



ANNUAL REPORT 2020



A Word From Our CEO

Dear Members:

I think we can all agree that 2020 has been a year that will live in infamy. We will always remember where we were and what we were doing; the challenges and the triumphs that we, our families and our friends encountered each and every day.

As we work our way through a new year filled with fresh opportunities, I've been beyond impressed with how our Credit Union has served our members and communities through even the most trying of times. I'm humbled to lead such an amazing group of dedicated, passionate, and selfless individuals who continue working tirelessly to Build Better Lives Together.

I'd like to share with you a few highlights of our 2020 accomplishments:

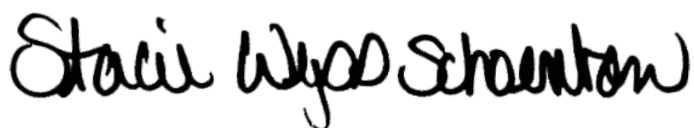
- We participated in the Oregon Emergency Relief Fund Program, providing over \$776k in funds relief to our local communities.
- We were among the first financial institutions in our area to establish relief packages for COVID-19 and the wildfires.
- We began offering Card Controls for debit and credit cards enabling members to monitor purchases and deactivate their card if it's misplaced or stolen.
- We started offering text messaging as an option to get in touch with our branches for all your service needs.
- We activated mobile wallets including Apple Pay, Google Pay, Samsung Pay, LG Pay, Fitbit Pay and Garmin Pay.

Again, I can't say enough how proud I am to be leading this team.

We surpassed \$400 million dollars in assets, continuing to focus on good growth while remaining true to our values and our community focus. It is incumbent upon all of us to be good stewards of your money as we continue to provide valuable products and exceptional service.

I look forward to facing all the joys and challenges that that future will bring in 2021 and beyond together with our team, our members and our communities.

Thank you for your membership.



Stacie Wyss Schaubert

A Word from Our Board Chair

I am proud to report that November 2020 marked Central Willamette Credit Union's 65th anniversary. We are remarkably proud of the service we've provided over those years by offering the best in financial products and services to those who live and work in the communities we serve. We have never lost sight of what matters — you, our members.

Our commitment to community is a large piece of what sets us apart. Our countless volunteer hours, along with the financial support we provide to a wide variety of local non-profit organizations, prove that we truly care not only about the wealth but also the health of our region. It's important to us that our community is aware we make each decision with the best interests of our members and our region in mind.

As 2020 continued to change so much about how we all live and do business, Central Willamette remained steadfast in our commitment to focusing on Building Better Lives Together. I'd like to share two examples of our work throughout the pandemic in this area.

First, as a Community Development Financial Institution (CDFI), we had the opportunity to assist small businesses impacted by the COVID-19 pandemic through Business Oregon's Small Business Relief Grants. This program empowered us to provide \$2,793,640 to 570 businesses across the state. This funding helped assure that the most hard-hit and vulnerable small businesses in our communities had a safe place to turn in order to secure funding to keep their 'doors open' and continue serving us all.

Second, Central Willamette also worked with local businesses to issue 161 Payment Protection Program Loans (PPPs) totaling \$5,490,497.04. These loans were designed to provide a direct incentive for small businesses to keep their workers on payroll. We're happy to share a testimonial from a member who worked with Central Willamette on a PPP Loan:

We own multiple businesses and use Central Willamette Credit Union for all of our banking needs, including our personal accounts. Their friendly staff knows us both on a personal and professional level and they take great care of us, always looking out for what is best for the growth and livelihood of our businesses and for that we consider them a valuable partner.

As most business owners know, the uncertainty was and is very stressful. When the Payroll Protection Program was being launched they were right there to assist. Without the PPP and our CWCU partners we would not have had the opportunities to continue as we did and quite possibly may have had to close our doors. Needless to say, we are grateful to have had the support.

We really do appreciate all of you at CWCU! You all ROCK and we have peace knowing that you have our back! To many more business ventures ahead!

Our connection to community is a great source of pride for our Board of Directors. Even through trying times, Central Willamette finds innovative ways to continue serving those who need it most. We can, with confidence, report that we have made significant contributions to the communities we serve in 2020 and we look forward to continuing to do so in 2021 and beyond.

Sincerely,



Committed to Safety and Soundness

The Supervisory Committee is appointed by the Board of Directors from amongst the members of Central Willamette. The Committee is responsible for ensuring that the Credit Union safeguards members' assets, complies with regulatory requirements, and maintains adequate systems of internal control and financial reporting.

Examiners from the Oregon Division of Finance and Corporate Securities and the National Credit Union Administration (NCUA) routinely perform Safety and Soundness examinations of the Credit Union. The examination includes an assessment of a number of financial parameters, operations, controls, plans, policies, and procedures to ensure compliance with applicable statutes and rules. The last examination was completed in the second quarter 2020 with satisfactory results.

Central Willamette's Supervisory Committee utilizes internal and external audits to warrant the Credit Union's compliance with applicable federal and state regulations as well as the effectiveness of internal controls established by the Board of Directors and Management. Based upon those audits, it is the conclusion of the Committee that Central Willamette Credit Union is being operated in a safe and sound manner.

The annual financial statement audit and verification of members' accounts were completed by independent certified public accounting firm Hauser, Jones and Sas for year ended December 31, 2020. Their opinion letter confirmed that the financial statements fairly represent Central Willamette's financial condition in accordance with generally accepted accounting principles. The Credit Union also contracted auditing services to conduct an Information Technology & Security Audit in November 2020 in which Central Willamette's program was rated as strong.

David C. Dahlin

Statement of Financial Condition

	12/31/2020	12/31/2019
Assets:		
Cash and Cash Equivalents	32,303,628	20,300,163
Certificates of Deposit	1,744,000	3,736,000
Securities (Available for Sale)	70,120,287	5,005,280
Restricted equity Securities	1,206,000	1,374,700
Loans (Net)	283,135,018	286,928,033
Accrued Interest Receivable	916,086	866,664
Property and Equipment (Net)	8,694,738	9,558,982
Share Insurance Deposit	3,347,332	2,720,120
Cash Surrender Value Life Insurance	6,570,071	6,399,508
Other Assets	2,605,318	1,412,625
Total Assets	410,642,478	338,302,075
Liabilities		
Member Shares	359,771,282	282,560,101
Nonmember Deposits	4,315,000	9,777,000
Borrowings	5,000,000	10,000,000
Accrued Expenses and Other Liabilities	4,513,644	3,187,057
Total Liabilities	373,599,926	305,524,158
Members' Equity	37,042,552	32,777,917
Total Liabilities and Members Equity	410,642,478	338,302,075

Statement of Income

12 Months Ending	12/31/2020	12/31/2019
Interest Income		
Loans	12,916,947	13,202,532
Investments	582,909	483,796
Total Interest Income	13,499,856	13,686,328
Interest Expense		
Deposits	1,402,793	1,569,474
Borrowings	204,878	166,101
Total Interest Expense	1,607,671	1,735,575
Net Interest Income	11,892,185	11,950,753
Provision for Loan Losses	866,250	1,536,969
Net Interest Income After Provision for Loan Losses	11,025,935	10,413,784
Non-Interest Income	5,783,455	6,086,079
Non-Interest Expense		
Salary and Benefits	6,906,808	6,847,110
Operations	6,106,270	5,798,427
NCUA Premium Assessment	0	0
Total Non-Interest Income/Expense	13,013,078	12,645,537
Net Income	3,796,312	3,854,326

MEMEBER CARE PACKAGE

The COVID-19 pandemic presented significant challenges within communities of the Willamette Valley. Central Willamette immediately implemented a Member Care Package to support the individuals and businesses who were impacted by this global crisis. Our goal throughout this ever-changing situation has been to ensure that our members receive the assistance necessary to build stronger financial futures for themselves and their families.

Emergency Loans

Members experiencing financial hardships were presented the option to receive a no-interest Emergency Loan up to \$2,500 with no payment required for the first 90-days.

Personal Loans

Members seeking additional financial leverage were offered a low interest personal loan with no payments for 90-days.

Skip-A-Pay

Members were provided the option to skip their qualified loan payments without incurring a Skip Pay fee.

Waived Fees

Eligible members were not charged penalties for early CD withdrawals.

Pay-by Phone Fees

Central Willamette waived all pay-by-phone fees for members to best facilitate remote banking during the pandemic.

Emergency Loans

Granted

\$85,650

Members Served

58

Payment Deferrals

Granted

\$41,130

Members Served

1,371

Waived Phone Fees

Granted

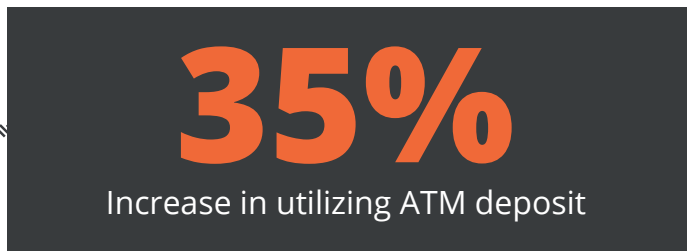
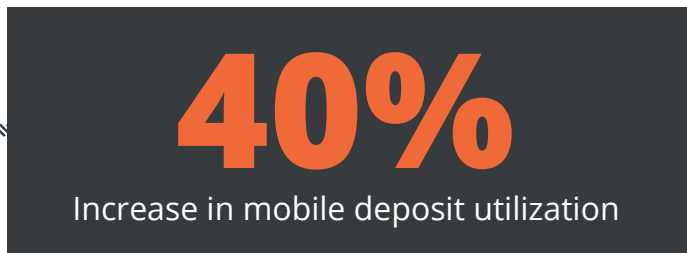
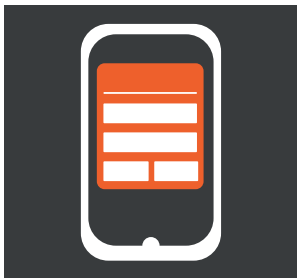
\$15,820

Members Served

1,582

PAYCHECK PROTECTION PROGRAM

Central Willamette acted expediently to offer the Paycheck Protection Program to serve our small business members. The loans provided have supported business owners, employees and families throughout the Willamette Valley.



BUILDING

BETTER LIVES **TOGETHER**



Wildfire Relief

Wildfire Relief

We have witnessed immense generosity from our community over the course of this year and this past year specifically. Many within the Willamette Valley had been impacted by the devastating fires last year, adding to the uncertainty we've already faced with COVID-19.

The Central Willamette team stood strong on our commitment to support our members, employees and the entire community. We were quick to offer help in alleviating financial stress and we created solutions to support those impacted by the wildfires, including:



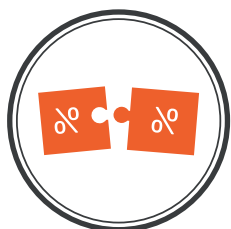
0% or Low Interest fire relief emergency loans



Debt consolidation and loan modification



Loan skip payment opportunities



Matched donations

Raised over

\$37,000

We're proud to serve our community

Albany Waverly

645 Waverly Dr SE, Albany, OR 97322

Lobby

Mon-Fri 9:00am - 6:00pm
Sat 9:00am - 1:00pm

Drive-Up

Mon-Fri 8:30am - 6:00pm
Sat 9:00am - 1:00pm

Albany Pacific

905 29th Ave SW, Albany, OR 97321

Lobby

Mon-Fri 9:00am - 6:00pm
Sat 9:00am - 1:00pm

Drive-Up

Mon-Fri 8:30am - 6:00pm
Sat 9:00am - 1:00pm

North Albany

621 NW Hickory St, Albany, OR 97321

Lobby

Mon-Fri 9:00am - 6:00pm
Sat 9:00am - 1:00pm

Corvallis

555 NE Circle Blvd, Corvallis, OR 97330

Lobby

Mon-Fri 9:00am - 6:00pm
Sat 9:00am - 1:00pm

Drive-Up

Mon-Fri 8:30am - 6:00pm
Sat 9:00am - 1:00pm

Lebanon

625 N 5th St, Lebanon, OR 97355

Lobby

Mon-Fri 9:00am - 6:00pm
Sat 9:00am - 1:00pm

Drive-Up

Mon-Fri 8:30am - 6:00pm
Sat 9:00am - 1:00pm

Salem

852 Lancaster Dr SE, Salem, OR 97317

Lobby

Mon-Fri 9:00am - 6:00pm
Sat 9:00am - 1:00pm

Looking for convenience?

Call, text or visit us online

541-928-4536 | centralwcu.org