In 2018, CASE partnered with four local charities, chosen by employees, to raise funds to support each organization through fundraising efforts.

66% STAFF PARTICIPATION FOR CHARITY DRESS DOWN DAYS
CASE Credit Union’s workplace giving program enables employees to designate a portion of each paycheck to the partnered charity. This past year, CASE saw a four percent increase in staff participation, compared to 2017.

$15,000 SCHOLARSHIPS
CASE Credit Union supports the development of the next generation of leaders. During CASE’s Annual Meeting, $15,000 in scholarships were awarded to high school and college students.
Throughout 2018, CASE Credit Union demonstrated its investment in building a better tomorrow for our members and our community. As Chairman of the CASE Credit Union Board of Directors, I am pleased to share these programs, services, and new products with you.

In order to help strengthen a community's future, you must be active in the community. In 2018, CASE and its employees participated in 58 community events across the tri-county area. From partnering with Habitat for Humanity to 'Rock the Block' in the Baker Donora neighborhood, to celebrating community at the 'Delta Rocks' event in Sharp Park. In addition to participating in these community events, CASE also sponsored more than 40 local organizations working to strengthen the education, health, and security of the Greater Lansing Area.

CASE understands that finances can be overwhelming and emotional for many. CASE aimed to help empower individuals to better understand their finances by holding 27 seminars. These financial seminars ranged in topic from identity theft, debt consolidation, to understanding credit, and building a budget. By hosting these seminars, CASE helped more than 250 people remove the mystery of how to build a strong financial future for themselves.

CASE also understands the importance of corporate responsibility and reducing our impact on the environment. Last year, we increased the number of documents signed electronically by 13.71 percent. This increase in electronic signatures resulted in CASE saving nearly 10,000 pounds of wood, and reducing more than 15 TONS of waste!

For more than 82 years, CASE has remained committed to ensuring that the future of our members and community remains bright. This commitment is possible only through the continued support of our members, employees, and the Board of Directors – all of whom propel the inspiration, inclusion, and innovation upon which CASE has been built. With deep gratitude, thank you for all that each of you do to make CASE Credit Union an outstanding organization.

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**CORE VALUES**

- Hire the Best & the Brightest
- Integrity
- Members First
- Respect & Fairness to Employees
- Service
- Innovation
- Education
- Diversity

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**MISSION STATEMENT**

To assist members and employees to achieve financial success through service that is superior, convenient, and easy to use.
Assisting our members and future members achieve financial success requires a diverse set of tools. CASE Credit Union has worked diligently to create products and services that help our members build a brighter future for themselves, their families, and the community they live in.

A strong foundation is critical in establishing stability, and through CASE’s continued commitment to teaching financial literacy lessons in schools and community centers, over 2,000 students gained a better understanding of core financial concepts in 2018.

Recognizing that education is at the heart of every thriving community, CASE awarded $15,000 to high school seniors and college students to help alleviate college expenses. In addition, CASE wanted to support teachers and educators by creating its first ever teacher grant program, awarding teachers grants to fund projects in their classrooms.

Small businesses also help shape a community’s character. They bring local jobs, encourage interaction within communities, and offer the dream of entrepreneurship. In 2018, CASE took steps to encourage continued small business growth by becoming a designated Small Business Administration Express Lender; helping businesses to grow their deposit accounts, and lending more than 20 million dollar to area businesses!

In a world that is increasingly built on data and electronic transactions, CASE wants its membership to feel comfortable and secure using electronic banking services. Hands-on demonstrations are conducted in our branch offices every month, designed to answer questions on our electronic services, and offer one-on-one assistance to members who want to learn more. Further, CASE launched three new tools to increase access and convenience for members on their mobile devices. Members are now able to submit travel notices, apply for loans, and utilize the money management tool all right from the mobile app.

CASE EMPLOYEES

Adawe, Osama
Al-Alam, Nicole
Anderson, Gabrielle
Arthur, Ocean
Beckett, Jessica
Bell, Myra
Benson, Jeffrey
Black, Marraiya
Blanken, Sandra
Braman, Karen
Brooks, Tijuana
Brzycki, Joseph
Burley, Alyssa
Cager, Bianca
Calhoun, Clemson
Campos, Alexandra
Carns, Amber
Casler, Jonathan
Castilla, Trisha
Clemons, Daisia
Coleman, Angela
Collett, Kayla
Conti, Kyla
Contreras, Marisol
Cook, Jacob
Crane, Caitlyn
Cuellar, Anyssa
Cutts, Justin
Dampier, Brandon
Darling, Sydney
Davis, Brenda
DeLaCruz, Kiana
Edwards, Dominique
Farginson, Shawnetta
Finley, Kiara
Flynn-Schut, Kelli
France, Caitlin
France, Samantha
Funches, Sabrina
Glover, Alyssa
Gonzalez, Angelica
Grinnell, Mark
Hansbarger, Lariza
Hart, Rashaundra
Hattinger, Sasha
Higgins, Susan
Hopkins, Dirk
Huggins, Joyce
Jackson, Angeline
Jameson, Corrie
Jasper, Regan
Julian, Jessica
Juntonan, Edward
Kayes, Ryan
King, Jayme
Kirksey, Marcus
Klepoch, Breanna
Krakowski, Felicia
Kusler, Jeff
Lopez-Leon
Lynch, Dan
Lynch, Kris
Lyon, Jason
Mann, Conner
Mapes, Eileen
Marcus, Keia
Martin, Kristie
Martin, Tia
McCathern
McCormick
McCormick
McCormick
McGarry, Matt
McKerr, Derek
McLeod, E
I am honored to work with a board, and a group of employees who all recognize that the work we do is transforming lives and creating better tomorrows. Thank you to our members who have continued to grow with us and instill their trust in CASE to help them build a better and stronger financial future. I look forward to continued growth and positive community impact in 2019!

—[Signature]

### SERVICE STANDARDS

- Create a welcoming environment.
- Accept personal responsibility.
- Strive to leave a positive impression.
- Express appreciation.

As a CASE Credit Union Member, you can enjoy local, fast decisions; the ability to make your payments online or in branch; a full range of products and services; and specialized member service.

**Personal Banking Services**
- Savings Accounts
- Checking Accounts
- Youth Accounts
- Investment Services
- Auto, RV, and Boat Loans
- Personal Loans
- Mortgages
- Home Equity Loans
- VISA® Debit Cards
- VISA® Credit Cards
- Life Insurance Products
- Fraud Protection

**Business Banking Services**
- Savings Accounts
- Checking Accounts
- Commercial Real Estate
- Commercial Vehicles
- Working Capital Lines of Credit
- Small Business Administration Loans
- Vehicle + Equipment Loans
- Lines of Credit
- VISA® Debit Cards
- VISA® Credit Cards
- Investment Services

**Electronic Services**
- Online Banking
- Mobile Banking
- Online Bill Pay
- Call CASEY (Automated Phone Banking)
- eStatements
- Apple Pay, Samsung Pay, Android Pay
- Direct Deposit
- 24/7 ATMs
- Secure Chat

**AWARDS**
- MCU, Innovation and Reinvention Award
- MCU, Youth Advocate of the Year, awarded to Olivia McCormick
- MCU, Credit Union Community Volunteer Award, awarded to Board Chairperson, William Brewer
- CUNA, Alphonse Desjardin Youth Award, Honorable Mention

$20+ MILLION
GRADE SCHOOL STUDENTS RECEIVED FREE FINANCIAL EDUCATION LESSONS
151 VOLUNTEER HOURS DONATED

IN TOTAL BUSINESS LOAN FUNDING TO SUPPORT LOCAL BUSINESSES
## CONSOLIDATED STATEMENT OF FINANCIAL CONDITION

### ASSETS

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash and due from financial institutions</td>
<td>$3,450,684</td>
</tr>
<tr>
<td>Interest-bearing demand deposits</td>
<td>11,864,408</td>
</tr>
<tr>
<td>Cash and cash equivalents</td>
<td>15,315,092</td>
</tr>
<tr>
<td>Interest-bearing time deposits</td>
<td>249,000</td>
</tr>
<tr>
<td>Available-for-sale securities</td>
<td>32,432,713</td>
</tr>
<tr>
<td>Loans, net of allowance for loan losses of $4,053,280 and $2,864,255</td>
<td>213,754,963</td>
</tr>
<tr>
<td>Land, premises and equipment, net</td>
<td>10,986,369</td>
</tr>
<tr>
<td>Share insurance deposits</td>
<td>2,406,023</td>
</tr>
<tr>
<td>Federal Home Loan Bank stock</td>
<td>747,200</td>
</tr>
<tr>
<td>Alloya Corporate FCU membership shares</td>
<td>600,000</td>
</tr>
<tr>
<td>Accrued interest receivable</td>
<td>929,163</td>
</tr>
<tr>
<td>Servicing rights assets</td>
<td>738,295</td>
</tr>
<tr>
<td>Assets held for sale</td>
<td>-</td>
</tr>
<tr>
<td>Postretirement asset</td>
<td>278,575</td>
</tr>
<tr>
<td>Other assets</td>
<td>6,777,979</td>
</tr>
<tr>
<td><strong>Total assets</strong></td>
<td><strong>$285,215,372</strong></td>
</tr>
</tbody>
</table>

### LIABILITIES AND MEMBERS’ EQUITY

#### Liabilities

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Members’ share accounts</td>
<td>$240,501,461</td>
</tr>
<tr>
<td>Federal Home Loan Bank advances</td>
<td>15,000,000</td>
</tr>
<tr>
<td>Other liabilities</td>
<td>4,127,255</td>
</tr>
<tr>
<td><strong>Total liabilities</strong></td>
<td><strong>259,628,716</strong></td>
</tr>
</tbody>
</table>

#### Members’ Equity

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular reserve</td>
<td>3,509,935</td>
</tr>
<tr>
<td>Retained earning, substantially restricted</td>
<td>22,611,187</td>
</tr>
<tr>
<td>Accumulated other comprehensive loss</td>
<td>(534,466)</td>
</tr>
<tr>
<td><strong>Total members’ equity</strong></td>
<td><strong>25,586,656</strong></td>
</tr>
<tr>
<td><strong>Total liabilities and members’ equity</strong></td>
<td><strong>$285,215,372</strong></td>
</tr>
</tbody>
</table>

## CONSOLIDATED STATEMENT OF OPERATIONS

### AS OF DECEMBER 31, 2018

#### Interest Income

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Loans, including fees</td>
<td>$12,887,218</td>
</tr>
<tr>
<td>Investments and other</td>
<td>859,150</td>
</tr>
<tr>
<td><strong>Total interest income</strong></td>
<td><strong>13,746,368</strong></td>
</tr>
</tbody>
</table>

#### Interest Expense

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Members’ share accounts</td>
<td>959,881</td>
</tr>
<tr>
<td>FHLB advances</td>
<td>329,232</td>
</tr>
<tr>
<td><strong>Total interest expense</strong></td>
<td><strong>1,289,113</strong></td>
</tr>
</tbody>
</table>

#### Net Interest Income

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Net Interest Income</strong></td>
<td><strong>12,457,255</strong></td>
</tr>
</tbody>
</table>

#### Provision for Loan Losses

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Net Interest Income After Provision for Loan Losses</strong></td>
<td><strong>8,285,255</strong></td>
</tr>
</tbody>
</table>

#### Noninterest Income

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service charges and fees</td>
<td>3,749,716</td>
</tr>
<tr>
<td>Interchange income</td>
<td>1,113,319</td>
</tr>
<tr>
<td>Net gain (loss) on sale of available-for-sale securities</td>
<td>(27,469)</td>
</tr>
<tr>
<td>Net gains on sale of loans</td>
<td>76,631</td>
</tr>
<tr>
<td>Other income</td>
<td>3,098</td>
</tr>
<tr>
<td><strong>Total noninterest income</strong></td>
<td><strong>4,915,295</strong></td>
</tr>
</tbody>
</table>

#### Noninterest Expense

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries and employee benefits</td>
<td>5,798,841</td>
</tr>
<tr>
<td>Data processing</td>
<td>1,479,975</td>
</tr>
<tr>
<td>Occupancy and equipment expense</td>
<td>1,893,963</td>
</tr>
<tr>
<td>Professional and outside services</td>
<td>296,448</td>
</tr>
<tr>
<td>Office operations</td>
<td>167,890</td>
</tr>
<tr>
<td>Marketing</td>
<td>398,941</td>
</tr>
<tr>
<td>Loan services</td>
<td>800,461</td>
</tr>
<tr>
<td>Loss on assets held for sale</td>
<td>-</td>
</tr>
<tr>
<td>Other expenses</td>
<td>1,531,136</td>
</tr>
<tr>
<td><strong>Total noninterest expense</strong></td>
<td><strong>12,387,655</strong></td>
</tr>
</tbody>
</table>

#### Net Income (Loss)

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Net Income (Loss)</strong></td>
<td><strong>$842,895</strong></td>
</tr>
</tbody>
</table>
2018 LEADERSHIP TEAM

BOARD OF DIRECTORS

William Brewer, II  
Board Chairperson

Craig Godfrey, CPA  
Vice Chairperson

Karen Spotts  
Treasurer

Samuel Duncan IV  
Director

Jane Olney  
Secretary

Glory LeDu  
Director

Bo García  
Director

April Clark  
Director

Reniero Araoz  
Director

AUDIT COMMITTEE

Charmaine Shellman  
Audit Committee Chairperson

Larry Steed  
Audit Committee Member

Fred Goers  
Audit Committee Member

SERVICE TEAM

Jeffrey Benson, CPA, MBA  
President/CEO

Jacob Cook, MBA  
Vice President of Finance/ CFO

Jeffrey Kusler, MBA  
Vice President of Operations

Brett Pacek  
Vice President of Lending

Dione Peña  
Vice President of Human Resources and Marketing

Chad Rolston  
Vice President of Information Systems

BRANCH LOCATIONS

Pennsylvania Branch  
4316 S. Pennsylvania Ave.  
Lansing, MI 48910

Lake Lansing Branch  
2400 West Rd.  
East Lansing, MI 48823

Meridian Branch  
1701 Hamilton Rd.  
Okemos, MI 48864

West Saginaw Branch  
5611 West Saginaw Hwy  
Lansing, MI 48917

Vermontville Branch  
121 Eastside Dr.  
Vermontville, MI 49096

LCC Branch  
422 N. Washington  
Lansing, MI 48901

Contact Center  
517.393.7710 or 1.888.393.7716

CASE CREDIT UNION

Our service. Your success.

casecu.org