



2023

ANNUAL REPORT

Empowering Futures: Our Commitment
as Your Trusted Financial Partner

CHAIR AND PRESIDENT REPORT



SEAMUS MORAN
Board Chair



ANDREA BREWER
President/CEO

2023 was a year of challenges and changes, but it also brought remarkable growth and success. We always look forward to this time of year when we can reflect on PremierOne Credit Union’s impact on our members and the community we serve. Our mission is to deliver a better financial life to our members by providing value, resources, and financial education.

This year, we remained a stable and well-capitalized organization with solid earnings. We welcomed over 2,800 new members to our family, and thanks to our member participation, our assets grew to over \$620 million. We are proud to have returned over \$4 million in dividends to our members.

We also welcomed the Sequoia Federal Credit Union members to the PremierOne Credit Union family, giving us the opportunity to serve San Mateo County. Our presence in the Redwood City area provides members and potential members with greater access, value, technology, services, and community involvement.

What sets us apart is our dedicated employees, which is why we’re proud that PremierOne Credit Union has received the Top Workplace designation for the third year in a row. Their commitment to making us a fantastic place to start and grow a career is second to none. We are grateful for their commitment to the credit union’s mission and their surrounding communities.

We extend our sincerest gratitude to everyone who made 2023 another successful year for PremierOne Credit Union. We’re excited to see what 2024 has in store and find new ways to help our members. We sincerely appreciate your trust in us and choosing to partner with PremierOne Credit Union on your financial journey. Thank you for your membership!

Together, we’re just better!

MISSION Deliver a better financial life to members.

VISION Build strong member relationships, which leads to growth.

EXPANDED
OUR FIELD OF
MEMBERSHIP
TO 8 NEW
COUNTIES



NEW
MEMBERS
WELCOMED:
2,485



DIVIDENDS
RETURNED TO
MEMBERS:
\$4,106,729



LAUNCHED A NEW DIGITAL PLATFORM
INCREASING ENGAGEMENT BY 60%



WON TOP
WORKPLACE FOR
3RD YEAR IN A ROW



GREW
ASSETS BY
13% TO
\$620M



BOARD OF DIRECTORS

SEAMUS MORAN
Chair

MARCIA LILLIS
Vice Chair

THOMAS BREWER
Secretary

TOM SUCHEVITS
Treasurer

RICH TOLEDO
Director

DON BARTELS
Director

CHRISTINA SALVATIER
Director

AUDIT COMMITTEE

CHRISTINA SALVATIER
Chair

TOM SUCHEVITS
Member

MARCIA LILLIS
Member

EXECUTIVE/SENIOR
MANAGEMENT

ANDREA BREWER
President/CEO

AIDA TANNOUS
VP HR & Staff Development

BRAD THOMAS
VP Finance/CFO

CHRIS CAPUTO
VP Lending Operations

DODY GEMETTE
VP Business Operations

JANICE JOHNSON
VP Marketing

RICHARD TRESLER
VP Member Experience

FROM FINANCIAL EDUCATION TO FINANCIAL CAPABILITY



JANICE JOHNSON
VP Marketing

At PremierOne Credit Union, we are committed to financial education, and our Online Financial Education Center is a testament to this commitment. The program aims to help our members manage their financial future and assist in navigating the process, offering interactive modules covering crucial financial concepts such as savings, investing, credit scores, and identity protection. In 2023, we had over 2,000 active learners.

We also proudly support a K-12 Bay Area Schools program designed for students in grades 4 to 6 and 9 to 12. The program provides financial education to empower students with the financial capability to build successful futures. The program also teaches entrepreneurship lessons and the basics of building a business. We aim to have a lasting impact beyond imparting financial knowledge by developing students' confidence and creating healthy financial habits. For the 2022-2023 school year, eight schools enrolled in the program, and we reached 541 students who spent over 1,250 hours learning.

SCHOLARSHIP PROGRAMS



DODY GEMETTE
VP Business Operations

We're committed to making a positive impact on the community, particularly on young members. We offer two scholarships of \$2,000 each to undergraduate or graduating high school seniors to acknowledge exceptional leadership and community service. We also established the Bruce Staples Scholarship program for graduate students at the South Bay Fire Fighter Academy. This \$5,000 award goes to deserving students who demonstrate a strong commitment to their academic pursuits.

PremierOne Credit Union also partners with San Jose State University to support the Lucas College of Business students. This collaboration includes numerous networking events that let students interact with industry professionals and gain valuable insights into the corporate world. We also conduct workshops that help students develop healthy financial habits and make informed financial decisions. In addition, the program includes a Scholarship Ceremony that awards \$3,000 to deserving students to assist them in achieving their academic goals.



RICHARD TRESLER
VP Member Experience

ACCESS TO MORE FINANCIAL SOLUTIONS

In our mission to increase the financial benefits to our members and communities, we made several enhancements and updates to our products and services.

We upgraded to a new digital banking platform offering various innovative features and services to make banking more convenient and accessible for our members. As part of the upgrade, we introduced an account and loan opening feature, financial planning to track spending goals, a 24/7 chat, and Card Controls to offer more control and safety in our members' hands, all from one convenient place: Online Banking and our PremierOne Credit Union Mobile App.

To serve a larger field of membership, we expanded our financial services to eight new counties, allowing us to help underserved individuals, provide financial education, and build strong partnerships with new communities. We now serve anyone who lives, works, and worships in Santa Clara, Santa Cruz, Monterey, San Benito, Alameda, San Mateo, Merced, San Joaquin, and Stanislaus Counties.

We also announced new products—the ADU Loan and the 10/1 ARM mortgage products. Both are intended to meet the unique financial needs of our members and provide the best value and flexibility. We implemented deposit campaigns offering high dividend rates to help our members save and earn more.



AIDA TANNOUS
VP HR & Staff Development

COMMUNITY INVOLVEMENT

To demonstrate our commitment to the community and support local organizations, we contributed \$4,000 to San Jose PAL & Burn Foundation—an organization dedicated to aiding the treatment and care of burn survivors. We also donated to Santa Teresa Little League and to Ann Sobrato High School Athletic Boosters to support youth sports programs.

As a returning volunteer, PremierOne Credit Union participated in the Heroes & Helpers Holiday spree by Shop with A Cop of Silicon Valley Foundation. The foundation promotes literacy in children ages 5 to 12 and hosts 3rd-grade students from partner schools each December. Students are given \$150 Target gift card and accompanied by police officers while shopping.

We proudly supported the 16th Annual Holiday breakfast and shopping spree, attended by the PremierOne Credit Union Volunteer Committee where 274 children had an unforgettable experience. Our volunteers unloaded 21 pallets of fruits and vegetables from Second Harvest Food Bank—enough to feed 1,500 families for a week.

Our community involvement wrapped up the year by sponsoring the Italian Family Festa event, providing members with free document shredding and e-waste recycling, and donating Thanksgiving meals and Christmas trees to make the holiday season merrier.

AUDIT COMMITTEE REPORT



CHRISTINA SALVATIER
Audit Committee Chair

Our Audit Committee is elected by the Board of Directors to safeguard the assets and interests of the membership by ensuring that the financial and operational activities of the PremierOne Credit Union are performed substantially in compliance with state and federal regulations and the Credit Union’s policies and procedures.

In carrying out committee responsibilities, the members of the Audit Committee engaged an independent accounting firm, TWHC, to perform an audit of the financial statements. Based on the results of the independent audit, the Audit Committee is pleased to report that adequate internal controls exist to protect member accounts.

The Audit Committee values its members’ continued confidence in the committee’s oversight. The support and cooperation of the Board of Directors, management and employees have assisted the Audit Committee in the performing its duties and are greatly appreciated.



CHRIS CAPUTO
VP Lending Operations

CREDIT MANAGER REPORT

In 2023, our Consumer and Real Estate department granted \$74.5 million in loans to our members. Our loan balances also hit a new record, ending at \$444.8 million—a 14.5% increase year over year. We experienced loan growth in both consumer loans and real estate, despite a rising rate environment throughout much of 2023. Notably, 70% of our first mortgages were taken by first-time home buyers. To help members with various home projects, including solar, we also funded second mortgages and Home Equity Lines of Credit.

Our indirect auto lending grew by 52.4% year over year as we built relationships with local auto dealers to attract loans and new members.

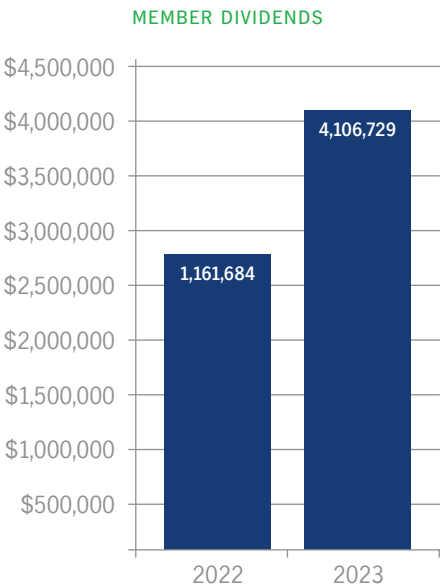
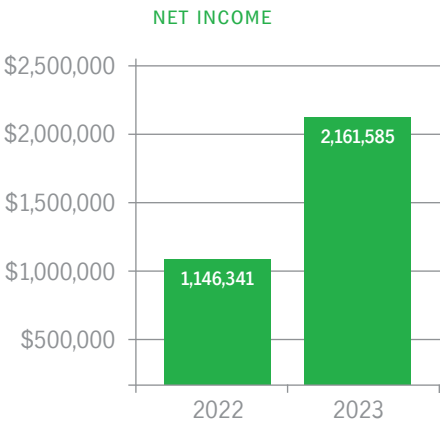
The credit union has maintained good credit quality. Our total loan delinquency rate was 0.51% at the end of the year, a modest increase from the prior year and expected due to the post-pandemic situation.

As we look forward to 2024, we aim to continue meeting members’ needs. We’re exploring ways to make the loan origination and application process faster and more efficient. And, we’ll look for ways to enhance our financial education to assist you with your financial health.

2023 PREMIERONE CREDIT UNION FINANCIALS



BRAD THOMAS
VP Finance/CFO



	2023	2022	% CHANGE
ASSETS			
Loans	\$444,002,172	\$389,658,257	13.9%
Allowance for loan losses	(4,048,556)	(1,836,144)	120.5%
Cash	3,497,296	2,223,114	57.3%
Investments	145,229,175	137,330,267	5.8%
Fixed assets	15,561,430	11,673,206	33.3%
Other assets	15,752,904	11,631,558	35.4%
TOTAL ASSETS	\$619,994,421	\$550,680,258	12.6%
LIABILITIES, SHARES & EQUITY			
20232022% CHANGE			
Other liabilities	\$7516,270	\$3,098,656	142.6%
Borrowing	45,387,594	-	
Shares	524,074,008	509,826,467	2.8%
Net worth & reserves	43,016,549	37,755,135	13.9%
TOTAL LIABILITIES & EQUITY	\$619,994,421	\$550,680,258	12.6%
INCOME STATEMENT			
20232022% CHANGE			
Loan interest	\$20,426,942	\$14,263,083	43.2%
Investment interest	3,206,378	2,599,876	23.3%
Total Interest Income	23,633,320	16,862,959	40.1%
Dividends	4,106,729	1,161,684	253.5%
Interest expense	935,829	-	
Total interest expense	5,042,558	1,161,684	334.1%
Net interest income	18,590,762	15,701,275	18.4%
Provision for loan losses	2,572,384	1,855,191	38.7%
Fee income	4,019,276	3,718,481	8.1%
Compensation & Benefits	10,165,557	9,146,492	11.1%
Office operations	4,663,602	3,880,491	20.2%
Marketing	385,509	353,915	8.9%
Professional services	1,251,703	1,477,834	-15.3%
Loan service	1,346,000	1,305,678	3.1%
NCUSIF assessment	-	-	0.0%
Other	63,698	253,814	-74.9%
Total noninterest expense	17,876,069	16,418,224	8.9%
Gain/(loss) on sale of investments	-	-	
NET INCOME	\$2,161,585	\$1,146,341	88.6%



408.524.4500 | 1.855.500.P1CU (7128) | premieronecu.org

PREMIERONE CREDIT UNION BRANCHES

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

SEQUOIA BRANCH

530 El Camino Real
Redwood City, CA 94063

VIA DEL ORO BRANCH

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

CALL CENTER HOURS

M – F: 8am – 6pm
Saturday: 10am – 2pm

CHAT AVAILABLE 24/7



OVER 5,000 BRANCHES. NEARLY 30,000 ATMS.

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

STAY CONNECTED

