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# President & Chairman's Letter

"The true measurement of our success is the people who we've been able to help through life."



At Wright-Patt Credit Union, we believe **everyone deserves a caring financial partner who builds hope and improves well-being.** This is our credit union's purpose statement — the driving force behind why we do what we do.

Our purpose informs almost every decision we make at the credit union. Will this action help build hope for our members? Does this loan product improve well-being? Will it elevate, uplift and help our members live the life they want to live? United in purpose, each of us is guided to do what's best for our members, fellow partner-employees and the credit union as a whole.

Looking back on the past year, we have much to celebrate. Your credit union remains financially strong and growing. We hit a huge member milestone, with our membership increasing to over 500,000 in 2023. All totaled, we ended the year with **503,041 members** who choose WPCU as their trusted financial home.

Despite a year of economic uncertainty and rising inflation, we saw our total assets increase to **\$8.3 billion dollars**, up 7 percent from 2022. Deposits and loans were up 7 percent each as well.

In 2023, we were able to help almost **100,000 members Save Better** by taking advantage of our great rates on new share products, and we paid members **\$141 million dollars in dividends** last year.

We were also able to help more than **76,000 members Borrow Smarter** and get the things they really needed with a new loan — whether that was a new home for their family, reliable transportation or simply enough money to get by when life threw them an unexpected curve ball.

Hope keeps people going in tough times. In this report, you'll read stories of members we've been able to help overcome obstacles and achieve their financial dreams — from buying a home to running a successful small business. These stories demonstrate the power of our purpose to make a positive, enduring impact on people's lives, wherever they are in their financial journey—because everyone deserves a caring financial partner who builds hope and improves well-being.

Sincerely,

I mothy Mislandy

Timothy J. Mislansky

President & CEO

Joseph Mucci Board Chair, WPCU Board of Directors

503,041

**WPCU MEMBERS IN 2023** 

An increase of 6%.

98,628

**MEMBERS SAVED BETTER** 

through increased rates offered on our share products.

76,090

MEMBERS BORROWED SMARTER

with a new loan to live the life they want to live.

# Helping Members, Building Hope

174,718

MEMBERS WERE HELPED TO **SAVE BETTER OR BORROW SMARTER\*** 

\*Representative sampling; does not cover all the ways WPCU helped members Save Better or Borrow Smarter.





18,761 OPENED A **NEW SHARE** CERTIFICATE

to save for later.

16,785 **ENJOYED SAVINGS FLEXIBILITY** 

with a new money market account.

98,628

**HELPED TO SAVE BETTER** 

with increased rates offered on our share products.\*

76,090 **HELPED WITH A NEW LOAN** 

to achieve dreams of new homes, vehicles, education, businesses & more.\*

1,394 **HELPED TO ACHIEVE THE DREAM OF HOME OWNERSHIP** 

709 HELPED **THROUGH STUDENT LOANS**  413

**HELPED WITH A BUSINESS LOAN** 

to start or grow their business.





# Benefits Returned to Our Membership\*

As a caring financial partner, WPCU put money back into our members' pockets through the credit union's programs, fee savings and better rates in 2023.\*\*

\$237.5M

**DIRECT FINANCIAL BENEFITS** 

\$22.6M

**SAVED IN FEES** 

\$409

DIRECT FINANCIAL BENEFITS
PER MEMBER

\$1,030

DIRECT FINANCIAL BENEFITS
PER HOUSEHOLD

## SPECIAL PATRONAGE DIVIDEND Giving Back. Building Hope.

When WPCU has a great year, we're able to put money back in our members' pockets through a Special Patronage Dividend. Instead of paying stockholders, we give back to our members. It's one more way we're living our purpose and helping people through life, one member at a time.

\$8M
RETURNED TO
MEMBERS IN 2023

\$113M
TOTAL GIVEN BACK
TO MEMBERS
Since 2008

<sup>\*</sup>Compared to Ohio average bank rates, according to data from the Credit Union National Association's Membership Benefits Report.

<sup>\*\*</sup>Information available over 12 month period ending Q3 2023.



"It was so fun to see the Member Centers filled with excitement as we celebrated this huge milestone with our members!"

— Nate H., Partner Since 2023



#### In total, WPCU ended the year with 503,041 members,

an increase of almost 6%. We're thankful for all our members who continue to choose WPCU as their trusted financial home!

500,000 Reasons to Celebrate

In 2023, WPCU reached a major milestone: our membership grew to over 500,000 members! We celebrated with our members in every Member Center with fun photo opportunities, balloons and treats for all. Members were also invited to build hope alongside WPCU by participating in food drives supporting five food banks across the communities we serve in Southwest and Central Ohio. By donating food, members could enter gift card giveaways and help ease food insecurity in their own communities.







# Building Hope for Homeownership

Buying a home is a major financial milestone that represents safety, stability and freedom. Yet, for many people, the dream of homeownership feels unattainable. As a caring financial partner that looks beyond the numbers, WPCU is helping to build hope and put homeownership within reach for members like Cindy.

After renting a townhouse for 32 years, Cindy was dissatisfied with her landlord and ready for a change. Once she started browsing online, it wasn't long before Cindy found a home that she fell in love with. However, every time she tried to get prequalified, she was told her credit was holding her back. Cindy started to wonder if she would ever achieve her dream of owning a home — until the day she turned to Wright-Patt Credit Union.

"Cindy falls into a category of a lot of people who don't realize they can buy a home," said Andrew Roberts, WPCU Mortgage Sales Manager. "But she was actually perfectly poised to purchase a home."

Andrew worked one-on-one with Cindy to help her understand

her credit standing and what steps she needed to take to position herself for success. She was in disbelief when he told her, "It looks like we can do this!"

"When people try with one lender and get turned down, they often give up," Andrew explained. "That's why Wright-Patt Credit Union does things differently. We take a consultative approach to mortgage lending, coaching our members to help them meet their dream of homeownership. It's not just about whether you're qualified or not qualified at this moment; it's how do we help you buy a house?"

With WPCU as her caring financial partner, Cindy finally purchased her dream home, and she's loving every minute of it.

As Andrew put it, "There are stories that you remember forever, that remind you why you do what you do. Stories like

in the morning."

"Everything went so smoothly, I just could not believe it. When I wake up, I look around and say, 'How did this even happen?' It's wonderful!"

— Cindy W.



### **SOAR Program Success:**

# Fueling Passion and Purpose for Underserved Entrepreneurs

Many small business owners need both financial help and support to achieve their business goals. Wright-Patt Credit Union is dedicated to strengthening small businesses throughout our communities through a new program designed to level the playing field for local minority, woman and veteran-owned businesses.

WPCU has dedicated \$10 million dollars to the SOAR Business Loan and Outreach Program, providing access to affordable business financing and resources to support the unique needs of these member businesses. The SOAR Outreach Program provides an array of financial education, mentorship, training and business tools to help small businesses continue to grow and thrive.

\$2.9M

**IN LOANS** 

133

AREA SMALL
BUSINESSES HELPED

163

**NEW JOBS** 

projected to be created by SOAR businesses.



Hsanni S. M., Member Since 2019

### **A Storybook Ending**

When Hsanni got the opportunity to bring her book to life on screen, she needed help to make her dream a reality. A SOAR Business Loan helped her pay contributors and start working with a production company. Hsanni said, "I encourage anybody that has an idea that they've been struggling to get off the ground to contact WPCU about the SOAR program. It's a way for minorities to actually become a viable part of the community with whatever they want to pursue."

"I was able to look at the future with rose-colored glasses."

- Hsanni S. M., CEO, SoulFire Productions



### A Cut Above the Rest

After 20 years of cutting hair, Marvin knows he offers "the best haircut in Ohio." With a SOAR Business Loan, he can keep his barber shop going and growing.

Marvin remembers how his SOAR Program Ambassador at WPCU, Jeffrey, genuinely cared about his business and seeing him succeed. "He took the time to break it down. He really helped me out and helped me understand some things that I didn't understand. WPCU will give you a chance."

"The SOAR program was a blessing to me."

- Marvin H., Owner, Marvelous Cuts

### **Sweet Success**

Jennifer's ice cream shop and food truck needed some extra capital to continue its growth. With a SOAR Business Loan, she was able to expand her menu and try new offerings.

"When I reached out to Wright-Patt Credit Union, I was just looking for a business loan in general," Jennifer explained. "The rep told me about the SOAR program that hadn't quite launched yet, and it was worth waiting for. As a woman business owner, it gave us a few extra little perks."

"The fact that WPCU was willing to talk to me solely to give me a loan and support our business meant everything to me personally."

- Jennifer O., Owner, Susie's Big Dipper



# **Safeguarding Member Well-Being** with Fraud Protection & Prevention

At WPCU, looking out for our members' well-being also means helping protect them from those who don't have their best interests at heart. And while financial fraud can impact anyone, older adults are disproportionately targeted by cybercriminals and scammers. As the Assistant Manager for Financial Crimes at WPCU, Rebbecca knows that fighting elder fraud requires empathy, attention to detail and a personal touch. It's this proactive approach that helped her team save one elderly member from a potentially devastating fraud attempt.

#### A FRONTLINE DEFENSE AGAINST FRAUD

Just before the holiday season, WPCU's Financial Crimes department received a call from a Financial Coach informing them about an elderly member who was conducting very unusual transactions at a Member Center requesting tens of thousands of dollars in official checks, multiple days in a row. After asking additional questions, it was clear that the member was afraid and not telling the real story about why he needed the funds. "Things just weren't adding up," said Rebbecca. "All the red flags of fraud were there."

Rebbecca called the member directly and found out he was about to cash his official checks at another financial institution. Rebbecca knew that if this happened, and the member was a victim of a scam like she suspected, it was

likely that he would never recover those funds. She promptly warned the other institution and explained how the gentleman was likely being exploited. They took her concerns seriously and sent him back to the WPCU Member Center.

The member eventually shared that he needed to deposit thousands of dollars into a bitcoin ATM to avoid being arrested. Fraudsters had convinced the member he owed the government money, causing him to act on fear and a sense of urgency. Thankfully, WPCU was able to save the member from losing any more money and his Financial Coach helped him contact law enforcement.

For Rebbecca, these stories hit close to home. "It's personal — I have grandparents who could become victims of scams just like this," she said. "That's why I always want to go above and beyond to do everything I can to help."



### \$13M

#### IN FRAUD LOSS PREVENTED

In addition to preventing loss in reported fraud cases, our partners work diligently to educate members and ask the right questions to stop potential fraud before it occurs.

"I love that I get to help make an impact, improve

people's lives and most of all protect them."

— Rebbecca M., Assistant Manager for Financial Crimes

# Improving Well-Being through Financial Learning

53,980

### MEMBERS ACCESSED DIGITAL RESOURCES

- Interactive learning modules with over 24 financial education topics
- Helpful financial worksheets, checklists and calculators
- Money management online budgeting tool

1,693

### MEMBERS ATTENDED LEARNING EVENTS

WPCU held a variety of timely financial learning seminars and workshops—online & in-person

- Finances in Focus series
- Retirement planning and investment basics
- Budgeting basics
- Debt and student loans
- Home buying seminars



"Our goal is to be a credit union that cares about someone's holistic wellbeing—not just how much they put into their account. We want to give them the tools to live the best lives they can live."

Sarah S., Member Engagement Specialist
 Partner Since 2020



WPCU partners with GreenPath<sup>™</sup>, a leading national nonprofit focused on financial wellness for everyone, to offer debt management and certified counseling resources to members.

\$1.8M

DEBT PAID DOWN

through GreenPath's

through GreenPath's reached debt management plans.

880
NEW MEMBERS

reached out to GreenPath for help in 2023.





"I've taken so many courses—online and in-person.
I've just learned so much. The classes are there to
help members be more fiscally responsible and
fiscally literate—and it works."

— Lillian Z., Member Since 2014





1,392

**LOCAL JOBS** 

provided by WPCU in Dayton, Columbus and Cincinnati. \$86M

### PUMPED INTO LOCAL ECONOMY

through payroll to WPCU employees.

16

#### **COLLEGE SCHOLARSHIPS**

awarded to area students.

610

#### **AREA STUDENTS**

participated in WPCU learning opportunities. High school & college students took part in WPCU financial workshops or events, laying the foundation for financial understanding and success.

# Local & Community Impact



3,204

#### **VOLUNTEER / "IMPACT" HOURS**

by WPCU partner-employees to help make a difference in our communities.

4,000

### WPCU ESSENTIAL ITEM CARES BAGS

(containing gloves, toothbrushes, chapstick, granola bars, etc.) were shared in 10 locations through our community Impact Stands.



WPCU® Sunshine Community Fund®

# Making a Difference

As the giving arm of Wright-Patt Credit Union, the WPCU Sunshine Community Fund helps to improve, strengthen and safeguard the financial security of vulnerable populations within our community. Through InspiRAYtion grants made possible through partner-employee giving and fundraising, as well as signature programs and initiatives, the WPCU Sunshine Community Fund supports programs that align with financial well-being building blocks, including learning and education, employment and income, financial services, food insecurity, health and wellness, housing, social integration and other projects that make our communities more just and accessible for all.



The InspiRAYtion Committee is responsible for the evaluation and recommendation of nonprofits that will receive grants throughout the year.

This money is raised by partner-employees through various fundraising efforts throughout the year.

\$322,000

**GRANT DOLLARS DISBURSED** 

in 2023.

\$2,031,584

**TOTAL GIVEN TO NONPROFITS** 

since 2012.

24

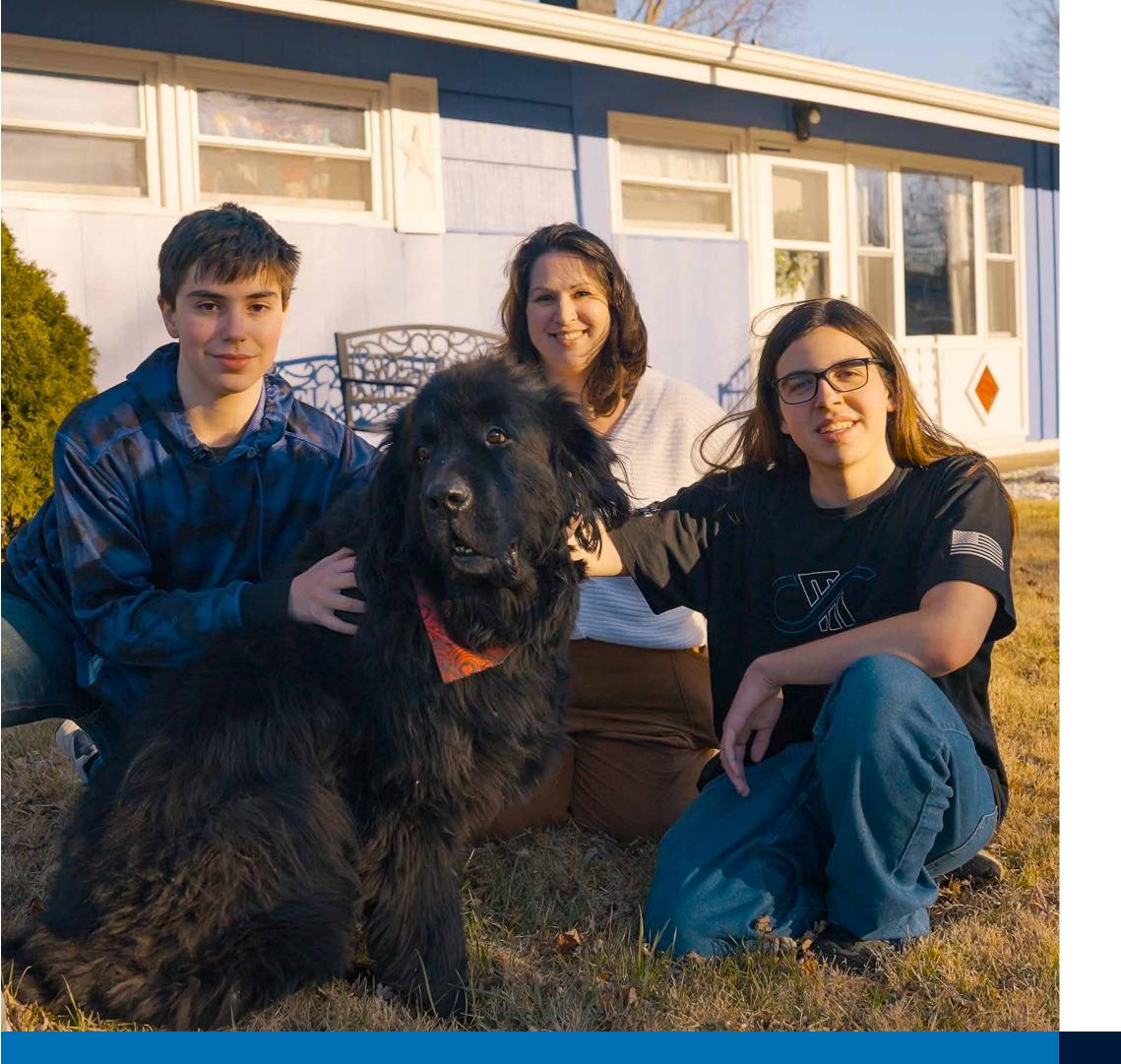
#### **NONPROFITS HELPED**

through WPCU InspiRAYtion Grants, including Boys & Girls Club of Dayton, East End Community Services, Ebenezer Healthcare and Victory Project.

\$209,224

RAISED BY PARTNER EMPLOYEES & EXPERTS





# Starting a New Chapter with a Caring Financial Partner

Being a caring financial partner means looking out for our members both in good times and tough times. For members like Megan, who experienced personal and financial distress all at once, a little hope can make all the difference.

As a recently divorced mother of three, knowing she needed to move was difficult enough. Then, Megan's brother passed away, compounding her feelings of loss and instability. With a small budget (and a giant family dog named Zeus), Megan realized moving to a rental property just wasn't an option. So, she met with Tom, a Mortgage Loan Originator at Wright-Patt Credit Union.

"There were a lot of things I was worried about," said Megan. "I needed a low monthly payment. I needed a fence for our dog. And I knew I wanted the kids to be close to their school and friends." After listening to her needs, Tom encouraged Megan to apply for a BrightStart grant from the WPCU Sunshine Community Fund®,

a program that could provide up to \$2,500 of down payment assistance. This lit a spark of hope for Megan and her family. "I didn't know that such a thing existed," said Megan. "The BrightStart grant made an enormous difference...it meant I could go out and look for a house, and there would be some relief on the other end."

Thanks to down payment assistance through the BrightStart grant, Megan was able to buy a house within her budget and even had savings left over to make vital home repairs. Knowing she has a caring financial parter to turn to in the midst of hard times has given Megan enduring hope. Now, she's living with much more financial confidence.

"It's so much easier to see the good in life now," she said.

"The kids are able to see more stability and joy. I hope other people will be able to feel the way I have, which is really cared for by the community."

**UP TO \$2,500** 

MATCHING GRANT FOR DOWN PAYMENT ASSISTANCE

33
MEMBERS HELPED
SINCE 2022

### BRIGHTSTART™ DOWN PAYMENT ASSISTANCE PROGRAM

The WPCU Sunshine Community Fund's BrightStart Down Payment Assistance Program offers down payment support through a matching grant up to \$2,500, helping first-time home buyers achieve the dream of homeownership.

66

"The BrightStart Grant was a surprise and a blessing in my life. Even though we'd been through so much, I knew it was going to be okay." — Megan K.



Growing Strong in Central Ohio

# Columbus Area Passes 75,000 Member Mark!

WPCU continues to deepen our roots in the Central Ohio community, with seven Member Centers now open in the Columbus area and more to come in 2024. As the credit union expands, it amplifies our commitment to making a positive impact on people's lives. We're proud to serve everyone in Central Ohio with the financial products and extraordinary personal service that define the WPCU difference.

### Columbus Spotlight

WPCU continues to grow our presence in the Columbus area to deliver even more value to members in Central Ohio. In 2023, we helped Columbus members:



### PUT AWAY A LITTLE EXTRA

Columbus deposit balances increased by **17.5%.** 



### BORROW SMARTER TO LIVE THE LIFE THEY WANT

Total loans to Columbus members increased by **33%.** 



### ACHIEVE THE DREAM OF HOME OWNERSHIP

Home loan balances in the Columbus area increased by **5%**.



### START OR GROW THEIR BUSINESS

Business loan balances in Columbus increased by more than **25%.** 

77,023

**MEMBERS** 

Columbus grew by 10,839 new members, an increase of **14%**.

**501** 

**BUSINESS MEMBERS** 

An increase of 29%.





## WPCU Awards & Recognition

In 2023, WPCU was honored with several national and local awards recognizing our culture, care for the community and commitment to extraordinary member service. Among these special awards was the prestigious 2022 Air Force Distinguished Credit Union of the Year award, and, for the third year in a row, WPCU was named an Ohio Best-in-State Credit Union by Forbes.







### **Other Awards**







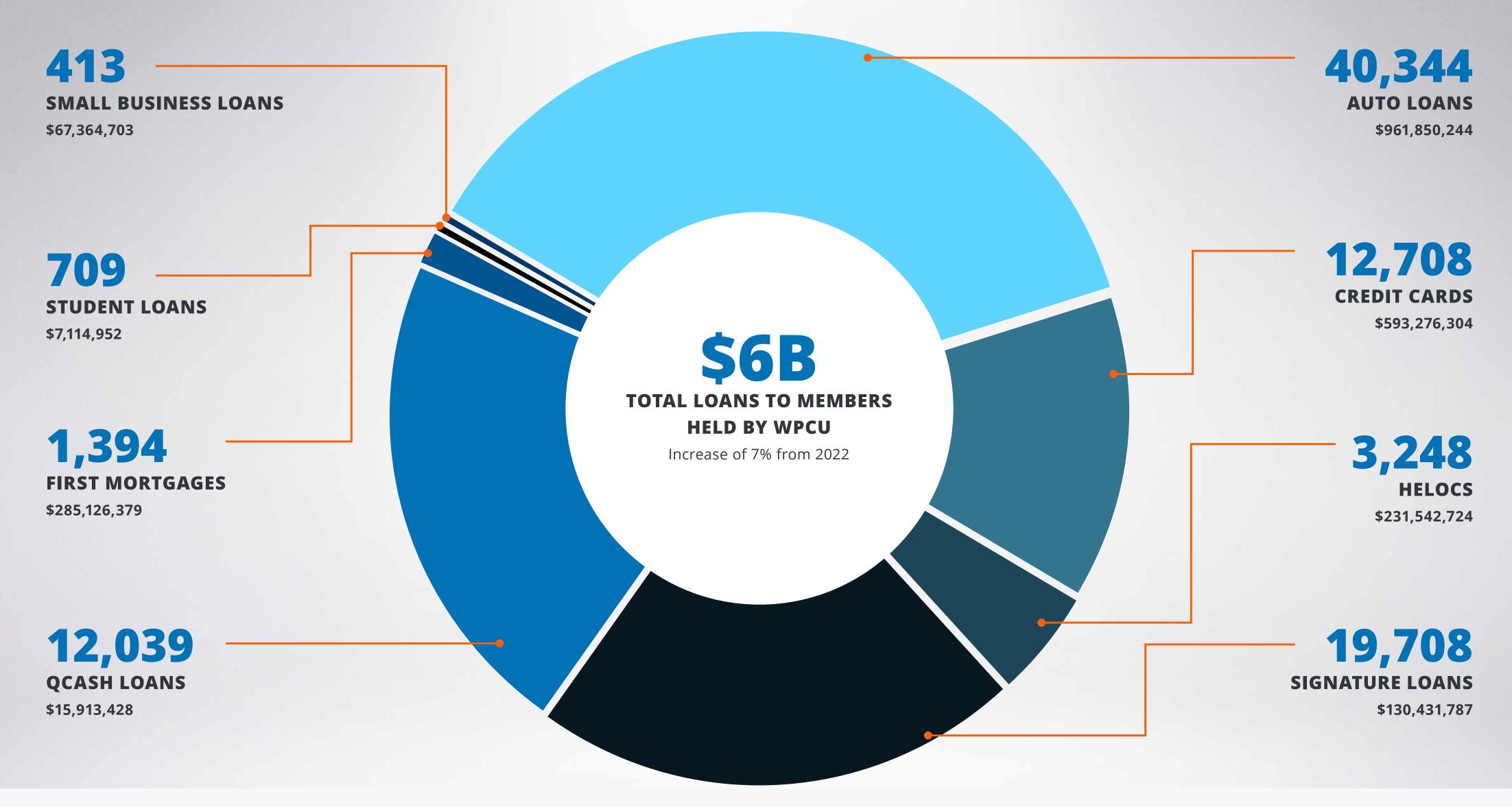








## Loans Given to Members in 2023\*



### Chief Financial Officer Report

Looking back at Wright-Patt Credit Union's financial results for 2023, we have much to be proud of, especially when viewed through the lens of our new purpose statement. Last year, total assets grew to \$8.3 billion, an increase of \$540 million for the year —almost 7% over the previous year.

We also saw **7 percent growth** in both loans and deposits. Specifically, member deposits or share accounts grew to more than **\$6.9 billion**, **up \$484 million** for the year. Our WPCU share and deposit accounts earn highly competitive dividend payments. In 2023, those dividends almost tripled to **\$141 million** – up from **\$48 million** in 2022.

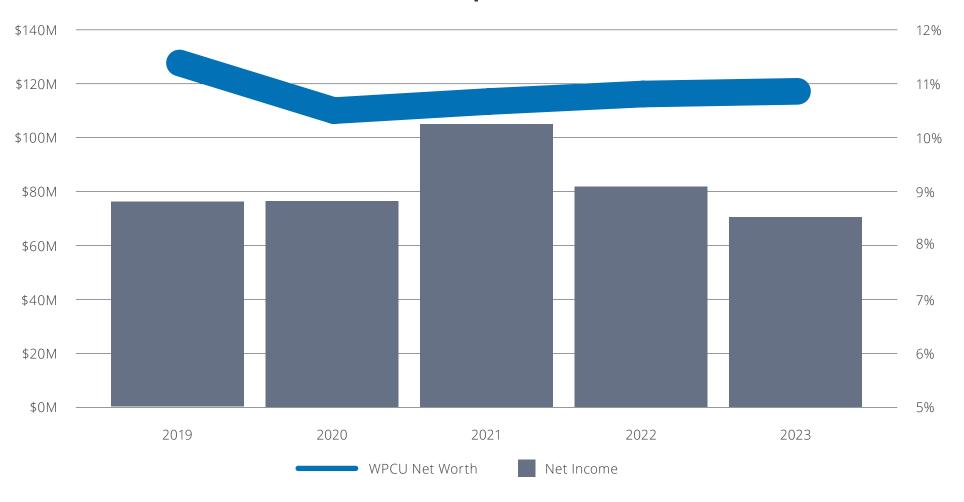
Finally, I am pleased to report that WPCU continues to be well capitalized with a net worth of **10.88%**, up from 10.83% in 2022, and comfortably above the **7%** required to be considered "well capitalized" under credit union regulatory standards. Your credit union remains financially strong and will continue to deliver the responsible products and competitive rates that allow us to build hope and improve well-being for all our members.



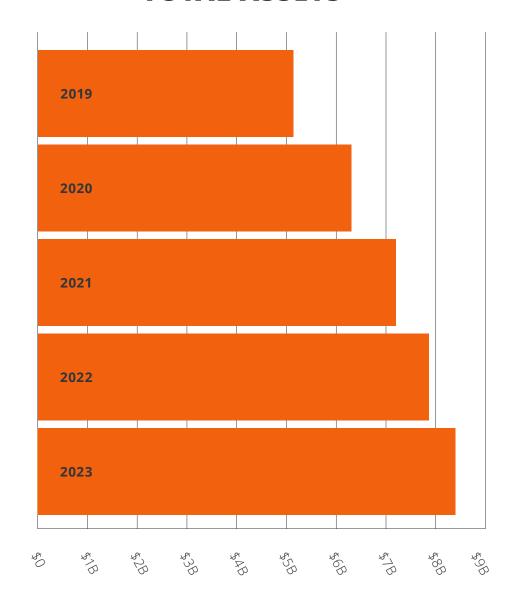
**Daniel G. Smith**Chief Financial Officer



#### **NET WORTH | NET INCOME**



#### **TOTAL ASSETS**



### This year, we saw a significant number of members who were struggling

to face tough decisions when it came to paying a loan or credit card bill and other essential expenses, like groceries for the week. This, in turn, impacted our profits, as shown in the chart above.

Understanding the financial uncertainties many of our members are still navigating, WPCU is taking an active approach.

The credit union has a robust asset management plan in place and remains committed to helping our members build hope and improve their well-being in these challenging economic times.

## 10.88% NET WORTH RATIO

WPCU remains financially secure and above the "well-capitalized" threshold defined by the NCUA.

\$8.3B IN ASSETS

An increase of 7% over 2022 and a 26% increase over the past 4 years.

\$6.9B
IN DEPOSITS

An increase of more than 7%

over 2022.

\$141M

#### **IN DIVIDEND PAYMENTS**

An increase of almost 200% over 2022.

\$70M
NET INCOME

Total consolidated earnings.

**503,041** TOTAL MEMBERS

An increase of almost 6% over 2023.

| STATEMENTS OF FINANCIAL CONDITION (in thousands) // December 31, 2023 and 2022 |             |             |  |
|--|-------------|-------------|--|
| ASSETS   | 2023        | 2022        |  |
| Cash and Equivalents   | \$796,271   | \$679,975   |  |
| Investments  | \$1,166,964 | \$1,118,667 |  |
| Loans Held for Sale  | \$33,467    | \$43,242    |  |
| Loans to Members   | \$6,070,119 | \$5,672,356 |  |
| Allowance for Credit Loss  | \$(77,186)  | \$(45,791)  |  |
| Other Assets   | \$344,702   | \$326,004   |  |
| Total Assets   | \$8,334,337 | \$7,794,453 |  |
| LIABILITIES AND MEMBERS' EQUITY  | 2023        | 2022        |  |
| Members' Share Accounts  | \$6,952,057 | \$6,467,760 |  |
| Borrowings   | \$505,995   | \$516,715   |  |
| Other Liabilities  | \$118,009   | \$108,918   |  |
| Members' Equity:   |             |             |  |
| Statutory Reserve  | \$22,877    | \$22,877    |  |
| Specific Reserve   | \$2,021     | \$2,051     |  |
| Retained Earnings  | \$870,260   | \$819,006   |  |
| Net Unrealized Loss on Investments   | \$(136,878) | \$(143,276) |  |
| Total Members' Equity  | \$758,280   | \$700,658   |  |
| Non-controlling Interest   | \$(4)       | \$402       |  |
| Total Liabilities & Members' Equity  | \$8,334,337 | \$7,794,453 |  |

| CONSOLIDATED STATEMENTS OF INCOME (in ti                 | housands) <b>//</b> Decembe | er 31, 2023 and 2022 |
|--|-----------------------------|----------------------|
|  | 2023                        | 2022                 |
| Interest Income:   |                             |                      |
| Interest on Loans  | \$350,547                   | \$258,850            |
| Interest on Investments                                  | \$75,890                    | \$34,913             |
| Total Interest Income                                    | \$426,437                   | \$293,763            |
| Interest Expense:  |                             |                      |
| Dividends  | \$141,417                   | \$47,897             |
| Interest on Borrowings                                   | \$17,384                    | \$9,248              |
| Total Interest Expense                                   | \$158,801                   | \$57,145             |
| Net Interest Income                                      | \$267,636                   | \$236,618            |
| Credit Loss Expense                                      | \$55,271                    | \$28,529             |
| Non-Interest Income                                      | \$91,573                    | \$88,343             |
| Non-Interest Expenses                                    | \$225,240                   | \$203,838            |
| Patronage Dividend                                       | \$8,066                     | \$10,894             |
| Net Income   | \$70,632                    | \$81,700             |
| Less Net Income Attributable to Non-controlling Interest | \$184                       | \$101                |
| Net Income Attributable to Parent Company                | \$70,448                    | \$81,599             |

# 2023 Board of Directors

The Board of Directors is made up of credit union members with roots in our local communities. We appreciate their commitment to making a difference and protecting our credit union's best interest.





Nick Endsley
Oakwood, Assistant
Treasurer



Joseph L. Linsenmeyer
Fernandina Beach, FL,
Vice Chair



**Dr. Chuck Showell** *Bellbrook, Secretary* 



Rachel Goodspeed

Dayton, Assistant

Secretary



Joseph Mucci Huber Heights, Chairman



**Bonnie Smith** *Trotwood, Treasurer* 



**Leah Hanseman** *Centerville, Director* 



Adam Scheetz
Kettering, Director



**Dr. Robert Sweeney**Williston, South Carolina,
Director

### IN ADDITION TO THE BOARD OF DIRECTORS, THE FOLLOWING INDIVIDUALS ARE RECOGNIZED FOR THEIR SERVICE TO WRIGHT-PATT CREDIT UNION:

**Ed Blommel**, Homosassa, Florida, Director Emeritus & Advisory Council Member

**David Cassity**, *Tipp City*, *Advisory Council Member* 

Thaddis Cates, Colonel, USAF (Retired), Huber Heights, Advisory Council Member Burhan Kawosa, Bellbrook, Advisory Council Member

Howard Marks, Jr., Dayton,
Director Emeritus & Advisory Council Member

Scott McCollum, Centerville, Advisory Council Member **Gina McFarlane-El**, Dayton, Advisory Council Member

**Dr. Larry Smith, Colonel, USAF (Retired)**, *Beavercreek, Director Emeritus* 

Robert Wiener, Colonel, USAF (Retired), Yellow Springs, Director Emeritus

# Our Purpose in Action

Driven by our purpose, Wright-Patt Credit Union will continue to build hope and improve well-being for our members, partner-employees and those in the communities we're proud to serve. As we look back on all we accomplished together in 2023, including celebrating over 500,000 members, we look forward to even more opportunities to serve as a caring financial partner and help people live the lives they want to live.



Building Hope Improving Well-Being // Annual Report 2023
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