

## **A Message from the Board President**

As I reflect on the past year, I'll be honest: there were moments where it felt as though 2025 was as challenging as 2024. However, a closer look at our performance tells a much more positive story. Despite a significant loss in membership, our loan volume actually increased, bolstered by the rise in interest rates. Far from a "doom and gloom" year, I am thrilled to report that we have much to celebrate.

### **Our Resilient Team**

Our dedicated board and staff navigated hurdles this past year. While we faced a turbulent personnel situation early on, it ultimately resulted in an extremely cohesive and energetic team. This group has infused the credit union with fresh ideas and initiative.

### **Our outreach efforts have truly flourished:**

- **Financial Literacy:** Our staff began visiting local schools to provide vital financial education.
- **Digital Presence:** We transitioned from an early social media presence to a highly impressive platform. We now use video content to promote special offers, share financial literacy tips, and drive membership growth.
- **Recognition:** A special thank you to Arash for providing the push we needed to reach these milestones.

### **Loan Performance & Leadership**

Our loan specials were remarkably successful last year and into early 2026. Our Senior Loan Officer, Paige, handled extreme pressure with grace, setting and achieving truly impressive goals. Thank you, Paige, for your hard work.

### **Operational Upgrades**

We also addressed significant challenges with our debit card processor. While small credit unions often lack "clout" with large vendors, our staff's diligence paid off. Thanks to Ashley's hard work, we have selected a new processing partner. Please note that we will transition to their system in the spring of 2027; we appreciate your continued patience during this waiting period.

### **Expanding Our Community**

Finally, we have successfully expanded our membership base by adding the New York Credit Union Foundation. We officially adopted this charter change during our March meeting. Between this expansion and our successful loan specials, we saw a very welcome surge in new member approvals at our April meeting.

I cannot thank our staff and board enough for their tireless efforts. I look forward to everything we will achieve together in the coming year!

Respectfully submitted,

Breck Tarbell