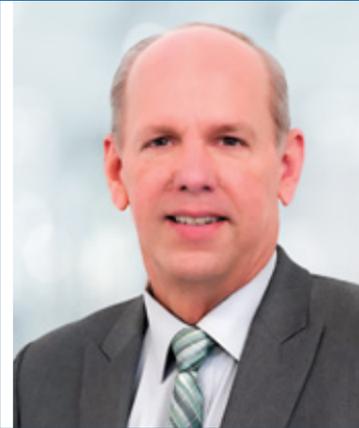


Greater Iowa
CREDIT UNION

**2021 ANNUAL
REPORT**





It has been a challenging year in many ways. Our members experienced challenges, our employees experienced challenges, and the business had its challenges. I have always thought of a challenge as an opportunity to learn something new. Sometimes the outcome to a challenge ends in our favor and sometimes it does not. In either case, a person has moved on from their original situation. A best-selling author wrote, “Once you make the decision to move on, don’t look back. Your destiny will never be found in the rear view mirror.” Personally, I am glad that 2021 is behind us because of the instability of day-to-day life it created for our communities. Through all the turmoil, Greater Iowa Credit Union was able to make progress due to the teamwork between members and staff. I look toward the New Year optimistically.

When we look in our rear-view mirror, we find these milestones:

- In 2021, GICU supported non-profit organizations throughout our geographic area. We donated to 90+ different organizations through our Give-Iowa Crowdfunding Program, Corporate Giving

Committee, GICU Team Member Donations, and scholarships because the motto of credit unions is *People helping People*.

- We continued programs called Project Classroom and Land-a-Grand, giving \$13,000 to local K-8 teachers and high school seniors because it supports those people who need our help.
- We continued our gift to United Way of Story County and United Way of Central Iowa by matching staff donations dollar-for-dollar. This year donating \$28,372 because it was the right thing to do.
- The staff managed a lot of change through the COVID crisis. In the branches, we adjusted from drive-through only, to social distancing with face coverings in our lobbies, and eventually members were able to see our smiling faces again. In the Operations Center, we had to learn how to collaborate virtually prior to our return to face-to-face meetings. All of these efforts in response to keeping our members and our employees safe.
- We continued to hold an All Employee Virtual Connection on a quarterly basis.

- In the fall, we held an All Employee Staff Development Day, which focused on problem solving and team building.
- Our staff processed a record number consumer loans, a near record number of mortgages (both new and refinanced), and set an all-time low charge-off value; all of these activities in reaction to our members wants and needs.
- As a business, we made adjustments throughout the year in our investment portfolio to end the year rated as a well-capitalized organization by our regulators.

Looking forward in 2022:

- Our goal is to grow membership. We will be reaching out to a broader audience.
- Our goal is to deliver robust customer service, such that we help our members with all of their financial needs including a positive conversion to e-Services when the time is right for that member.
- We want to further engage in our community by participating in local events and by encouraging our staff to utilize Volunteer-Time-Off.

- We want to continue to develop our leadership training so that all of our employees have an opportunity to grow the skills necessary to lead a team.
- Finally, we want to assess the technology infrastructure and implement new digital capabilities for ease of use throughout the organization for our members and our team.

We have a strong and collaborative Senior Leadership Team. I feel confident in the work they are doing. We put these goals in place with a strategy and actions that take place in the future. We are planning for a better tomorrow.

The next time you drive down the interstate, think about what is ahead of you. There is no reason to look back; our destiny is yet to come. We look in the past to gain perspective and to learn. We look forward to replicate what has worked and take corrective action if necessary. If we all work together (members, staff, and leadership), we can make Greater Iowa Credit Union a place that serves all our needs.

At year-end, numbers at **GREATER IOWA CREDIT UNION** looked like this:

35,495
MEMBERS

125
EMPLOYEES

\$658
(\$36 million over budget).
MILLION STRONG
IN ASSETS

FINANCIAL STATEMENT OF CONDITION

as of December 31, 2021

ASSETS	
Gross Loans	\$532,218,717
Less: Allowances for Loan Losses	(\$2,468,550)
Net Loans	\$529,750,167
Cash and Cash Equivalents	\$5,771,515
Investments and Overnight Funds	\$83,827,633
Accrued Interest	\$1,085,694
Buildings, Land, Land Improvements and Equipment, net	\$19,975,748
Collateral Pending Liquidation	\$15,000
Mortgages in Process	\$1,792,051
Share Insurance Fund	\$5,490,132
Other Assets	\$10,306,640
TOTAL ASSETS	\$658,014,580
LIABILITIES	
Total Member Deposits	\$593,159,334
Notes Payable	\$8,500,000
Accounts Payable & Other Liabilities	\$7,241,179
TOTAL LIABILITIES	\$608,900,513
EQUITY	
Legal Reserves	\$20,257,798
Undivided Earnings	\$26,000,141
Unrealized Gain/Loss on AFS	\$24,576
YTD Net Income	\$2,831,553
TOTAL EQUITY	\$49,114,067
TOTAL LIABILITIES AND EQUITY	\$658,014,581

Executive Committee



Mike Wahlin
CHAIR



John Villotti
VICE CHAIR



Rob Tebben
TREASURER



Linda Ashby
SECRETARY

Board Members



Annie Arbuckle



Chris Campbell



Pol Herrmann



Lara Olson



Geri Derner
ASSOCIATE DIRECTOR



Jason Stanek
ASSOCIATE DIRECTOR



Don Wirth
DIRECTOR EMERITUS

Senior Leaders



Gary Hayenga
CHIEF LENDING OFFICER



Carla Danielson
VICE PRESIDENT OF FINANCE



Nate Scott
VICE PRESIDENT OF CONSUMER LENDING



Julie Willse
VICE PRESIDENT OF MEMBER SERVICES



Greg Milbach
VICE PRESIDENT OF INFORMATION TECHNOLOGY

BOARD OF DIRECTORS AND SENIOR LEADERS

2021-2022



Mike Wahlin, Board Chair
2021 CHAIRS REPORT

As Chair of the Greater Iowa Credit Union Board of Directors, one of my important responsibilities is to provide an annual report as to the State of the Credit Union. We are proud to have achieved another successful year of continued growth and security. We understand that our success comes from the dedication and support of our members along with the hard work of our staff. Our goal through the reports and information provided in this annual report is to give you a good understanding of the financial and strategic health of your credit union. Here are five key categories that I want to share with you:

- 1. Financial Condition:** From a financial perspective, Greater Iowa remains a strong credit union. We saw continued growth in total assets throughout the year with increases in member deposits and overall loan activity. Greater Iowa continues to be well-capitalized and financially sound.
- 2. Serving Members:** In 2021, our membership grew with 4,280 new members. We work to provide the services that you demand from your financial institution, all the while ensuring that we are not taking on excessive risk that could threaten operations. We strive to ensure that our members have access to

the financial services and credit they need to take care of their families and achieve their dreams, which includes checking and savings products, new and refinanced mortgages, home equity lines of credit, new and used vehicle loans along with other consumer and business loans.

- 3. Strategic Planning:** This year we developed a five-year strategic business plan, examining the trends in our communities and trends on the national stage. We focused on developing six initiatives: Growth, Community Presence, Technology, Employee Development, Culture, and Sales. Our aim is to be a forward-looking and data-driven organization. I remind the Board before each monthly meeting of our decision filters, which include ensuring the safety and soundness of the organization, focusing on member benefits, and acting with high standards of ethics and logic.
- 4. CEO Oversight:** Another important duty of the board is to hire and oversee Greater Iowa's President and CEO. We work closely with Scott Zahnle to make sure our policies are in alignment with federal and state regulations and to provide him the support

and resources to lead the organization in meeting both short-term and long-term goals. We appreciate the strong relationship we have with Scott and look forward to his continued leadership in the future. In addition, we would also like to recognize the extraordinary efforts of the senior leadership team and the entire staff.

- 5. Board Voice:** The Board of Directors consists of volunteers who put in numerous hours each month in board meetings and committee meetings. I would like to thank my fellow directors for their time, effort, and dedication to the work of the credit union. One of our major responsibilities is to represent you in providing direction to the credit union management and senior leadership team. If you have a comment or concern, please do not hesitate to reach out to any one of us.

On behalf of the Greater Iowa Board of Directors, we are proud of our past year and look forward with enthusiasm to the year ahead. As members of Greater Iowa, you can be proud, too!



A handful of the 2021 Corporate Giving Committee recipients.



We strive to ensure that our members have access to the credit they need to take care of their families and achieve their dreams



Rob Tebben, Treasurer
2021 CALCO REPORT

The Credit/Asset/Liability Committee (CALCO) members are elected by the Board of Directors to appropriately identify, measure, monitor, and control specific elements of balance sheet risk, including the pricing of loans and deposits.

As Treasurer, I want to acknowledge President & CEO Scott Zahnle and his Senior Leadership Team, along with all Greater Iowa Credit Union employees for a job well done, earning a net income in 2021 of \$3M. Looking closer at the numbers, Total Assets grew to \$658M; that is \$36M over budget or 5% growth! Total Deposits are at \$593M compared to \$567M a year ago, a 4% increase. Total Loans are an impressive \$532M showing 12% growth year over year. We also remained a well-capitalized credit union with a Net Worth ratio of 7.99% at year-end.

As the world worked through the impact of a global pandemic, some challenges became clear for financial institutions. Stimulus checks drove deposit rates to record highs. As a financial not-for-profit cooperative, we must balance our organization's operational requirements while continuing to provide quality services that meet the needs of our members. As interest rates on mortgage and vehicle loans came down, the

financial environment enticed our members to utilize their savings toward new homes and new vehicles. Greater Iowa Credit Union supported those decisions and remained ready to provide its 35,000 plus members a path to better their lives and businesses in 2021.

Our loan officers made 11,999 loans to members totaling \$372M, including 158 member business loans; enabling our members to expand their businesses in our communities. We made 501 first mortgage home loans totaling \$94M to members to buy new homes and refinance loans from other institutions. We made over 11,300 loans to members totaling \$267M to purchase new and used vehicles, boats, motorcycles, and to finance home improvements, among many other items! It has been an extremely busy year!

The collection department deserves a special acknowledgment as their efforts set an incredible, all-time low delinquency rate at year-end 2021 of 0.13% with charge-offs of \$639k. Many thanks for their hard work!

On behalf of the Committee, including Director Ashby, Director Villotti, and Associate Director Stanek, I would like to thank the entire credit

union staff for their hard work and their dedication to quality service. The financial strength of our credit union and the financial future of our members are in your hands—you have done well in taking care of both. I would also like to thank our members who utilize our loan and deposit services. The connection between our staff and our members makes a difference in helping our Credit Union remain strong as it supports the credit union movement of *people helping people*.

Ankeny Summer Splash



Two of our Greater Iowa Credit Union member events held in 2021.



Member Tailgate at ISU



The connection between our staff and our members makes a difference in helping our Credit Union remain strong



Chris Campbell,
Committee Chair
**2021 AUDIT
COMMITTEE
REPORT**

Greater Iowa Credit Union is responsible for ensuring the safety and security of your funds. We also have a responsibility to use them productively. In the Audit Committee, we verify that your credit union is complying with all applicable rules and regulations. Those regulations include state regulations set forth by the Iowa Department of Commerce's Credit Union Division, and the federal regulations as set forth by the National Credit Union Administration (NCUA). We also verify that the credit union is following Generally Accepted Accounting Principles (GAAP).

We meet with regulators to ensure compliance with state and federal regulations to verify the credit union meets regulatory requirements. Should any concerns be identified, we make sure those concerns are addressed.

To ensure the credit union is following GAAP, we engaged the auditing firm of Gardner + Company to perform the annual independent audit of Greater Iowa Credit Union's financial statements. Audit Committee member Lara Olson and I are pleased to report that Greater Iowa Credit Union's financial statements comply

with Generally Accepted Accounting Principles and accurately represent the financial condition of the credit union.

Based on a report from Gardner + Company, Greater Iowa's internal audits, and examinations conducted by the State of Iowa and the NCUA, the committee finds Greater Iowa Credit Union to be a sound organization dedicated to serving its members.

Members of the Audit Committee will continue to ensure your credit union complies with all relevant policies, laws, regulations, and accounting practices so that it can serve you and fulfill the promise to **"be greater every day"**.

The 89th annual business meeting of the Greater Iowa Credit Union was held on Monday, February 22, 2021 via Zoom and in the Operations Center Board Room at 1509 Baltimore Drive in Ames, Iowa. The meeting was broadcast at the branch locations and a LIVE stream was available on YouTube. Directors present were Annie Arbuckle, Chris Campbell, Mary Ann Grapp, Bill McKim, Carla Sacco, Lara Olson, Rob Tebben, John Villotti, and Mike Wahlin. Also present was Associate Director Linda Ashby and Emeritus Director, Don Wirth. Absent: none.

After the ascertainment of a quorum of 96 primary voting members present from Board Secretary Grapp, the Board Chair, Bill McKim called the meeting to order at 4:35 PM. CUES provided confirmation that 346 eligible members cast an e-ballot. McKim asked for additions or corrections to the agenda, there were none. McKim declared the agenda approved as presented.

Mike Wahlin moved to approve the minutes of the 88th annual business meeting of Greater Iowa held on February 17, 2020. Lara Olson second. Minutes were approved as written and presented.

Governance Committee Chair Olson presented the slate of candidates as published and approved by the

Greater Iowa Credit Union Board of Directors on December 28, 2020:

Linda Ashby – West Des Moines
Independent Contractor/Sales Associate/
Berkshire Hathaway Home Services
First Realty

Pol Herrmann – Ames
Bob and Kay Smith Professor of
Entrepreneurship/Iowa State University

Leo Kanne – Denison
President of United Food and Commercial
Workers Local 440

Karlos Kirby – District of Columbia
Deputy Director, Public Affairs for President
Inaugural Support/United States Navy

Call for Candidate notifications, announcement of the annual meeting notification, and voting procedures complied with Chapter 533 of the Iowa Code and Chapter 189 of the Administrative Rulings. Online voting was caused by Credit Union Executive Society (CUES) eVote.

Board Chair McKim, on behalf of the Executive Committee, presented the 2020 chairperson's report for acceptance as presented in the 2020 Annual Report. Motion accepted by Tebben. Grapp second. Accepted.

The 2020 Board Committee Reports were accepted by the membership as printed in the 2020 Annual Report. Reports were given by Audit Committee Chair Tebben and Treasurer Wahlin on behalf of CALCO (Credit/Asset Liability Committee).

Scott Zahnle, President/CEO, presented his Chief Executive Officer report for acceptance as printed in the 2020 Annual Report. Motion accepted by member Rob Cordes. Villotti second. Accepted.

Governance Committee Chair Olson received the ballot results from Election Committee Chair Zahnle as compiled by Credit Union Executive Society eVote, a secure platform for online voting. Elected to serve three-year terms were Linda Ashby, Pol Herrmann, and Leo Kanne. Olson announced that the ballots will be destroyed after 60 days according to the by-laws. As Election Committee Chair, Zahnle administered the Oath of Office to the Board of Directors for 2020-2021.

Hearing no unfinished business or new business brought forth by the membership, Chair McKim declared the 89th Annual Meeting of Greater Iowa Credit Union adjourned at 4:49PM.

89TH ANNUAL MEETING MINUTES

February 22, 2021

Respectfully submitted,

Jane Tomesch,
Recording Secretary to the
Board of Directors

Executive Administrative Assistant to
President/CEO

Greater Iowa

CREDIT UNION

1509 Baltimore Drive Ames, Iowa 50010
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@GreaterIowaCU

Management represents, to the best of its knowledge, that this year-end financial statement and related reports, present fairly in all material respects, the financial position of the Greater Iowa Credit Union.

The Greater Iowa Credit Union's Chair and Treasurer
acknowledge receipt and review of this report.
Federally insured by NCUA. Equal Housing Opportunity.

