be recognized, for the fifth consecutive year, as one of the strongest financial institutions in the nation in 2020, receiving a 5-Star rating from Bauer Financial.

We continue to be optimistic about the future and we know that Colorado Credit Union will continue to work hard for members in the future, as we have for the past 47 years. We truly appreciate you trusting Colorado Credit Union for your financial needs. Thank you for being a member!

Supervisory Committee: Greg Viergutz, CPA

The Supervisory Committee retained an independent accounting firm, Singer Lewak, CPA's to perform a financial statement audit as of December 31, 2020. The Supervisory Committee is pleased to report that the audit resulted in an unqualified opinion. Additionally, the Colorado Division of Financial Services examines Colorado Credit Union's records and financial statements on a regular basis.



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Treasurer's Report:

Paul Patricca

Despite significant challenges due to the COVID-19 Pandemic, Colorado Credit Union had a record year in 2020 with Net Income totaling \$4,135,511 for a 1.71% Return on Average Assets (ROAA). Total Assets increased by 21.38% to \$265,792,424. Total Member Deposits increased 21.6% to \$233,754,290 and Total Loans increased by 9.27% to \$177,504,879. Net Capital increased to \$26,199,974 which is 9.85% of Total Assets.

The economy in Colorado suffered from the pandemic but with our prudent loan underwriting, Colorado Credit Union's loan delinquency and losses remain well below national averages at 0.21% and 0.17%, respectively. Colorado Credit Union's Board of Directors and staff remain committed to providing value to our membership through competitive loan and deposit rates and by offering products and services that meet your needs. We would like to thank you for your business this past year, and we look forward to another good year in 2021!

STATEMENTS OF FINANCIAL CONDITION

Assets	2018	2019	2020
Loans	\$ 161,661,000	\$ 162,450,280	\$ 177,504,879
Allowance for Loan Losses	\$ 605,000-	\$ 678,590-	\$ 1,004,113-
Investments Including Cash	\$ 25,087,000	\$ 40,873,783	\$ 62,027,895
Fixed Assets	\$ 3,666,000	\$ 9,286,509	\$ 10,856,180
Other Assets	\$ 7,219,000	\$ 7,044,636	\$ 16,407,583
Total Assets	\$ 197,028,000	\$ 218,976,618	\$ 265,792,424
Liabilities and Equity			
Liabilities	\$ 3,741,000	\$ 4,714,696	\$ 5,838,160
Borrowings	\$ -	\$ -	\$ -
Member Shares and Deposits	\$ 173,575,000	\$ 192,228,522	\$ 233,754,290
Equity	\$ 19,712,000	\$ 22,033,400	\$ 26,199,974
Total Liabilities and Equity	\$ 197,028,000	\$ 218,976,618	\$ 265,792,424

STATEMENTS OF INCOME

Income	2018	2019	2020
Interest on Loans	\$ 7,277,000	\$ 7,919,328	\$ 7,997,493
Income from Investments	\$ 431,000	\$ 762,591	\$ 565,946
Other Income	\$ 3,735,000	\$ 5,519,252	\$ 9,583,603
Total Income	\$ 11,443,000	\$ 14,201,171	\$ 18,147,042
Operating Expenses			
Employee Compensation	\$ 3,762,000	\$ 5,006,148	\$ 6,443,009
Travel and Conferences	\$ 88,000	\$ 135,779	\$ 11,181
Office Occupancy	\$ 378,000	\$ 564,237	\$ 880,269
Office Operations	\$ 1,625,000	\$ 1,736,860	\$ 2,031,367
Marketing and Promotional	\$ 161,000	\$ 216,579	\$ 152,453
Loan Servicing	\$ 1,963,000	\$ 2,292,741	\$ 2,528,675
Professional and Outside Services	\$ 421,000	\$ 552,991	\$ 453,149
Other Operating Expenses	\$ 166,000	\$ 181,983	\$ 114,606
Provision for Loan Losses	\$ 240,000	\$ 361,000	\$ 617,009
Total Operating Expenses	\$ 8,804,000	\$ 11,048,318	\$ 13,231,718
Dividend and Interest Expense			
Dividend and Interest Expense	\$ 1,101,000	\$ 1,688,565	\$ 1,501,093
Other Non-Operating Expense	\$ 561,000-	\$ 768,949-	\$ 721,280-
Net Income	\$ 2,099,000	\$ 2,233,237	\$ 4,135,511

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CREDIT UNION JOURNAL

2020

Best Credit Unions
to Work For



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