



2021 PREMIERONE CREDIT UNION ANNUAL REPORT

Together we're just better.

BOARD OF DIRECTORS

SEAMUS MORAN	CHAIR
RICH TOLEDO	VICE CHAIR
THOMAS BREWER	SECRETARY
TOM SUCHEVITS	TREASURER
DON BARTELS	DIRECTOR
CHRISTINA SALVATIER	DIRECTOR
MARCIA LILLIS	DIRECTOR

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FRANCES EDWARDS	MEMBER
TEJINDER SINGH	MEMBER

EXECUTIVE/SENIOR MANAGEMENT

ANDREA BREWER	PRESIDENT & CEO
ALICIA KRETSCH	VP LENDING
BRAD THOMAS	VP FINANCE & CFO
DODY GEMETTE	VP BUSINESS OPERATIONS
JANICE JOHNSON	VP MARKETING
LECIA ROUNDTREE	VP HUMAN RESOURCES
RICHARD TRESLER	VP MEMBER SERVICES

CHAIR & PRESIDENT REPORT

DEAR MEMBERS,

Now that 2021 has come to a close, we wanted to begin by thanking you. Your continued support of our credit union has allowed us the privilege of serving you, our members, and the community. You have our deepest appreciation and gratitude.

Despite areas of continued uncertainty in the economy, PremierOne Credit Union had another successful year and remains healthy and stable. As of December 2021, total assets at year-end were \$564 million, and we remain well capitalized.

As the pandemic stretched into its second year, PremierOne proved again and again its value to the members. We continued to provide services, products and access to help our members achieve their financial goals. In December, we opened our newest branch location in Gilroy. Looking forward to 2022, we will be introducing a new online banking platform. We'll share more details as launch date nears, but you can expect improvements in both user experience and functionality.

Our membership has grown to over 23,000 members. We would like to personally welcome the over 1,700 new members who joined the PremierOne family last year. Many of our new members joined the credit union through our referral campaign. Your referrals demonstrated your trust in us and we appreciate that you shared the gift of Credit Union membership with your friends and family.

The PremierOne staff deserves special recognition this year. Throughout the challenges we all faced they never wavered in their commitment to provide extraordinary service to our members. We are very grateful for their resolve and passion.

Thank you again for being a part of the PremierOne family. We treasure each and every one of you and truly believe that together, we're just better.

SEAMUS MORAN
BOARD CHAIR

ANDREA BREWER
PRESIDENT & CEO

2021 HIGHLIGHTS.

Despite the challenges in 2021, the year was full of highlights for the credit union.

Our support of the communities we live in, and especially local youth groups, continued unabated. We continued our commitment to our student members by granting multiple scholarship awards to deserving students, hosted student networking events, and offered panels, workshops and finance classes at San Jose State University Lucas College of Business.

Toward the end of the year, we continued our popular “Shop with a Cop” holiday and backpack drives, and to further the financial literacy for all our members, we taught free online financial education programs for both adults and kids. Finally, we provided free Shred Days for members to make it easy to correctly dispose of sensitive financial documents.

**SCHOLARSHIP
AWARDS**

**STUDENT
NETWORKING
EVENTS**

**PANELS,
WORKSHOPS
AND FINANCE
CLASSES AT
SAN JOSE
STATE
UNIVERSITY
LUCAS
COLLEGE OF
BUSINESS**

**“SHOP
WITH A COP”
HOLIDAY
AND
BACKPACK
DRIVES**

**FREE
ONLINE
FINANCIAL
EDUCATION
PROGRAMS
FOR
ADULTS
AND KIDS**

**FREE SHRED
DAY FOR
MEMBERS**

**CHRISTMAS
TREE
GIVEAWAY TO
FAMILIES**

**TOY DRIVE
DONATIONS**

**HONORED AS
A TOP WORK
PLACE BY
THE BAY AREA
NEWSGROUP**

**THANKSGIVING
MEAL
GIVEAWAY TO
FAMILIES**

**OPENED
A NEW
BRANCH
TO SERVE
THE GILROY
AREA**

**DONATIONS
TO SAN JOSE
PAL & BURN
FOUNDATION**

2021 HIGHLIGHTS.

We've found one of the most valuable ways to help the community is through donations. In 2021, we continued our support of a variety of local organizations.

We donated to both the San Jose Police Athletic League & the Burn Foundation—two great causes we're proud to support. With food scarcity being an issue for so many, we made a point to donate Thanksgiving meals to many local families. And for Christmas, we helped families celebrate with our Christmas tree giveaway plus donated toys for our toy drive.

Finally, as we have every year, we challenged ourselves to make PremierOne an even better place to work. This year we were recognized as a Top Work Place by the Bay Area Newsgroup.

SUPERVISORY COMMITTEE REPORT

The Supervisory Committee is elected by the members to safeguard the assets and interests of the membership by ensuring that the financial and operational activities of the Credit Union are performed substantially in compliance with state and federal regulations and the Credit Union's policies and procedures. The members of the Supervisory Committee, in carrying out our charge, and in keeping with our responsibilities, engage an independent accounting firm to perform an audit of the financial statements. We also engaged other accounting firms to perform compliance reviews of various functions within the Credit Union.

Based on the results of the audit and the compliance reviews, the Committee is pleased to report that adequate internal controls exist to protect member accounts.

The Supervisory Committee appreciates members' 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 are greatly appreciated.

Cordially,

GREG PECK

SUPERVISORY COMMITTEE CHAIR

“I’VE ONLY BEEN SIGNED UP WITH PREMIERONE FOR A LITTLE LESS THAN A WEEK AND THEY HAVE PROBABLY SAVED ME MONTHS, IF NOT YEARS, WORTH OF INTEREST FEES THAT WERE PROBABLY NOT GOING AWAY ANYTIME SOON.”

WHAT OUR MEMBERS ARE SAYING

“ALTHOUGH IT CAN BE DISCOURAGING TO HEAR “NO” OR “WE CAN’T HELP YOU” WHILE TRYING TO NAVIGATE WAYS TO STAY AFLOAT, PREMIER ONE CREDIT UNION CAME THROUGH TO SUPPORT US IN OUR TIME OF NEED.”

“AS A FIRST TIME HOME BUYER, THEY MADE SURE THAT WE HAD A HASSLE AND STRESS-FREE EXPERIENCE ALL THE WAY THROUGHOUT THE BEGINNING, MIDDLE, AND THE CLOSE OF ESCROW!”

“TO THOSE INTERESTED IN THE MOST EXCELLENT FINANCIAL SERVICES, MAY I RECOMMEND PREMIERONE CREDIT UNION. WITH INCREDIBLY LOW RATES AND BEYOND FABULOUS CUSTOMER SERVICE, I WOULD LOOK NO FURTHER.”

**DIVIDENDS WE
GAVE BACK
TO MEMBERS
TOTALLED
\$1,136,000**

**MEMBERSHIP
GREW BY
1,761 AND
CONTINUES
TO GROW**

**ANSWERED
63,840 CALLS
FROM OUR
MEMBERS**

**PROCESSED
OVER
5,047 LOAN
APPLICATIONS**

**LOANS
FUNDED
TOTALLED
\$141,600,000**

**\$40,000 IN MEMBER
REFERRAL BONUSES**

CREDIT MANAGER REPORT

2021 was a record year for your credit union. We originated \$141.6 million in new loans during the year, which was a new record for us. Our loan balances, despite unusually high refinance activity, also hit a new record of \$317.1 million. Much of our loan growth was in first mortgages as our members took advantage of record low interest rates to refinance their loans. However, we also had strong consumer loan growth as we originated a record volume of personal loans. During the second year of the pandemic, we stood ready to help members in any way we could.

We are especially proud of our first-time home buyer program. We originated 11 loans, totaling \$5.9 million in balances, for new homeowners. For these members who meet our program criteria, we offer a discounted rate to help them make this important first step.

Despite all the turbulence of the pandemic, our loan credit quality continues to be high. Our delinquency rate was 0.17%, which was a modest increase from exceptionally low levels earlier in the year. Our loan losses were also very low as members adapted to the changing times.

As we look forward to 2022, we will make meeting members needs our highest priority. We are exploring ways to make the loan origination process faster and more efficient to serve you better. We will also look for ways to enhance our financial education for our members to assist you with your financial health. Thank you for trusting your needs to your credit union.

BRAD THOMAS

VP FINANCE & CFO

MISSION

**DELIVER A BETTER
FINANCIAL LIFE TO
MEMBERS.**

VISION

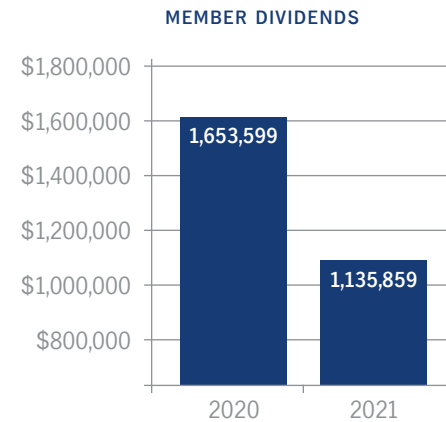
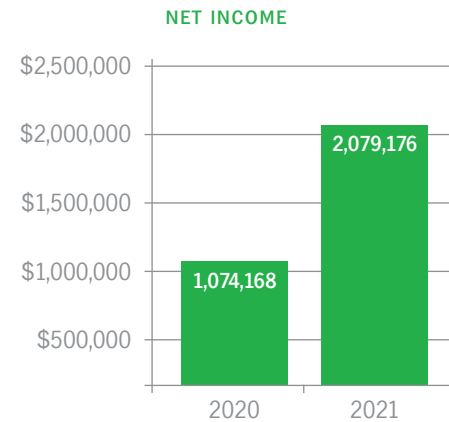
**BUILD STRONG
MEMBER
RELATIONSHIPS,
WHICH LEADS
TO GROWTH.**

2021 PREMIERONE CREDIT UNION FINANCIALS

ASSETS	2021	2020	% CHANGE
Loans	\$317,979,251	\$291,551,300	9.1%
Allowance for loan losses	(947,690)	(1,377,269)	-31.2%
Cash	2,294,121	1,797,940	27.6%
Investments	222,072,926	199,740,124	11.2%
Fixed assets	12,213,430	11,980,916	1.9%
Other assets	10,808,392	10,609,389	1.9%
TOTAL ASSETS	\$564,420,430	\$514,302,400	9.7%

LIABILITIES, SHARES & EQUITY	2021	2020	% CHANGE
Other liabilities	\$2,830,805	\$2,187,608	29.4%
Shares	514,043,414	464,778,949	10.6%
Net worth & reserves	47,546,211	47,335,843	0.4%
TOTAL LIABILITIES & EQUITY	\$564,420,430	\$514,302,400	9.7%

INCOME STATEMENT	2021	2020	% CHANGE
Loan interest	\$ 12,979,858	\$ 13,376,585	-3.0%
Investment interest	1,415,612	1,643,347	-13.9%
Total Interest Income	14,395,470	15,019,932	-4.2%
Dividends	1,135,859	1,653,599	-31.3%
Interest expense	-	-	
Total interest expense	1,135,859	1,653,599	-31.3%
Net interest income	13,259,611	13,366,333	-0.8%
Provision for loan losses	(9,395)	612,516	-101.5%
Fee income	3,364,688	2,909,979	15.6%
Compensation & Benefits	7,840,597	7,961,335	-1.5%
Office operations	3,387,888	3,542,933	-4.4%
Marketing	399,044	425,860	-6.3%
Professional services	1,475,174	1,492,465	-1.2%
Loan service	1,138,715	984,728	15.6%
NCUSIF assessment	-	-	
Other	296,788	182,307	62.8%
Total noninterest expense	14,538,206	14,589,628	-0.4%
Gain/(loss) on sale of investments	(16,312)	-	
NET INCOME	\$2,079,176	\$1,074,168	93.6%



CO-OP BRANCHES & ATMS



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 co-opcreditunions.org



WE FIGURED EVERYONE
COULD USE A FEW SMILING FACES.

STAY CONNECTED



PREMIERONE BRANCH LOCATIONS

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

GILROY BRANCH

1415 1st Street, Suite 101
Gilroy, CA 95020

VIA DEL ORO BRANCH

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

CALL CENTER HOURS

M - F: 8am - 6pm
Saturday: 10am - 2pm
408.524.4500

