



**credit
human**
A Federal Credit Union

2023 Annual Report

Last year was challenging for our industry, but Credit Human is weathering the storm and continues to progress our mission of helping members create and maintain financial slack. That is true because of the strength of our team and our commitment to our members.

With employees across multiple states serving members from coast to coast, the impact of Credit Human on the lives of our members, their families, and the communities we serve is extensive. Here are just a few of the accomplishments from 2023:

- *Brought our Credit Human mission and culture to a new underserved market through the opening of three Financial Health Centers and other retail operations in New Orleans*
- *Helped members become financially healthier, with a growing share of our members in our Voice of Member survey saying we're looking out for their financial well-being*
- *Progressed the transition of our San Antonio face-to-face service model with the opening of our Live Oak Financial Health Center in 2023*
- *Supported our savers by quickly moving deposit rates in response to the Fed's inflation-battling interest rate hikes despite the resulting short-term pressure on our net income, which will self-correct over time as lending rates adjust to the new cost of borrowing*
- *Used Voice of Member feedback to inform opportunities for enhancements that are already underway, including adding more drive-ups and upgrading our ITM servers to reduce wait times*
- *Implemented Early Pay and the Sensible Spend account to give members earlier access to their funds and avoid fees*

- *Achieved our \$100 million SustainableHome lending goal two years ahead of schedule, growing that portfolio by 230% in 2023 and helping over 1,000 members purchase environmentally friendly products (e.g., solar panels) to reduce their home maintenance costs*
- *Implemented a dark web monitoring tool to aid in detection and prevention of account fraud*
- *Completed another successful NCUA Exam*
- *Implemented a company-wide waste management and employee sustainability engagement program while continuing to reduce the greenhouse gas emissions of our operations by over 70%*
- *Celebrated our 25th year partnering with KENS 5 to present the Excel Award honoring outstanding teachers from nineteen area school districts*
- *Accepted an invitation to join the Global Alliance for Banking on Values (GABV), an international network of leaders in the banking industry that use finance to serve people and the planet*

Our focus in 2024 and beyond will continue to be on our mission to help members reduce their financial stress through the creation of financial slack. We will do this in a fiscally responsible way to maintain the financial strength and sustainability of our credit union. We look forward to our collaborative efforts toward innovative solutions to improve the financial lives of our members.

We are energized by what we have accomplished together for our members and the possibilities for the future of our credit union.



Blaise Bender
Board Chair



Stephen Hennigan
President and CEO

Report from the Supervisory Committee Chair

Our ongoing commitment to our members' long-term financial health and success includes offering a financial cooperative that is stable and secure.

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The Supervisory Committee ensures that management's financial reporting objectives are met and that management practices and procedures safeguard members' assets. Our Internal Audit department assists the Committee in our work by overseeing periodic external audits and by conducting internal audits of safeguards, internal controls and regulatory compliance.

The National Credit Union Administration (or NCUA) is our regulatory authority that insures members' deposits to at least \$250,000. 2023 brought another successful NCUA examination. This examination serves as a marker attesting to our credit union's sound performances and risk management practices relative to its size, complexity and risk profile. The Supervisory Committee hired the independent accounting firm of RSM US LLP, in accordance with NCUA rules and regulations. This company fulfilled the committee's requirements by performing the 2023 financial statement audit and completing a verification of member accounts.

Once again, our credit union is in compliance with the credit union's bylaws, policies, federal and state laws, and good business practices. I would like to express my appreciation to my fellow committee members for their dedication to this process, as well as to Internal Audit.

The Committee and I would like to express our thanks to you, the members, for allowing us to serve you.



Patricia Harper-Pollard
Supervisory Committee Chair
Member Since 2015
Volunteer Since 2015

FINANCIALS

BUSINESS ACTIVITY

Loans	December 31, 2023		December 31, 2022	
	#	\$000	#	\$000
Motor vehicle	56,527	\$ 1,458,022	52,822	\$ 1,268,268
Manufactured housing	22,238	1,439,450	22,309	1,377,630
Residential mortgages	2,195	162,834	2,323	120,591
Education - Insured	38,283	263,181	47,999	320,488
SustainableHome	7,070	182,917	1,614	28,716
Credit cards	14,280	44,817	13,370	39,805
Commercial	32	33,054	20	16,674
Other loans	15,591	81,389	14,259	60,997
Total	156,216	3,665,664	154,716	3,233,169
Allowance for credit losses		(45,157)		(14,124)
Loans, net		\$ 3,620,507		\$ 3,219,045

Year-to-date production	42,932	\$ 1,386,120	31,742	\$ 1,066,160
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Total loans increased \$401,462,000 (12.47%) from December 2022 to December 2023.

Deposits	December 31, 2023		December 31, 2022	
	#	\$000	#	\$000
Share Draft	74,165	\$ 470,659	74,621	\$ 492,331
Share Savings	241,248	687,481	231,393	780,559
Money Market	6,659	340,973	7,122	426,541
Share Certificate	32,852	1,739,531	18,333	914,692
Retirement Accounts	9,544	159,195	9,272	133,707
Total deposits	364,468	\$ 3,397,839	340,741	\$ 2,747,830

Total deposits increased \$650,009,000 (23.66%) from December 2022 to December 2023.

CREDIT HUMAN FEDERAL CREDIT UNION CONSOLIDATED STATEMENTS OF CONDITION

(In Thousands of Dollars)

Assets	December 31, 2023	December 31, 2022
Cash and cash equivalents	\$ 285,742	\$ 127,522
Investments	9,725	9,428
Loans held for sale	-	-
Loans, net of allowance for losses	3,620,507	3,219,045
Premises and equipment, net	172,692	165,838
Other assets	93,819	79,790
Total assets	\$ 4,182,485	\$ 3,601,623

Liabilities and Equity	December 31, 2023	December 31, 2022
Members' shares and deposits	\$ 3,397,839	\$ 2,747,830
Borrowed funds	398,553	446,036
Accrued expenses and other liabilities	60,733	47,473
Total liabilities	3,857,125	3,241,339
Retained earnings	338,524	377,636
Accumulated other comprehensive income (loss)	(13,164)	(17,352)
Total equity	325,360	360,284
Total liabilities and equity	\$ 4,182,485	\$ 3,601,623

CREDIT HUMAN FEDERAL CREDIT UNION CONSOLIDATED STATEMENTS OF EARNINGS

(In Thousands of Dollars)

	December 31, 2023	December 31, 2022
Interest income	\$ 210,066	\$ 164,437
Interest expense	72,989	26,992
Net interest income	137,077	137,445
Provision for loan loss	20,402	10,116
Net interest margin after provision for loan loss	116,675	127,329
Non-interest income	20,264	23,643
Non-interest expense	150,354	143,208
Net Income	\$ (13,415)	\$ 7,764



2023-2024 EXCEL AWARD WINNERS

Credit Human continues to support local teachers from nineteen public school districts across the area.

Rachel Bunker

Boerne Middle School North
Boerne ISD

Dominique Roose

Folks Middle School
Northside ISD

Jessica Gonzales

Howard Early Childhood Center
Alamo Heights ISD

Abby Ramos

Longfellow Middle School
San Antonio ISD

Denise Robertson

LaCoste Elementary School
Medina Valley ISD

Mary Frances Nino

Elm Creek Elementary School
Southwest ISD

Jennifer Perelstein

Nimitz Middle School
North East ISD

Katie Weber

Randolph Elementary
Randolph Field ISD

Katheryn Muha

J. Frank Dobie Junior High
Schertz-Cibolo-UC ISD

Juan Navedo

Virginia Allred Stacey Jr/Sr
High School
Lackland ISD

Juana Pena

Barrera Veterans Elementary School
Somerset ISD

Zenaida Rodriguez

Henry B. Gonzalez
Elementary School
Edgewood ISD

Traci Collie

Spring Branch Middle School
Comal ISD

Gloria Galvan

Price Elementary School
South San Antonio ISD

Maribel Arias

Oak Crest Elementary
East Central ISD

Brianna Young

Judson Early College Academy
Judson ISD

David Cruz

Schulze Elementary School
Harlandale ISD

Martin McGrath

Fort Sam Houston Elementary School
Fort Sam Houston ISD

Cameron Tufino

Losoya Middle School
Southside ISD

BOARD OF DIRECTORS



Blaise C. Bender
Chair
Member Since 2008
Volunteer Since 2008



Richard Rodriguez
Vice Chair
Member Since 1971
Volunteer Since 1993



Ed Hinojosa
Secretary
Member since 2016
Volunteer since 2017



Frank W. Burk
Treasurer
Member Since 1991
Volunteer Since 1991



G. Esther Cruz
Member Since 2006
Volunteer Since 2015



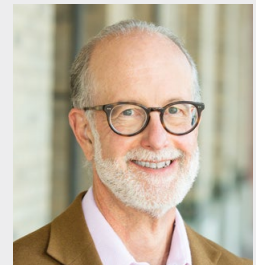
Fred Hines
Member Since 2013
Volunteer Since 2014



Debs McCrary
Member Since 1977
Volunteer Since 1995



Peter C. Morales
Member Since 1992
Volunteer Since 2006

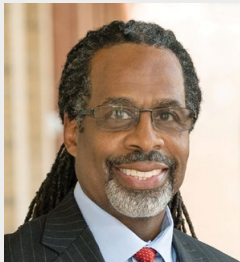


Steve R. Nivin
Member Since 2013
Volunteer Since 2015

SUPERVISORY COMMITTEE



Patricia Harper-Pollard
Chair
Member Since 2015
Volunteer Since 2015



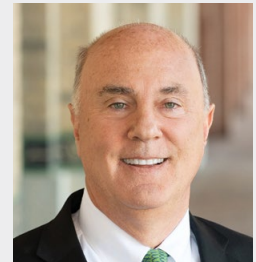
Travis Wiltshire
Secretary
Member Since 2018
Volunteer Since 2018



Mike Burnett
Member Since 2012
Volunteer Since 2015



Dan Crowley
Member Since 1989
Volunteer Since 2020



Bill R. Micale
Member Since 2014
Volunteer Since 2014

ASSOCIATE DIRECTORS



Roosevelt Adams Jr.
Member since 2022
Volunteer since 2023



Mike DuBose
Member Since 2013
Volunteer Since 2018



DeAnna Fling
Member since 2023
Volunteer since 2023



Ramon Abarca
Member Since 2005
Volunteer Since 2008



Sue E. Turner
Member Since 1994
Volunteer Since 1996

DIRECTORS EMERITI



Federally Insured by NCUA