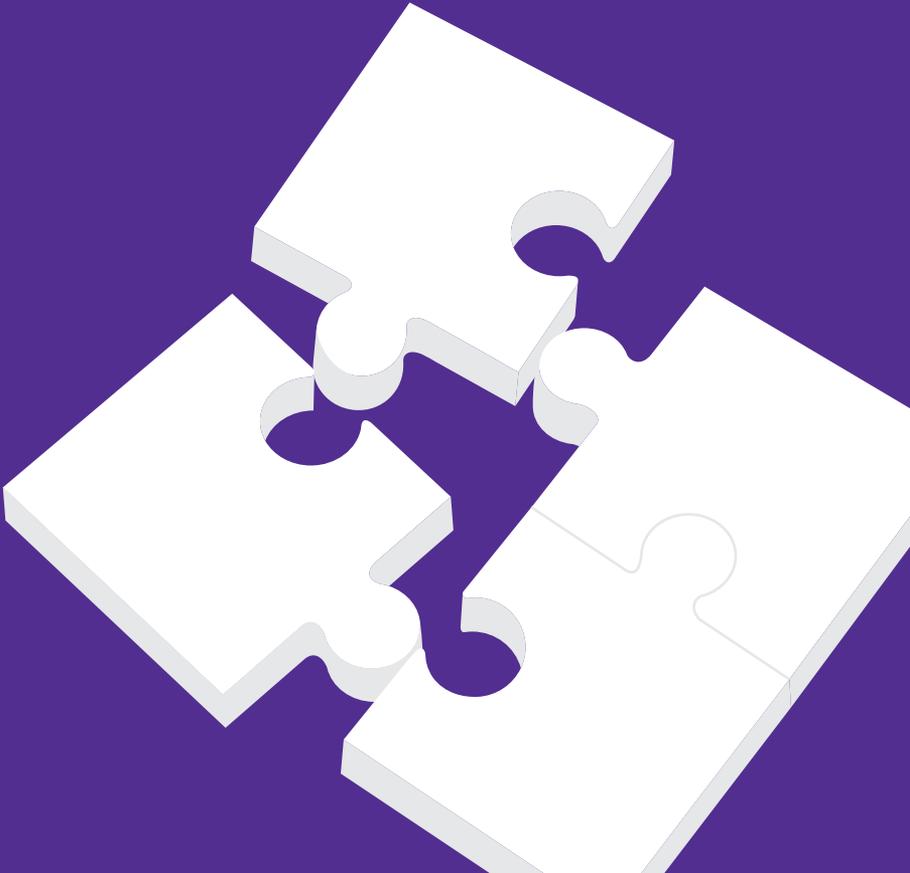




POWER & PARTNERSHIPS

2019 Annual Report



PRODUCTS & SERVICES

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
- Direct Deposit

Business Banking Services

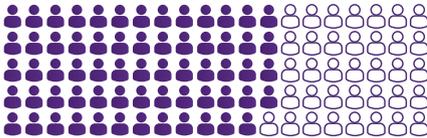
- Savings Accounts
- Checking Accounts
- Commercial Real Estate
- Commercial Vehicles
- Working Capital Lines of Credit
- Small Business Administration Loans
- Vehicle + Equipment Loans
- Lines of Credit
- VISA® Debit Cards
- VISA® Credit Cards
- Investment Services

Electronic Services

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

AWARDS

- State Alphonse Desjardin Adult Financial Education Award, Second Place
- State Alphonse Desjardin Youth Financial Education Award, Honorable Mention
- State Dora Maxwell Social Responsibility Community Service Award, Second Place
- MCUL, Young Professional of the Year, awarded to Iovani Lopez
- MCUF, Community Reinvestment Grant



64% 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



\$18,000 SCHOLARSHIPS

CASE Credit Union supports the development of the next generation of leaders. During CASE's Annual Meeting, \$18,000 in scholarships were awarded to area high school and college students

CONSOLIDATED STATEMENT OF FINANCIAL CONDITION

ASSETS	AS OF DECEMBER 31, 2019
Cash and due from financial institutions	\$ 3,183,068
Interest-bearing demand deposits	4,703,791
Cash and cash equivalents	<u>7,886,859</u>
Interest-bearing time deposits	-
Available-for-sale securities	30,832,762
Loans, net of allowance for loan losses of \$2,987,807 and \$4,549,118	238,769,540
Land, premises and equipment, net	10,916,731
Share insurance deposits	2,449,916
Federal Home Loan Bank stock	747,200
Alloya Corporate FCU membership shares	600,000
Accrued interest receivable	877,728
Servicing rights assets	548,213
Assets held for sale	-
Postretirement asset	269,609
Other assets	7,061,078
Total assets	<u>\$ 300,959,636</u>
LIABILITIES AND MEMBERS' EQUITY	
Liabilities	
Members' share accounts	\$ 251,757,292
Federal Home Loan Bank advances	15,000,000
Other liabilities	4,609,573
Total liabilities	<u>271,366,865</u>
Members' Equity	
Regular reserve	3,509,935
Retained earning, substantially restricted	25,761,361
Accumulated other comprehensive loss	(321,475)
Total members' equity	<u>29,592,771</u>
Total liabilities and members' equity	<u>\$ 300,959,636</u>

CONSOLIDATED STATEMENT OF OPERATIONS

	AS OF DECEMBER 31, 2019
Interest Income	
Loans, including fees	\$ 12,993,601
Investments and other	1,130,219
Total interest income	<u>14,123,820</u>
Interest Expense	
Members' share accounts	1,464,366
FHLB advances	325,742
Total interest expense	<u>1,790,108</u>
Net Interest Income	12,333,712
Provision for Loan Losses	1,180,000
Net Interest Income After Provision for Loan Losses	<u>11,153,712</u>
Noninterest Income	
Service charges and fees	3,445,955
Interchange income	968,573
Net gain (loss) on sale of available-for-sale securities	(19,008)
Net gains on sale of loans	240,377
Other income	210,621
Total noninterest income	<u>4,884,534</u>
Noninterest Expense	
Salaries and employee benefits	5,867,412
Data processing	1,558,347
Occupancy and equipment expense	2,030,297
Professional and outside services	297,072
Office operations	157,698
Marketing	455,677
Loan services	739,579
Loss on assets held for sale	-
Other expenses	1,781,990
Total noninterest expense	<u>12,888,072</u>
Net Income (Loss)	<u>(\$ 3,150,174)</u>

CHAIRMAN'S REPORT



As Chairman of the CASE Credit Union Board of Directors, I have a unique vantage point on the incredible work of this organization and the

powerful partnerships we have built.

The outstanding service our entire team provides to the community continues to be nothing less than outstanding.

At CASE Credit Union, we are proud to support the diverse business community that makes up our regional economy. We have a thriving partnership with the Small Business Administration, and in 2019, we were recognized by our local SBA Business Center (MCDC) for our partnership and our support of new and expanding businesses. This partnership resulted in over \$6 million in new small business SBA loans that created or saved at least 12 new jobs. Overall, CASE financed over 200 properties last year.

During 2019, CASE Credit Union secured an exclusive referral partnership with The SELLING Team of Keller Williams, the No. 1 real estate team in the tri-county area. Through our shared dedication to

superior member service, we achieved an average closing time of 14.6 days (from intent to proceed to close). We believe this partnership enhances the credit union's mission and demonstrates our commitment to providing the highest quality for our members.

CASE Credit Union understands that banking should be simple and convenient. As an organization, we are always looking for electronic products and services that are superior, efficient, and easy to use. In 2019, 65% of our entire membership regularly used our online platforms. This is a credit to the entire team developing and implementing state-of-the-art technology.

For more than 80 years, CASE Credit Union has remained dedicated to equipping our members with the financial tools they desire and building strong partnerships with our community. This is only possible through the continued support of our members, employees, and the Board of Directors. Thank you for your support of this organization, where our service is your success.

A handwritten signature in black ink, appearing to read 'M. B. ...', with a horizontal line underneath.

CORE VALUES

Hire the Best & the Brightest
Integrity
Members First

Respect & Fairness to Employees
Service
Innovation

Diversity
Education

MISSION STATEMENT

To assist members and employees to achieve financial success through service that is superior, convenient, and easy to use.

PRESIDENT'S REPORT



At CASE Credit Union, we believe there is incredible power in partnership. As an organization, we remain committed to empowering our members to achieve

financial success as well as strengthening our community through service-oriented initiatives. I am honored to work alongside our dedicated, award-winning team at CASE Credit Union as we work to provide unmatched service to our community.

Education is in our roots. That's why in 2019, CASE Credit Union awarded \$18,000 in scholarships to area high school and college students. Each year, our Education Team travels to K-12 classrooms in our membership area to provide free hands-on financial education lessons. These engaging and memorable financial sessions are tailored to the needs of each group and promote early financial literacy. Thanks to the outstanding efforts of CASE's Education team, we received an Alphonse Desjardin Youth Financial Education Award Honorable Mention in 2019.

Our commitment to financial education spans far beyond the K-12 classroom. We are proud to offer engaging, informative financial seminars for adults that focus on popular topics such as money management and investing options. We want our entire community to benefit from these financial seminars, which is why we open them up to the public and offer them completely free of charge. In recognition of these efforts, we were awarded the second place prize for the Alphonse Desjardin Adult Financial Education Award last year.

Community partnership is ingrained in our culture at CASE Credit Union. In 2019, 64% of our staff participated in our Charity Dress Down Days, a charitable giving program that enables employees to designate a portion of each paycheck to a partnered charity. This represented more than \$19,000 in donations. As a result of our team's commitment to service, we were awarded the Community Reinvestment Grant by MCUF as well as second place in the Dora Maxwell Social Responsibility Community Service Award.

As we look ahead into a new decade, CASE Credit Union remains committed

CASE EMPLOYEES

Abdi, Mariamo H.
Adawe, Osama A.
Al-Alam, Nicole
Anderson, Gabrielle
Anderson, Trevor
Anzaldua, Ariannah
Asemota, Uwa
Badge, Kevin
Beckett, Jessica L.
Benoit, Bryanna
Benson, Jeffrey
Brooks, Tijuana S.
Brzycki, Joseph
Bullock, Breanna R.

Cager, Bianca
Calhoun, Clemson
Campos, Alexandra
Carter-McGee, Parryss
Casler, Jonathan
Cena, Amanda
Clark, Dale D.
Collett, Kayla J.
Colley, Samantha B.
Conti, Alexander
Contreras, Marisol V.
Cuellar, Anyssa
Darling, Sydney I.
Dudley, Vicki L.

Finley, Kiara
Fleming, Michaela
Flynn-Schut, Kelli
Frazine, Tiffany
Gibbs, Lakeisha
Gilles, Nate
Glover, Alyssa A.
Gomez Yaqui, Nisleini
Gonzalez, Angelica
Griffith, Keven L.
Grinnell, Mark
Hansbarger, Lariza
Higgins, Susan
Hosey, Laura
Huggins, Joyce
Izokaitis, Alex

Jackson, Angeline
Jackson, Tessa
Jameson, Corrie
Jasper, Regan
Julian, Jessica
Junttonen, Edward
Kaakarni, Adnan J.
Keyes, Ryan M.
King, Jayme A.
Klepoach, Breanna R.
Kolpacki, Scott R.
Krakowiak, Felicia
Lawson, Cydric R.
Liggons, Alicia
Lindeman, Liza R.
Lopez-Lecusay, Iovani

to building powerful, lasting partnerships with our members and our community—holding fast to our mission of assisting our members in achieving financial success.

Tiffany G. Benson



SERVICE STANDARDS

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



Lyon, Jason
 Lynch, Daniel
 Lynch, Krista
 Mann, Connor P.
 Mapes, Eileen
 Martin, Kristen
 Martin, Tia L.
 McBride, Dominique M.
 McCathern, Darian
 McCormick, Olivia
 McCormick, Rachel
 McGarry, Norma
 McKerr, Derek
 McLeod, Bill R.
 Mendoza-Ledesma, Angel J.

Mitchell, Tylyn
 Miyamoto, Kevin
 Mogle, Amanda
 Morey, Sandra L.
 Munoz, Martin
 Ott, Pamela
 Pacek, Brett
 Parker, Shawn M.
 Plumb, Carla A.
 Poole, Morgan D.
 Price, Amanda L.
 Qatum, Muhammad R.
 Rahme, Devin
 Randall, Lori
 Render, Whitney A.
 Rendon, Brando

Rendon, Brenda
 Reynolds, Gayle
 Riegle, Erin
 Rolston, Chad
 Rosas, Gina T.
 Ruperto, Nisi N.
 Savage, Kara
 Schram-Bohringer, Jacqueline
 Schulz, Jean
 Scott-Shipman, Lea
 Sierawski, Sharon M.
 Singleton, Rachael
 Smith, Brian
 Snodgrass, David
 Stonehouse, Joy

Strudwick, Allen
 Summerfield, Molly A.
 Teed, Julie M.
 Thomas, Kelsi D.
 Thompson, Shannon S.
 Van Kuiken, Andrew R.
 Vincent, Kelsey K.
 Vinten-Johansen, Darcie
 Wakefield, Kathy
 Walker, David M.
 Whitaker, Robert
 Williams, Juanita
 Wills, Timothy J.
 Zi, Van

4 LOCAL CHARITIES

\$19,460 DONATED



In 2019, CASE partnered with four local charities, chosen by employees, to raise funds to support each organization through fundraising efforts



MORE THAN **300 DOORS** WERE FINANCED BY OUR BUSINESS DEPARTMENT IN 2019



RECOGNIZED **TWICE** BY THE **SMALL BUSINESS ASSOCIATION** FOR OUR SUPPORT OF NEW AND EXPANDING BUSINESSES



ACHIEVED AN AVERAGE CLOSING TIME FROM INTENT TO PROPERTY CLOSING OF **14.6 DAYS**



OUR MORTGAGE DEPARTMENT SET A CREDIT UNION RECORD OF CLOSING **OVER \$19 MILLION** IN RESIDENTIAL MORTGAGE LOANS



IN SEPTEMBER 2019, CASE ACHIEVED A MILESTONE OF **30,000 REGISTERED ONLINE BANKING USERS**



THE CREDIT UNION ENDED THE YEAR WITH REACHING A MILESTONE OF MANAGING **\$300 MILLION** IN ASSETS

2019 YEAR IN REVIEW

2019 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 Garcia
Director



April Clark
Director



Reniero Araoz
Director

SERVICE TEAM

Jeffrey S. Benson, CPA, MBA
President/CEO

Bryanna Benoit, MBA
Vice President of Finance/CFO

Rachel E. Singleton
Vice President of Operations

Laura Hosey
Vice President of Lending

Kevin Badge, PHR
Vice President of Human Resources

Chad Rolston
Vice President of Information Systems

Corrie A. Jameson, CPA, MBA
Assistant Vice President of Internal Audit

Derek McKerr
Assistant Vice President of Compliance

Molly Summerfield
Assistant Vice President of Marketing

AUDIT COMMITTEE

Charmaine Shellman
Audit Committee Chairperson

Larry Steed
Audit Committee Member

Fred Goers
Audit Committee Member

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



Our service. Your success.



casecu.org