



Phone: 408.524.4500
 1.855.500.P1CU (7128)
 Web: premieronecu.org
 Email: info@premieronecu.org

PremierOne Credit Union Branches

4th Street Branch
 88 S Fourth Street
 (bottom of 4th street garage)
 San Jose, CA 95112

Almaden Branch
 5353 Almaden Expressway, #80
 (next to TJ Maxx)
 San Jose, CA 95118

Arques Branch
 1193 East Arques Avenue
 Sunnyvale, CA 94085

Asbury Branch
 140 Asbury Street
 San Jose, CA 95110

Via Del Oro Branch
 (and Corporate Headquarters)
 6640 Via Del Oro
 San Jose, CA 95119

For lobby hours at each branch, visit us online or call.

Over 5,000 branches. Nearly 30,000 ATMs.

Now finding the nearest free ATM and Shared Branch is easier than ever. Whether you're across town, or traveling far from home for business or pleasure, you're welcome at branches and ATMs wherever you see the CO-OP logos. Your credit union membership means you can:

- Use nearly 30,000 surcharge-free ATM locations—more than some of the biggest banks offer
- Take advantage of surcharge-free ATMs at convenient places like 7-Eleven®, Costco® and Walgreens
- Visit over 5,000 convenient branch locations and more than 2,000 self-service locations covering all 50 states
- Easily locate ATMs and branches through any of our locator tools - including phone, mobile app or internet by visiting www.co-opcreditunions.org

We also have an ATM in each of the Hitachi Data Systems, Texas Instruments, and San Jose Police Station cafeterias for employees.



Federally insured by NCUA

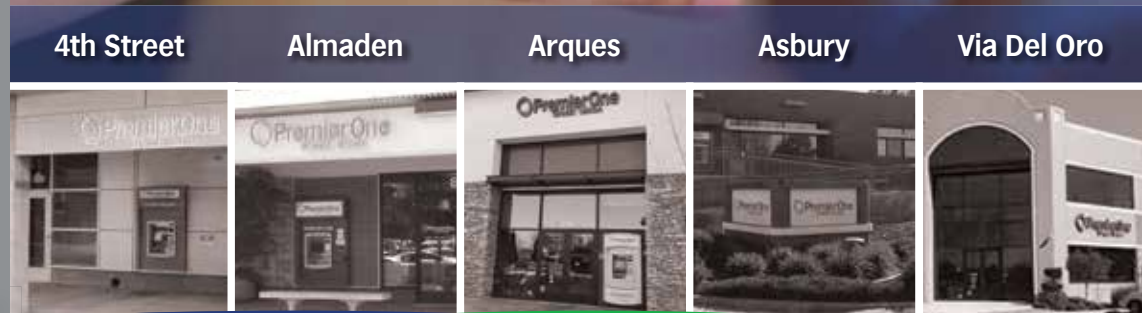
STAY CONNECTED



2017 Annual Report



Together, we're just better



PremierOne
 Credit Union

6640 Via Del Oro · San Jose, CA 95119

Fun Facts!



We Welcomed
1,343
 New Members



We Issued More Than
13,100
 Plastic Cards for Members



We Happily Answered
54,500
 Calls from Our Members



We Proudly Processed Over
1 Million
 Transactions for Our Members



Dividends We Gave Back
 to Members Totaled
\$908,773
 Saving Members More Money



Created Volunteer Committee
 with more than
15
 Employees Participating

MISSION

Deliver a better financial life to members.

VISION

Build strong member relationships, which leads to growth.

BOARD OF DIRECTORS

Seamus Moran	Chairman
Rich Toledo	Vice Chair
Thomas E. Brewer	Secretary
Tom Suchevis	Treasurer
Don Bartels	Director
Marcia Lillis	Director
William B. Staples	Director
Mark Veeh	Director

SUPERVISORY COMMITTEE

Jay Castellano	Chairman
Francis Winslow	Member
Gregory Peck	Member
Tejinder Singh	Member

SENIOR MANAGEMENT

Andrea Brewer	President/ CEO
Brad Thomas	VP Finance/ CFO
Lecia Roundtree	VP Human Resources
Belinda Metzler	VP Lending
Dody Gemette	VP Business Operations
Richard Tresler	VP Member Services
Thu Cushing	AVP IT
Janice Johnson	AVP Marketing
Allison Coburn	AVP Project Management
Nicole Camarillo	AVP Training

CHAIRMAN AND PRESIDENT REPORT

PremierOne achieved another year of growth in 2017 due to strong member participation. In March, we surpassed \$400 million in assets, which is a reflection of members choosing PremierOne as their trusted financial partner. The credit union performed well financially posting solid results again this year. The staff of the credit union continued on our journey to make members financial lives better. We focused on service, technology and convenience. Some of 2017 highlights were:

- Introduced EMV Chip cards for debit and credit cards
- Added new features to Online Banking and Mobile App
- Provided member educational seminars including a first time homebuyer seminar
- Opened our call center on Saturdays
- Awarded our first annual scholarships
- Welcomed over 1,300 new members into our credit union family

Our mission is to provide the best financial services and resources at the best value and we are committed to helping members achieve their financial goals. In 2017 we granted over 2,400 loans and had a record year for new credit cards issued. We are very proud that we were able to help many members realize their dream of home ownership through our vast array of mortgage products including mortgage loans for borrowers with lower down payments.

We are also pleased that members continue to highly rate their experience with PremierOne; we have received outstanding service scores reflecting the dedication and commitment of the staff. More members engaged with us through social media, online, through our call center and in person than ever before.

We strive to make a difference in our community. Our passion to partner with our community came shining through by way of our new employee volunteer committee who supported local organizations at various events throughout the year.

We hope that you will enjoy reading our annual report and are pleased with the 2017 accomplishments of your credit union! Thank you for allowing PremierOne Credit Union to serve your financial needs.

Seamus Moran
Board Chairman

Andrea Brewer
President/ CEO

SUPERVISORY COMMITTEE REPORT

The Supervisory Committee is elected by the members to safeguard the assets and interests of the membership by ensuring all financial and operational activities are performed accurately and in compliance with state and federal regulations. The members of the Supervisory Committee, in carrying out their charge, and in keeping with their responsibilities, reviewed the Audit Reports from the accounting firm of Turner, Warren, Hwang & Conrad. Based on the audit results, the Committee is happy to report that adequate internal controls exist to protect member accounts. In addition, the financial statements accurately reflect the positive performance and condition of the Credit Union.

During 2017, the Supervisory Committee provided independent reviews of credit union financials and supervised compliance reviews. We engaged an external CPA firm to conduct an audit of the financial results and compliance reviews of the various functions within the credit union.

The Supervisory Committee appreciates members' continued confidence in our oversight role. The support and cooperation of the Board of Directors, management, and employees have assisted us in the performance of our duties and is greatly appreciated.

Cordially, **Jay Castellano** - Supervisory Committee Chairman

CREDIT MANAGER REPORT

During 2017 our team funded more than \$65 million dollars in new loans. We continued to help our members improve their financial situation by saving them money with lower loan rates and helping them with the purchase of larger items such as cars and homes. We funded several mortgage loans that allowed our members to buy a new home and also refinanced mortgages for members to help reduce their interest rates and/or payments. At the end of 2017 our loan portfolio was over \$241 million which represents \$20 million in loan growth for the year! The largest growth was in the area of first mortgages, followed by auto loans and unsecured loans. At the end of 2017, our delinquency was 0.48%, which is higher than the end of 2016 although this percentage remains well below our peer group level and was fairly flat during 2017.

As we look forward in 2018, we will continue to find ways to meet the financial needs of our members. We continue to look for ways to make the loan process easier and more efficient for our members. We will also be researching new loan product offerings to continue to meet the needs of our members.

Cordially, **Belinda Metzler** - VP Lending

STATEMENT OF FINANCIAL CONDITION & INCOME*

ASSETS	2017	2016	% Change
Loans	242,170,451	221,596,463	9.3%
Allowance for loan losses	(1,038,320)	(1,011,468)	2.7%
Cash	1,892,192	2,865,846	-34.0%
Investments	152,518,671	154,717,922	-1.4%
Fixed assets	11,780,237	12,171,636	-3.2%
Other assets	5,943,244	5,697,410	4.3%
TOTAL ASSETS	413,266,475	396,037,809	4.4%

LIABILITIES, SHARES & EQUITY	2017	2016	% Change
Other liabilities	939,766	1,922,774	-51.1%
Shares	372,892,213	356,728,400	4.5%
Net worth & reserves	39,434,496	37,386,635	5.5%
TOTAL LIABILITIES & EQUITY	413,266,475	396,037,809	4.4%

INCOME STATEMENT	2017	2016	% Change
Loan interest	10,085,580	8,981,138	12.3%
Investment interest	2,518,305	2,060,577	22.2%
TOTAL INTEREST INCOME	12,603,885	11,041,715	14.1%
Dividends	908,773	812,359	11.9%
Interest expense	258	1	N/A
TOTAL INTEREST EXPENSE	909,031	812,360	11.9%
Net interest income	11,694,854	10,229,355	14.3%
Provision for loan losses	451,023	(264,888)	N/A
Fee income	2,736,809	2,856,144	-4.2%
Compensation & benefits	6,514,830	5,862,565	11.1%
Office operations	3,166,774	2,736,213	15.7%
Marketing	268,462	246,804	8.8%
Professional services	1,165,100	1,217,221	-4.3%
Loan service	869,610	911,284	-4.6%
NCUSIF assessment	N/A	N/A	0.0%
Other	98,913	127,913	-22.7%
TOTAL NON-INTEREST EXPENSE	12,083,689	11,102,000	8.8%
NET INCOME	1,896,951	2,248,387	-15.6%

* As of 12/31/2017