

CELEBRATING



75



1949-2024

YEARS

2023 Annual Report

About A+FCU



We've been helping members live their A+ lives for 75 years by providing expert guidance, resources both in person and online, and financial products to satisfy day-to-day needs and help reach long-term goals.

Our commitment to our members goes beyond banking because we understand the ripple effect of a single success — as our community strengthens, so do we.

Our team is proud to earn your trust by being your financial advocate at every turn.

Banking on each other. Building stronger communities.®

Our History

In 1949, a group of like-minded teachers came up with the idea to work together not just as colleagues but also as stewards of each other's financial futures.

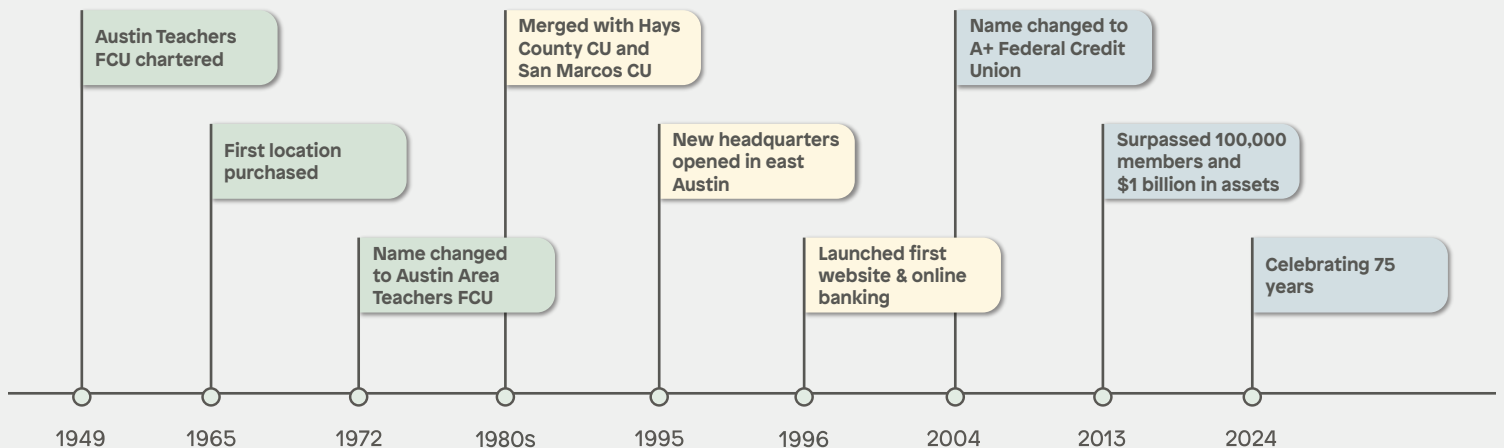
Guided by the philosophy of mutual benefit, these teachers created a not-for-profit financial cooperative. As with a lot of things in life, looking out for each other made everyone stronger and more secure.

With this foundation, we've grown to be an award-winning credit union in Texas serving nearly 200,000 members and community partners.



Main Branch

After 75 years, many things have changed, but the bedrock principles remain. A+FCU takes the financial capability of every member seriously. We strive to understand the needs of every member to give them the best financial guidance for where they are in life and where they want to go. And we know that banking on each other and building stronger communities benefits everyone.



From the Chairman & President/CEO

As a not-for-profit financial cooperative, A+FCU is committed to helping our members reach their financial goals. From its founding in 1949, A+FCU remains dedicated to providing safety, mutual benefit, education, and support for our members' banking and financial needs.

This year, A+FCU celebrates 75 years of service to members and the Greater Austin community. While we're immensely proud of this accomplishment, we're not resting on our laurels. A+FCU continues to stand as one of the largest and strongest credit unions in Central Texas. Our endeavor to positively impact our members' lives and the communities we serve is evidenced by our philosophy of *Banking on Each Other and Building Stronger Communities*.

Recognition as a Top Workplace in Greater Austin, Best Credit Union in Austin, and Best Customer Service in Austin speaks to our company culture, the support we provide our employees, and the service we provide our members. Our members expect and deserve great products and excellent service and our employees expect competitive wages and a great work environment. We work hard to support both groups.

The Board is incredibly honored that the community voted A+FCU as Best Credit Union in the annual Greater Austin Community's Choice Awards. Other awards received throughout the year, such as the Dora Maxwell Social Responsibility Community Service Award and the Elbert K. Fretwell Outstanding Educator Award, demonstrate **our commitment to educating and bettering our members' and the community's financial lives**.

The Board remains focused on supporting members with products and services that help them attain their financial goals and live their A+ lives. **In 2023, members received over \$2.65 million from the Cash-Back Checking program and more than \$931,000 in benefits** via savings on lower loan rates or increased earnings on dividends on share certificates through our PlusPoints Member Rewards program.

We also supported members with \$370 million in loans and introduced new and improved digital tools, including updates to the A+ Mobile App and A+ Online Banking. We're proud of the new features and improvements made to the digital banking experience and will continue to improve these digital platforms to offer more robust and relevant services to help you manage your money where you are. Stay tuned for more to come.

Serving our communities is a cornerstone principle for A+FCU. We provide financial education and literacy programs for adults and youth and support Boy Scouts and Girls Scouts with tailored financial education programs to help them earn badges and patches. For the second year in a row, **we awarded 60 scholarships totaling \$120,000** to high school graduates pursuing higher education as well as to college students pursuing

advanced degrees. Additionally, through our spirit debit card Cash-Back Checking rewards, **we gave back over \$208,000 to area schools and districts**.

While A+ Gives is a year-long giveback initiative throughout the organization, A+FCU also held our annual A+ Gives Day in 2023 where **over 500 employees volunteered 1,776 hours with 40 organizations in Central Texas and 26 organizations across Texas and the nation**. Overall, the A+ Gives program saw over \$176,000 given back to our local communities through time, donations, and more. To see the many places Team A+ volunteered and helped in 2023, we encourage you to visit aplusfcu.org/gives.

In another rather challenging economic year, the financial services industry experienced hardships and some institutional failures. Several regional and national banks shuttered due to challenges brought on by the increasing rate environment. Despite these uncertainties in the industry, **A+FCU performed extremely well and made strategic decisions that strengthened the safety and security of our members' accounts and deposits**, which are further insured by the National Credit Union Administration (NCUA) and the National Credit Union Share Insurance Fund (NCUSIF).

Our membership held steady in 2023 at 193,469. We truly value your trust as a member, and we keep members front of mind in all that we do. As reported in Dr. Gloria Williams' Treasurer's Report, we had another strong year financially. The Board and Management team remain focused on providing our members essential banking and financial services that are both strong and stable, all the while continuing to grow A+FCU's member equity to ensure longevity and future success.

On behalf of the Board and Management, we would also like to thank our more than 500 employees for your hard work and dedication in meeting the needs of members and communities. Your commitment to excellent member service and community giveback is commendable.

As we celebrate 75 years of supporting members and communities in the Greater Austin area, we remain dedicated to seeing A+FCU grow and support our members' needs. This year, we look to help our members *Live Their A+ Lives* — whether that's building a basic budget to cut spending, starting an emergency fund, paying down debt, buying their first home, going to college, or getting ready for retirement. Living an A+ life is different for each of us, and our entire team — from employees to management to the Board — is **committed to providing A+ service, A+ products, A+ solutions, and more in 2024 and for another 75+ years**.

Respectfully,

Dr. Craig Spinn
Chairman of the Board

Eric R. Kase
President/CEO

From the Treasurer

For the past 74 years, A+ Federal Credit Union has maintained a pledge to serve its members by offering competitive products and rates, as well as high-quality member services. I am pleased to report that even with the various economic challenges experienced in recent years, **A+FCU continues to retain stability for its members.**

Our assets at the end of 2023 were \$2.65 billion and our total shares were \$2.03 billion. We are well capitalized with stable earnings helping us sustain our net worth, which at year end stood at 11.34%. Liquidity remains strong and our interest rate risk is low. Our annual membership held steady, ending the year with 193,469 members.

I feel confident to say that today, the credit union's growth trajectory and service footprints

have truly surpassed the hopes and dreams that our founding members established in 1949. As an A+FCU member of 47 years, I challenge each of my fellow members to keep our founding members' dreams alive by knowing that **you are not just a number, you are an invested member of A+ Federal Credit Union!**

Please review our 2023 Statement of Financial Condition and thank you again for allowing me to represent you as a member of the A+ Federal Credit Union Board of Directors.

Respectfully,

Dr. Gloria L. Williams
Treasurer

From the Supervisory Committee

A+ Federal Credit Union Members,
The Supervisory Committee is a vital component of our governance structure, comprised of four A+ Federal Credit Union members appointed by the Board of Directors, along with one member of the Board of Directors serving as the Board's representative. The 2023 Supervisory Committee members were as follows:

- Mrs. Toni Williams Davis, Chairperson
- Mr. Allen H. Kaplan, Member
- Mr. James C. Valadez, Secretary
- Mrs. Angela Iglehart-Wood, Member
- Dr. Tamey Williams-Hill, Board's Representative

Our committee convenes monthly, collaborating closely with the Internal Audit department to conduct thorough operations audits. These audits are instrumental in **ensuring that the credit union's management practices and procedures align with Board policy, adhere to NCUA regulations, and effectively safeguard our members' assets.**

In addition to our commitment to operational excellence, the 2024 Supervisory Committee has dedicated time to further our understanding of diversity, equity, and inclusion. This initiative aims to deepen our appreciation of the diverse cultures and communities we serve as a financial institution.

To reinforce our commitment to transparency and accountability, an external audit is undertaken annually by an independent CPA firm. I am pleased to report that **the auditors have consistently affirmed the fair representation of A+ Federal Credit Union's financial position in its statements.**

Furthermore, the Supervisory Committee plays a pivotal role in addressing member complaints. Should you ever feel that a concern has not been adequately resolved by management or staff, please do not hesitate to forward your complaint to us at the following address:

A+FCU Supervisory Committee
P.O. Box 15102
Austin, TX 78761

We recognize that you have a choice when it comes to financial institutions, and **we sincerely appreciate the confidence and trust you place in us.** The Supervisory Committee remains dedicated to protecting your assets, resolving your concerns, and continually enhancing the day-to-day operations of A+ Federal Credit Union.

With gratitude,

Toni Williams Davis
Supervisory Committee Chairperson

Statement of Financial Condition

	December 31, 2023	December 31, 2022
Assets		
Loans	\$ 2,303,607,926	\$ 2,512,881,668
(Allowance for Loan Losses)	\$ (28,039,789)	\$ (11,288,503)
Cash	\$ 14,687,212	\$ 13,617,918
Investments	\$ 204,512,124	\$ 68,526,396
Land & Building	\$ 47,384,667	\$ 48,670,929
Furniture & Equipment	\$ 1,780,490	\$ 2,262,923
Share Insurance Deposit	\$ 19,890,792	\$ 19,421,452
Other Assets	\$ 82,863,778	\$ 69,910,881
Total Assets	\$ 2,646,687,200	\$ 2,724,003,664
Liabilities		
Deposits	\$ 2,028,643,529	\$ 2,165,830,179
Accounts Payable	\$ 16,735,423	\$ 18,347,637
Other Liabilities	\$ 52,289,711	\$ 26,339,162
Notes Payable	\$ 250,000,000	\$ 240,000,000
Total Liabilities	\$ 2,347,668,662	\$ 2,450,516,979
Equity		
Reserve & Undivided Earnings	\$ 299,018,538	\$ 273,486,685
Total Equity	\$ 299,018,538	\$ 273,486,685
Total Liabilities & Equity	\$ 2,646,687,200	\$ 2,724,003,664

Profit and Loss Statement

	December 31, 2023	December 31, 2022
Income		
Loans	\$ 124,530,356	\$ 111,631,596
Investments	\$ 4,555,068	\$ 1,988,252
Other Income	\$ 44,118,365	\$ 31,356,413
Total Income	\$ 173,203,789	\$ 144,976,261
Expense		
Dividends	\$ 18,778,276	\$ 7,988,651
Operations	\$ 117,530,345	\$ 93,289,123
Total Expenses	\$ 136,308,621	\$ 101,277,774
Net Income	\$ 36,895,168	\$ 43,698,487

Statements of Financial Condition and Profit and Loss Statements are unaudited.

*“The Board and Management team remain focused on providing our members essential banking and financial services that are both strong and stable, **all the while continuing to grow A+FCU’s member equity to ensure longevity and future success.**”*

A look back at our accomplishments and highlights.

2023 was a big year not only for the credit union but also for the schools and districts we support, community leaders and organizations we partner with, and our members who trust us with their financial needs. We're thankful for a year that offered many giveback opportunities, including welcoming back our in-person youth financial camps, and the numerous awards and recognitions we had the honor of receiving. We remain dedicated to serving our communities in 2024.

Here's what we accomplished together in 2023.

\$2.65 Million

Amount earned with
Cash-Back Checking



193,469

Number
of members

\$931,100

**PlusPoints Member
Loyalty Program
rewards**



\$208,275

High School and
district **spirit debit
card program giveback**

545

**Employees at
the end of 2023,
a 3.42% increase**



\$130,000

**Savings for members
from removing and
reducing fees**

\$370 Million

**In new loans to
support members**



\$33,600

**In prizes for
Save to Win®**

\$104,942

**In grants awarded
to 77 educators.**



1,776

**A+ Gives Day staff
hours volunteered**

\$176,033

**Total donated
for A+ Gives**



356

**Community Ed events
reaching 10,415 people**

\$120,000
Scholarships awarded
to 60 recipients



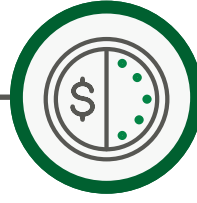
7+
New and enhanced
digital solutions

8+
Fees removed
or reduced



1
House built with H4H
and Austin area CUs

100+
Kids attended Youth
Financial Camps



61
Personal Management
Merit Badges earned



2023 Awards Won

- 2023 Austin Community's Choice Awards Best Credit Union & Best Customer Service
- Austin American-Statesman 2023 Top Workplaces of Greater Austin and Top Workplaces USA
- Austin Gives Generous Business Awards
- Dora Maxwell Social Responsibility Community Service Award First Place, Cornerstone Region
- Elbert K. Fretwell Outstanding Educator Award

2023 Total Community Impact



6,244

Total Staff
Volunteer Hours



506

Total Staff
Volunteered



171

Total Organizations
Impacted



\$909,292

Total Amount
Donated



770

Total Presentations
and Events

\$5.43
Million

Given to strengthen our communities.

Summary of 2023 giveback across all A+FCU giving categories, including community partner donations, school and member cash-back programs, sponsorships, and more.



A+ Federal Credit Union Leadership

Board of Directors

Dr. Craig Spinn, *Chairman*
Mr. Landon K. Spillmann, *Vice Chairman*
Dr. Gloria L. Williams, *Treasurer*
Ms. Terry L. Lord, *Secretary*
Dr. Adelaida "Lolly" Guerra, *Director*
Mr. Jeremy M. Polansky, *Director*
Dr. Tamey Williams-Hill, *Director*

Officers

Mr. Eric R. Kase, *President/CEO*
Mr. David Cic, *CFO*
Mr. OJ Gilder, *CIO*
Ms. Tricia Lewis, *SVP HR*
Mr. Brandon McGee, *CDSO*
Ms. Michelle Peterson, *CMXO*

Supervisory Committee

Ms. Toni Williams Davis, *Chairperson*
Mr. James C. Valadez, *Secretary*
Ms. Angela Iglehart-Wood, *Member*
Mr. Allen H. Kaplan, *Member*
Dr. Tamey Williams-Hill, *Board Liaison*

Banking on each other. Building stronger communities.®