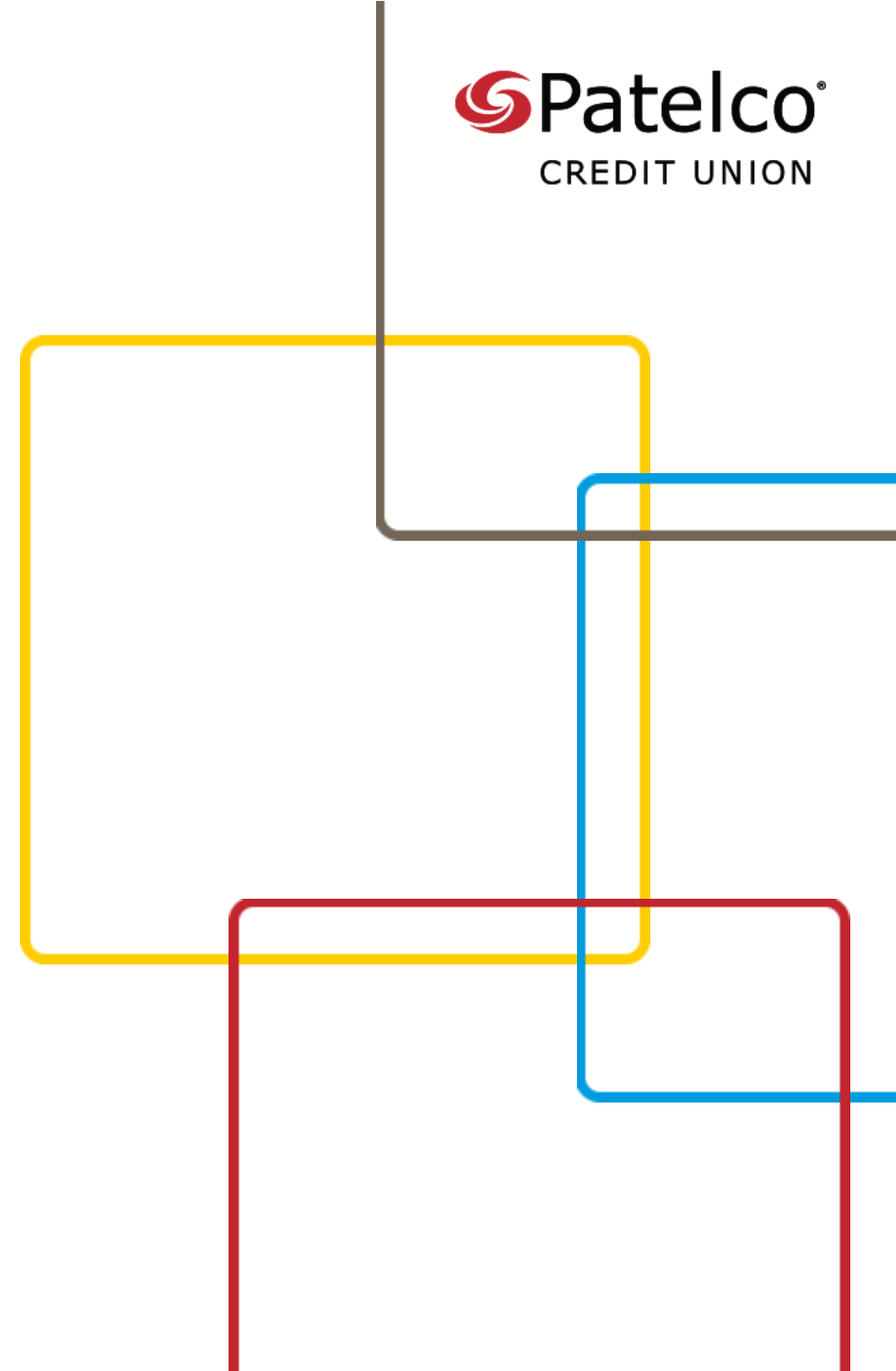


2022

# State of the Credit Union



# Our 2022 Story

- Advancing our mission
- Community support
- Technology, delivery & experience enhancements
- Member & industry recognition
- 2022 by the numbers – member impact
- Organizational performance
- Financial performance
- Industry financial comparisons
- 2023 Performance Objectives



# A long history ~ it started with a dream



For 86 years, we've remained unwavering in our commitment to fueling hope and opportunity for our members and communities.

How it started | 1936

\$500 assets

Started by a few employees of

**Pacific Telephone & Telegraph Company**  
(now AT&T)

To serve employees of Pacific Bell

Patelco Credit Union  
was born

How it's going | 2023

450,000+ members

37 branches (Bay Area & Northern Ca)

Over 30,000 ATMs

6,000+ shared branches nationwide

Over \$9 Billion in assets

One of largest credit unions in the nation

Patelco Credit Union  
is thriving



Margie Pon (9th team member)  
Emily Karabines (1st team member)

# The economic storm

## Helping our members every step along the way



Pandemic  
whiplash



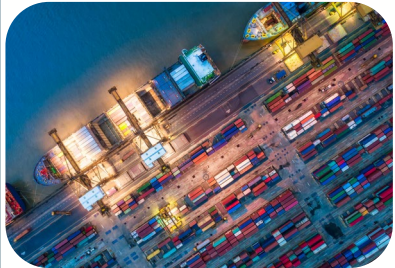
Historical  
increases in Fed  
Funds Rate



High inflation



Labor market  
concerns



Supply chain  
disruptions



Increasing fraud



Privacy  
regulations and  
greater controls



Bank failures

- Ensuring members know we are here for them as a trusted and safe resource
- Keeping them informed on ever changing economic landscape
- Helping members deal with not only financial impact, but also emotional impact



# Strengthening our connections

## Our member's financial well-being is at the heart of our communication

Members can rely on Patelco to deliver information on what they need to know at the right time

Fraud

Economy

Monthly newsletter

Savings

Consolidating debt

Credit Score

High email open rates and member feedback reassures us that members are finding value in what we are sending

**Patelco**  
CREDIT UNION

Dear Example,

Fraud is a problem all year but hurts even more during the holidays – when fraudsters get even more active. To keep your holidays cheery, protect yourself from a new popular scam – and be on alert for common red flags.

**Instagram Artist Scam**

Fraudsters are increasingly active on social media, and the latest Instagram scam involves fraudsters who pose as artists and promise to pay you.

Here's how it works:

- **The scam:** The "artist" will send you a message telling you how one of your photos inspired them, and asks to create art based on your photo.
- **The lie:** These fraudsters claim to work for a wealthy client whose assistant will use a digital payment app like Venmo to pay you.
- **The catch:** The fraudsters will use money from stolen financial accounts to send you money – and they'll ask you to send them a cut from this payment.
- **The loss:** Once the real owner notices the stolen money, you are now on the hook for the money deposited into your account. That means you are out the funds deposited PLUS whatever amount you sent to the fraudster "artist", which is likely not recoverable.

**Avoid Being a Victim: Common Red Flags**

As illustrated above, fraudsters are finding ever more sneaky ways to target people. But there are common red flags that appear in many scams. Here's 5 to watch out for, based on Patelco's fraud monitoring from the past month.

1. Are you being asked to hide information or lie to Patelco or your other financial institution?
2. Are you being asked to provide your login credentials to online banking or another account?
3. Did someone contact you out of the blue and pressure you to wire them money?
4. Does this transaction involve a foreign country, territory, or another state where you don't have contacts or connections?
5. Did you get "overpaid" or "over reimbursed" for something and are now being asked to send "extra" money?

### HOW TO SURVIVE A RECESSION

5 Things To *Avoid* Doing With Your Money



1. Making rash decisions with your stock investments



2. Cashing out your 401(k)



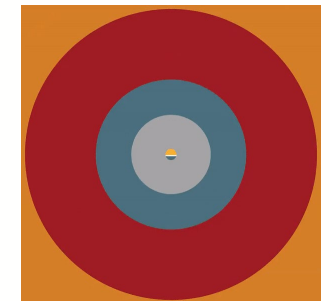
3. Making big purchases



4. Draining your savings to pay bills or debt



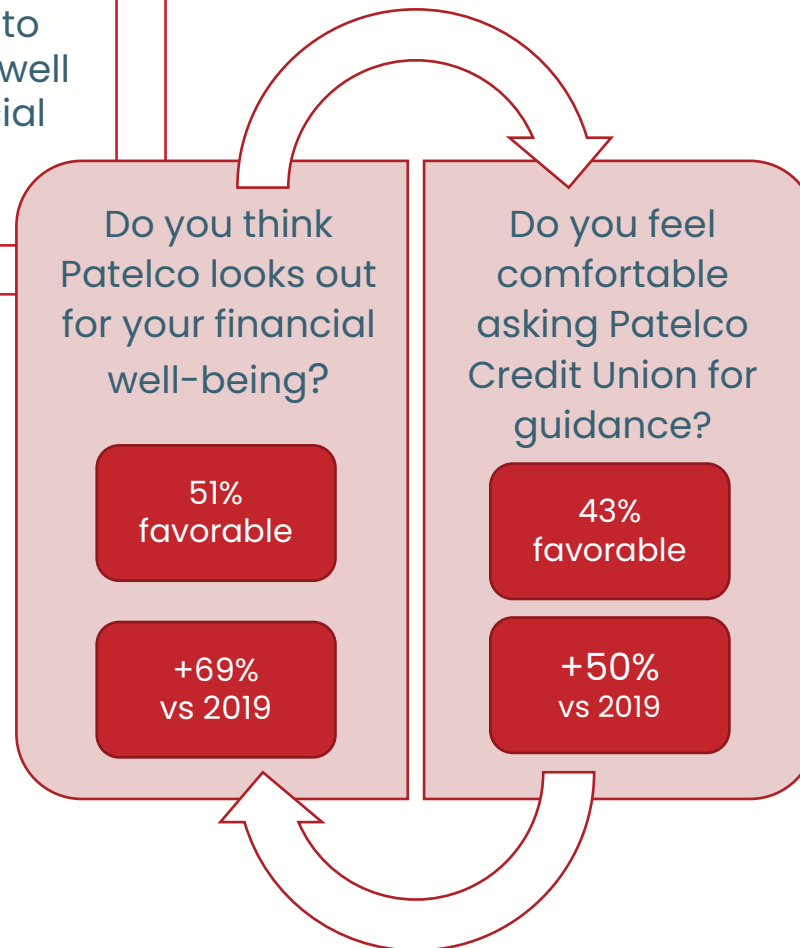
5. Avoiding your bill collectors



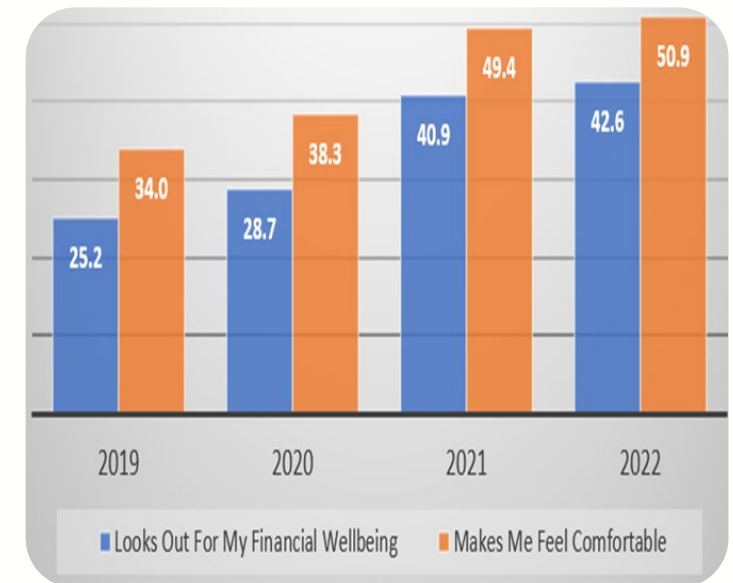
# Ongoing financial well-being survey

## Key method to assess progressing our mission

We ask two questions to better understand how well we're delivering financial well-being support



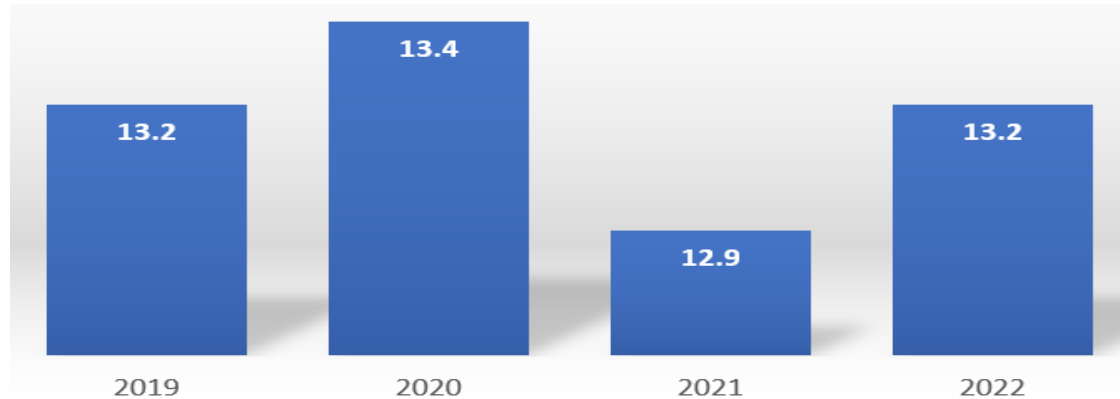
69% improvement since 2019 demonstrates strong gains in how Patelco supports our members financial well-being



# Strong problem management is critical

## Taking care of our members

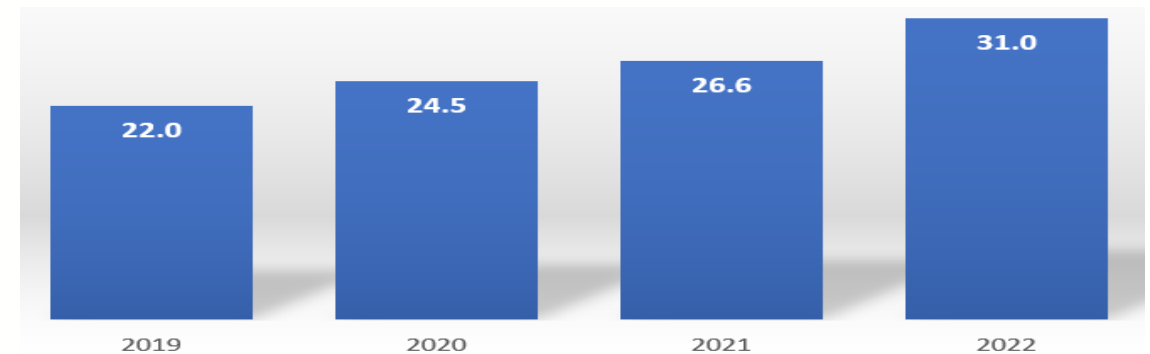
### Problem Incidence Q4 Baseline



#### Member comment:

"They have been there to help me every time I needed it. They did an excellent job, even though sometimes I was absolutely clueless about what to do."

### Problem Satisfaction Q4 Baseline



#### Member comment:

"Another excellent experience - even though my account had been cleared out by fraudulent transaction, your colleague made me feel safe and protected financially. I am grateful."

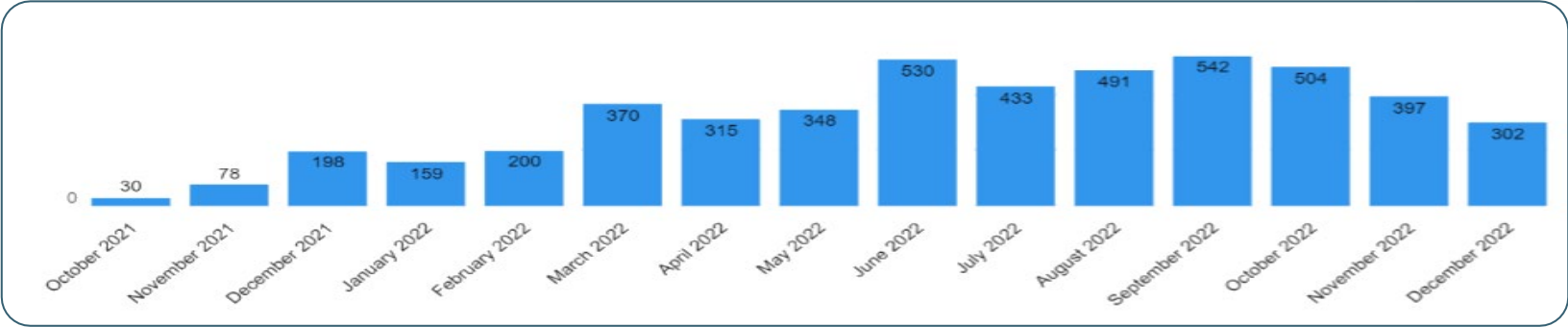
# Complaint & problem resolution system

## Improved and faster handling of member issues

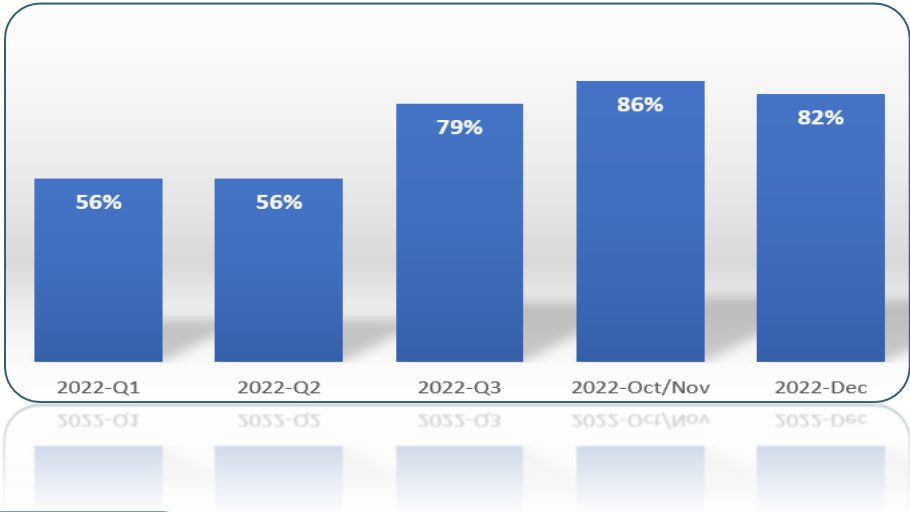
Our new system and process enables us:

- Better identify and escalate member pain points
- Give organizational visibility on opportunities to address member concerns
- To quickly identify potential regulatory violations, and provide remediation

Patelco teams are engaged and taking action to better support our members issues:



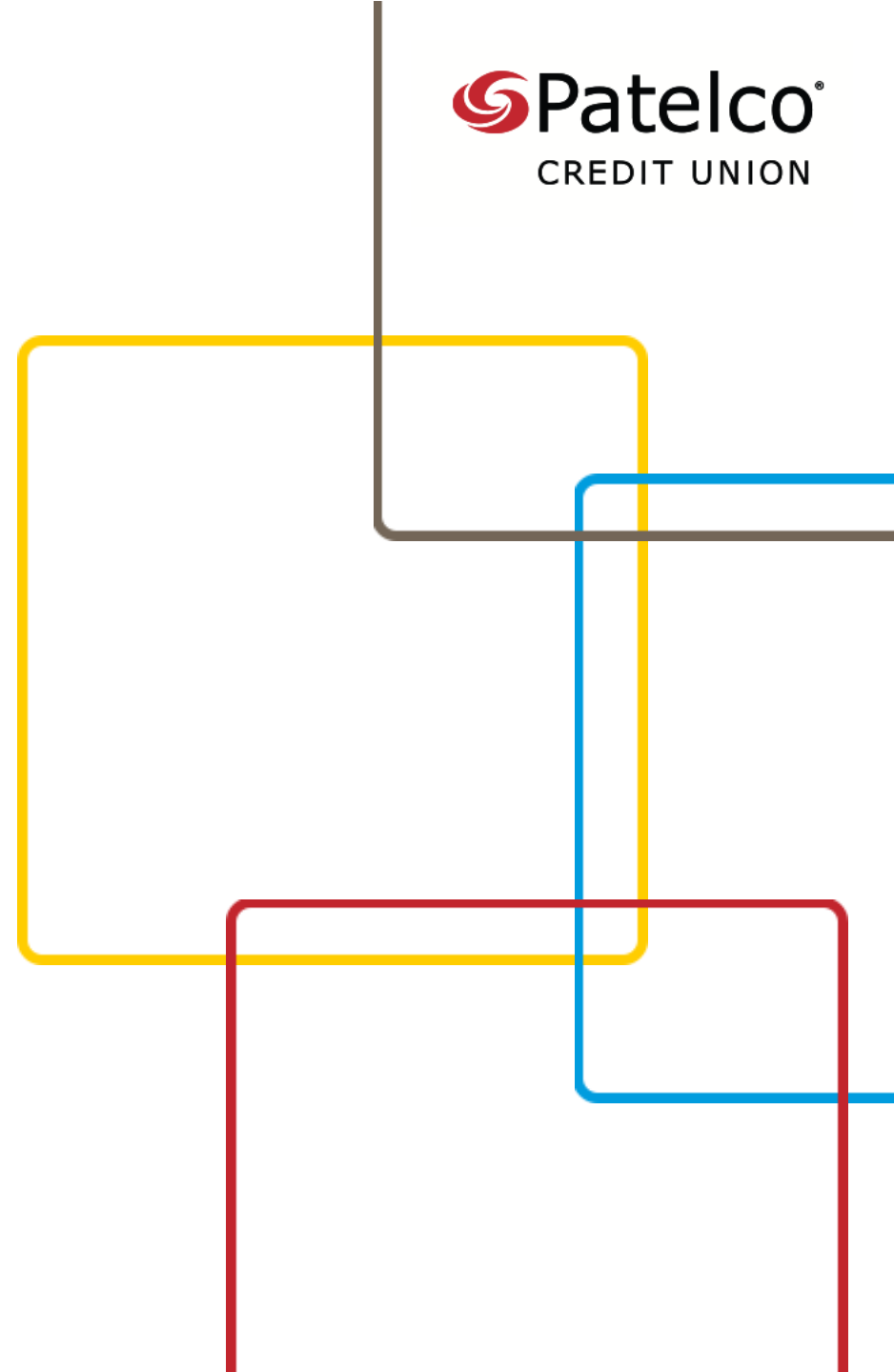
Monitoring adherence to SLA of 10 days\*



\*In Dec 2022, the SLA was changed from 14 to 10 days. Had we not changed it, December would have been 99% adherence to the SLA



# Community Support



# Connected to our community

## Committed to financial health & well-being for all



### Educating members and communities | \$38K donated

- 96 financial wellbeing events reaching almost 10,000 people
- 40+ Certified Financial Specialists delivered 2,424 coaching sessions
- Banzai educational resources are provided to staff and students at 6 schools
  - 395 students logged in since Fall semester started
  - 387 hours of financial wellbeing learning has been completed
- Keynote speaker at Young Women and Money Conference Sponsorship, YWCA

### Popular investment and estate planning webinars with 2,031 attendees

- Estate Planning Part 1 & Part 2
- Women and Investing
- Tax-Free Investing

### Youth: our most impressionable community members

- Support 41 youth-specific financial well-being partners
- Provide \$35,000 to youth organizations, non-profits, and schools
- Serve on the RMJ Foundation and Oakland Catalyst Youth Network Advisory
- Partner with Youth Uprising that serves urban youth in East Oakland and provides education support, job readiness skills, and services for the high school re-entry population (GED prep)



### Student, Sequoia High

"I learned how to budget my money for later in life. I learned a lot of other things as well. I learned it might take a while to get to where you want to be but you will get there sometime."

# Member testimonial

## Navigating the complicated and intimidating Public Service Student Loan Forgiveness Program

- Patelco presented a Public Service Loan Forgiveness webinar for all Patelco at Work partners with Sonoma State and SF State
- After the webinar, a member reached out to express gratitude for the helpful presentation
- We gave her tips and advice for following up on her student loan to request forgiveness and look for a rebate
- As a result of Patelco's education, knowledge and follow up, this member got the BEST result

Member, SFSU employee

"So sweet of you to connect with me, Kristi!

Yes!!!! It was forgiven and I received about 2K for overpayment. It feels like a miracle!!!

Thanks so much for the seminar you offered. There are few moments like that in the world today—when a large institution seeks to make a change in people's daily lives. I'm grateful!"

**\$40,000 in student loan debt was forgiven and she received a \$2,000 rebate**

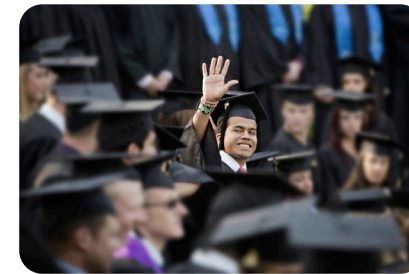
### Loan Overview

#### Balance Overview

Current Principal:	\$-2,204.40
Accrued Interest as of 09/27/22:	\$0.00
Payoff Amount as of 09/27/22:	\$-2,204.40

Please click "ESTIMATE EARLY PAYOFF" to calculate an amount based upon today's date.

[Estimate Early Payoff](#)



# Genesys Works Partnership

## Helping break down economic barriers for students



- Genesys Works is an organization that connects high school and college students from underserved communities to companies in need of talent
- In Q4, Patelco hired 12 interns for our member contact center (10) and technology team (2)
- Contribution of 20 hours to Patelco per week, per intern, while attending high school
- Interns learning new skills, receiving valuable coaching and confidence while providing quality service to Patelco members

### About Genesys:

"We believe that all young people, regardless of where they are, deserve an equal opportunity to reach their full potential."



First day at the Patelco

### Intern comment:

"I appreciate having this experience and being able to learn about financial tools that I can use in life."



# Service in action

## Financial education and partnership



Partnership with United Way's Sparkpoint to help families meet their basic needs, build their credit, increase their savings, and reduce debt.

Teaming up to deliver Patelco ScoreUp credit builder loan, and serve as backup financial coaches



SF City College Student Basic Needs Center – SparkPoint is a resource for 20,000 SFCC students to fight hunger and build financial capability.

Patelco provides financial well-being workshops and 1-on-1 financial coaching



One Treasure Island provides education and housing resources to lower-income residents of Treasure Island and San Francisco

For 6+ years, Patelco has taught financial education classes to residents



Internet safety and fraud prevention clinics to Seniors at the San Ramon, Dublin and Danville Senior Centers

# Community Highlights

## Supporting our community



**Together we serve:**  
1302 volunteer hours  
(more than 2019-2022 combined)



**Helping fight food insecurity:**  
\$139K donation

- Donated \$30K to 7 local food banks, Culinary Angels, Kinds against hunger, Sunday friends
- Collected 20,431lbs food at the Alameda County Fair



**Affordable housing:**

\$115K donation

- Cycle of Hope Presenting Sponsor; helped Habitat raise \$400K
- \$10 million in mortgage loan support
- 4 Team Member Builds

**Children's health:**

\$65K donation



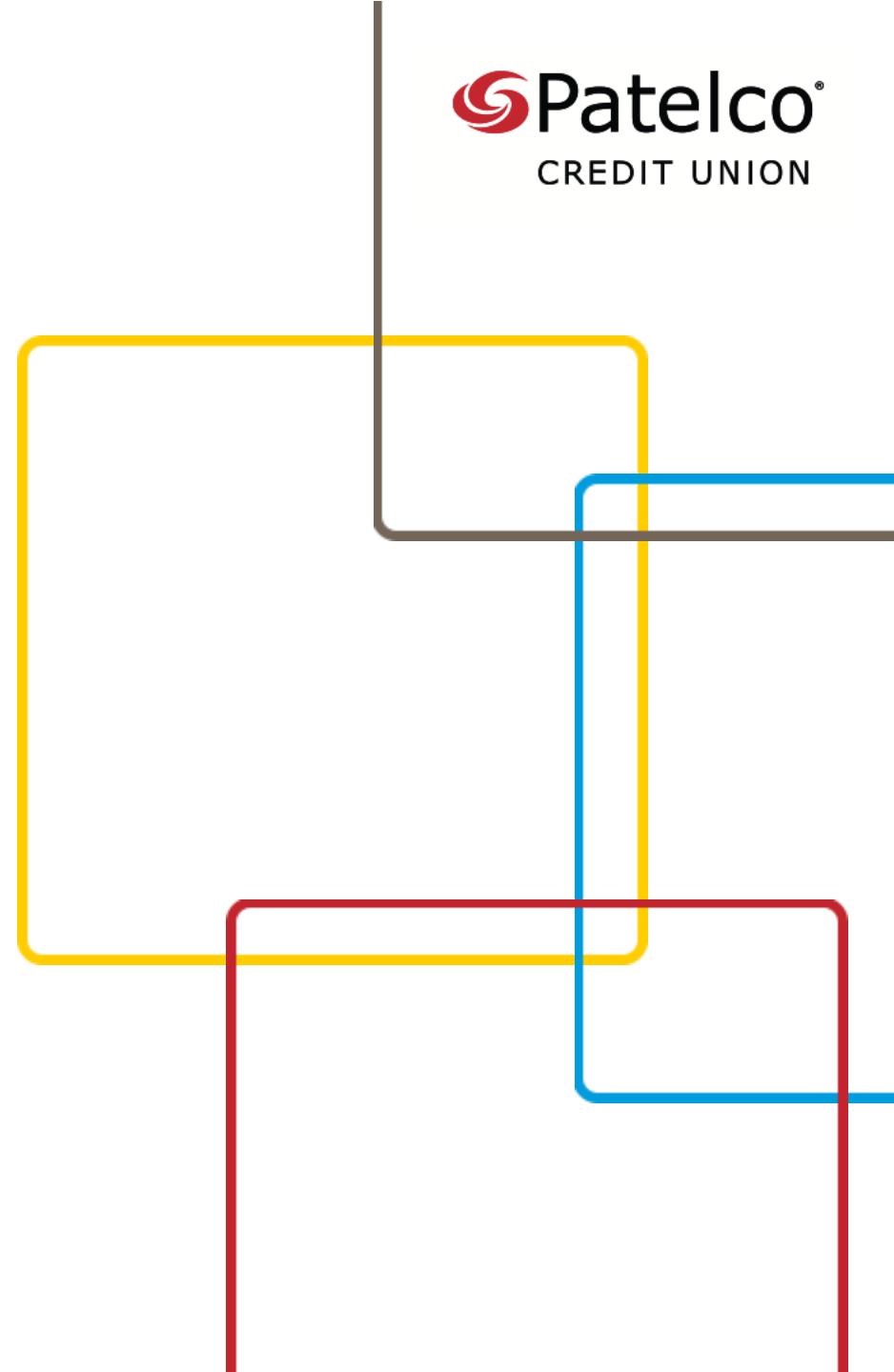
- Supported the following charities and events: Children's Miracle Network, SacTown Run, Annual Wine Auction, Friendship Invitational
- St. Jude Dream Home Giveaway, Family Giving Tree
- Kids Against Hunger – packed thousands of pounds of food to feed hungry children in Ukraine, Africa and other needy areas



**Tri-Valley Mayor Summit**

Proud to host local business leaders and Tri-Valley's 5 mayors for a luncheon where local and community issues and initiatives were discussed

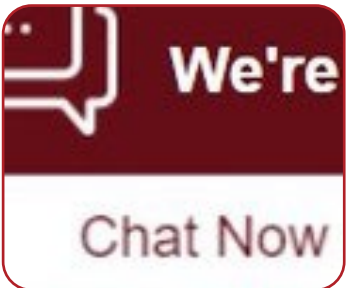
**Technology, delivery & experience  
enhancements**



# New ways to connect with Patelco



- Fully launched Patelco Virtual Branch – video banking for wherever you are by connecting with a team member from a computer, laptop, or mobile device
- 8,000+ members experienced a new way of banking



## Expanded Chat Capabilities

- Launched Patelco Chat in Online and Mobile banking, plus Apple and Google business chat for increased convenience and access
- 45,000+ chat sessions conducted by members, with 125,000+ chat responses provided
- Improved off-hours help with Patelco Virtual Assistant



## Connecting with Members in the Community

- Added 22 new partner companies to Patelco at Work and participated in 40+ community events across Northern, CA
- 98 branch team members and 28 branches participated in 75+ community events reaching over 800,000 people

### Patelco Member:

"I love that Patelco finds ways to do banking moving into the 21<sup>st</sup> century. Such as the virtual banking – love it!"

### Patelco Member:

"I live far away from any branches and yet I can accomplish anything I need to virtually and with ease."

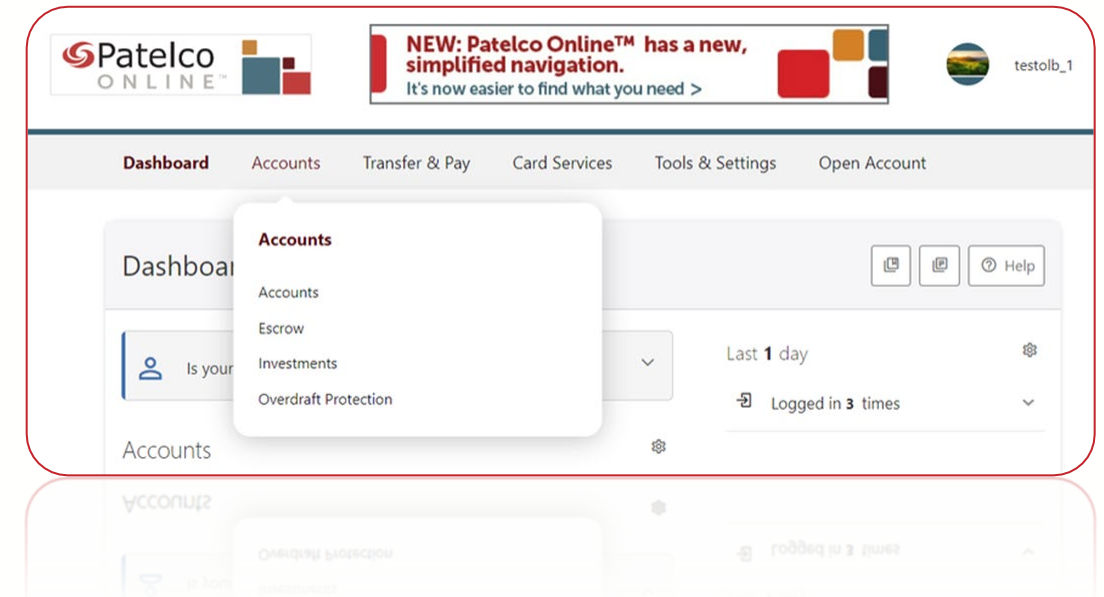
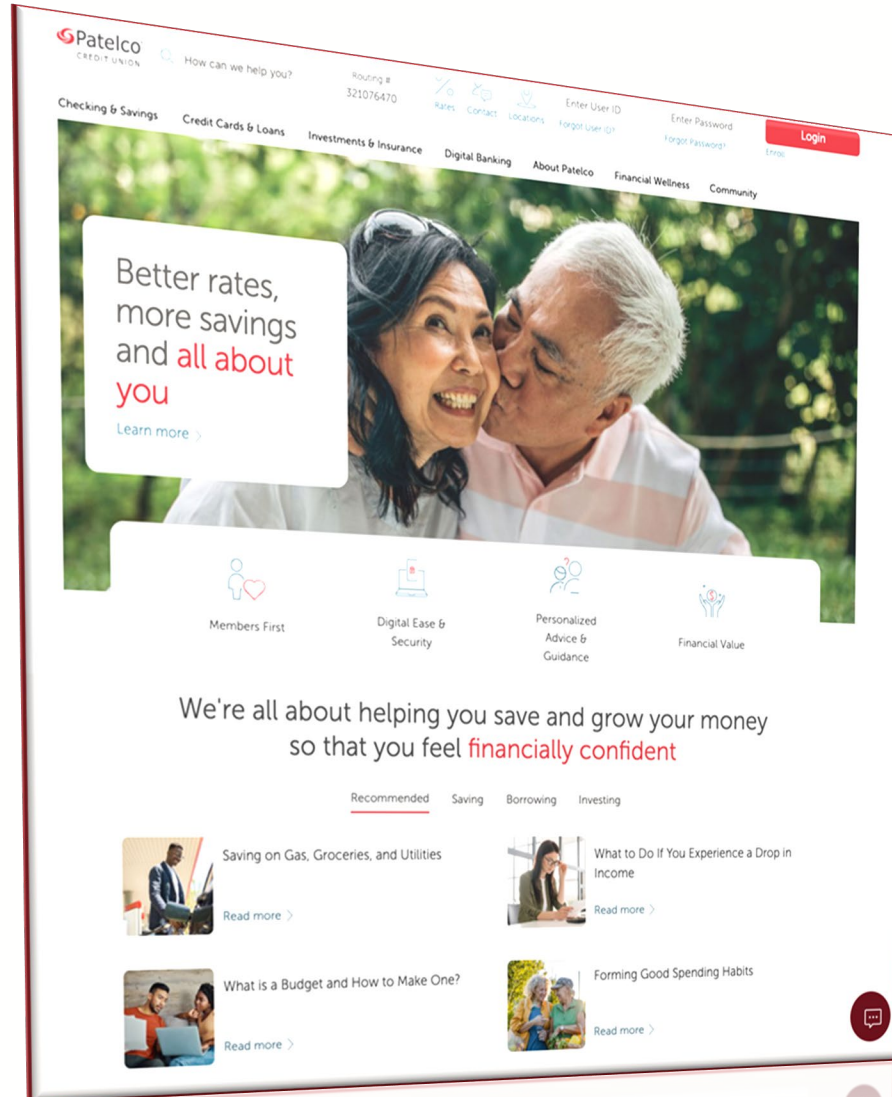


# Our enhanced digital platforms

## Modern, intuitive and richer experiences



New  
Patelco  
website



## Upgraded Online Banking Experience & Services

- Streamlined & easy to use navigation
- Simple wire transfer request
- Block or unblock card
- Set and manage travel notes
- Easy card activation + PIN reset
- Report Lost or Stolen Card
- Self Service Stop Payments in Patelco Online

# Easier to do business with Patelco

## Digital & online banking enhancements

- Modern, easy online checking and savings account opening – in **less than 5 min**
- Simple, **get pre-qualified** + apply credit card experience

- Multiple certificate options to help our members **save more**
- Modern identity verification to **protect** members from fraud
- **Easy next steps** in online banking to help new users set up overdraft protection, alerts and add funds

Patelco member:

"I felt confident to attain and manage a healthier financial portfolio thanks to the **excellence** of Patelco"

Patelco member:

"Patelco's online apps have allowed us to carry out our financial needs with minimum disruption in a timely and safe manner"

A screenshot of the Patelco mobile app's pre-qualification screen. At the top, there are three tabs: "PERSONAL INFO", "YOUR OFFER", and "APPLY". Below the tabs is a "CREDIT CARD" section with a "Get Pre-qualified" button. The main form area has a heading "Have an offer code?" and a sub-heading "Resuming a saved application?". It includes fields for "First Name" and "Last Name", an "Email" field, a "Home Address (No P.O. Boxes)" field, an "Income" field with a dropdown menu set to "Annual", and a "Mobile Number" field. There is also a "Social Security Number" field. At the bottom, there is a security notice: "Your info is safe with us. We keep it secure with encryption." and a statement: "Checking your rate does not impact your credit score."A screenshot of the Patelco website's "Principal and Terms" screen. It asks the user to "Enter your deposit amount and desired term." There is a "Deposit Amount" field with a placeholder of "\$ 9,999". Below that is a "Term Length (months)" section with a grid of options: 3 (0.25% APY), 6 (0.85% APY), 12 (1.74% APY), 14 (4.30% APY), 24 (2.23% APY), 36 (2.28% APY), 48 (2.37% APY), and 60 (2.47% APY). The 14-month option is highlighted.A screenshot of the Patelco website's "Dashboard" screen. It has a "Get Started" section with a "Welcome" message: "Great to have you on board. Feel free to explore or get a head start below." There are two buttons: "Add \$ to Your Account" and "Set Up Overdraft Protection". Both buttons have a "LET'S DO IT" label and a "I HAVE DONE IT" label below them.

# Work that aligns with our strategic pillars

## Enables us to stay competitive and ensure delivery of what members want

- Azure Cloud
- Genesys Cloud (Phone System)
- Novelox (Single Pane View for Fast Response)
- Omilia (Voice Biometrics)
- New Marketing Customer Information Platform – Claritas
- Move from physical phones to MS Teams
- Branch Infrastructure Improvements
- Test Automation for team member platforms



### Tech investments

- Competitive Loan and Deposit Products
- New Certificate Products
- Digital Pre-approvals
- Deeper Analysis for Member Journeys and needs to offer the right solutions at the right time



### Financial well-being

- Improved Account Opening Experience
- New Website Experience and content
- Branch Moves and Improvements: *Citrus Heights, Rohnert Park, Fair Oaks*
- Member Robo Advisor for Investments



### Member Ease

- Robotic Process Automation for Risky and Redundant Processes
- \$10B Regulatory Readiness across the Organization
- Complaint and Problem Resolution Platform Tracking, Reporting and Feedback closed loop process
- Enhanced Fraud Protection for Account Opening with Sentilink
- Information Security Strengthened Posture



### Risk Management

- Money Movement – Money Market Products
- ATM versus Remote Deposit Trends with Members
- Certificate Deposit Product Analysis
- Card Dashboards (Credit and Debit)



### Data Analytics

Over 200 Discovery and Implementation Features Delivered in 2022

# Building trust and securely protecting member assets



## Continually enhancing security controls and tools

### **Enhanced remote workforce controls to protect Member Data**

Deployed a next-generation highly-available VPN client, including true multifactor authentication via Okta

### **Information Security enhancements 24/7 security operation center**

to monitor additional threat feeds and provide an enterprise response to cyber-attacks against Patelco.

### **Border protection enhancements**

Standardized firewalls across our datacenters, delivering unified next-generation malware and ransomware protection.

**Phishing email auto analysis**  
and response to cyberthreats protecting Team Members

### **New synthetic identity detection solution**

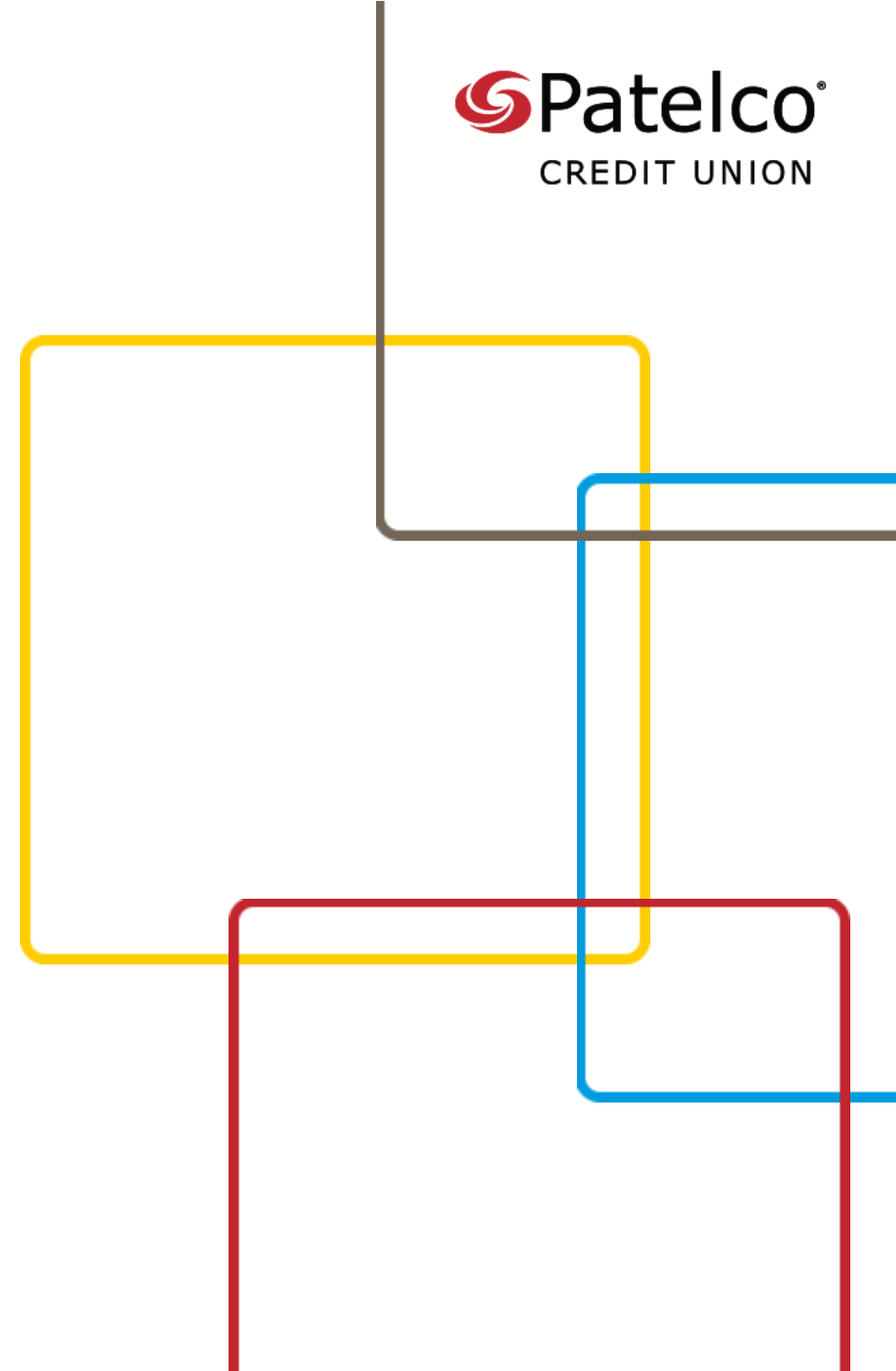
Solution for online member applications allows the automatic blocking of applications from synthetic and stolen identities

### **New behavioral biometric solution for online banking**

Enables us to proactively prevent online banking fraud before transactions are initiated



# Member and industry recognition



# Validation from our members

## That's what matters most



"Appreciate you so much for today's workshop. YOU. ARE. INCREDIBLE"	"I don't feel intimidated when approaching customer service when I have a financial question or need"	"Easy to approach and transparent"	"Because since becoming a member, I have had many ups and downs. And when it came to doing business and figuring out my finances, The team at Patelco has always been reliable and on point"
"I feel that they genuinely hear my needs and help me to accomplish my personal financial goals"	"I don't feel penalized just because at times I've been very low income, the financial tools offered as part of membership are great"	"I work for a competing credit union, and the service at our own credit union doesn't even come close to that level of service that I received at Patelco"	"From day one of being a member, all aspects of my financial journey have been positive"
"Again, many, many thanks! It has felt impossible to get help with [understanding my student loans], let alone help from a human being! I have Patelco for my banking, and now I'm more convinced how wonderful you are"	"Every financial need we have had, Patelco has been there for us!"	"Patelco credit union enables me to utilize the credit line to make a path to wealth building manageable"	"Outstanding service treated me like I was worthy to be helped"
"I really enjoyed your presentation on financial literacy. Most of the stuff you taught us was completely new to me and I feel much more prepared now to start saving money for the future and getting a credit card. Personally, credit cards and scores have always been really daunting and today you completely changed that for me."	"Their customer service ethic is high"	"You are a credit union with honesty and integrity in your services and products. You have allowed me to pay off my high-interest rate debts with your low interest rates"	"Easy online banking and prompt online support. I've appreciated Patelco's support in this digital banking age and genuinely feel that they want to see my family and me prosper"

# Industry recognition



Proud recipient of accolades confirming our progress, leadership and excellence



Valley Bank with almost \$44 billion in assets based in Passaic, N.J., and Patelco Credit Union with \$10 billion in assets located in Dublin, Calif., are perfect examples of client partners that have spent time to learn the Terafina platform and creating their own solutions. Valley's **cannabis banking** and Patelco's **Check My Rate** feature are notable measures of success in how quickly and efficiently they have maximized the use of the versatile Terafina platform. Follow Terafina on [LinkedIn](#) and [Twitter](#) to learn more about

## CreditUnionTimes

### HMDA: Credit Unions Lend to Lower-Income Americans

20. Patelco CU, Dublin, Calif. (\$8.8 billion, 445,895): \$1.7 billion in 2021, up 9.1%, while purchases rose 21% to \$649.7 million. H1 fell 68% to \$359.2 million.



### The 20 Best Credit Unions of 2022

#### Top 100 Banks Leading the US in 2022

## THE FINANCIAL BRAND

### How Inflation & Recession Talk Is Changing Bank Marketing Strategies

At Patelco Credit Union, Rina Johnson, VP/Marketing, says some budget categories have been increased in areas where management feels customers need additional support.



### 11 Outdoor Workplaces We Love

9. Patelco Credit Union Headquarters (Dublin, California)

Patelco Credit Union's new headquarters is a dynamic, collaborative and flexible workplace that provides a comfortable and welcoming environment for clients and employees. The building's south courtyard extends the workplace concept into the exterior landscape. Surrounded by native trees and shrubs, HOK's design for the courtyard creates a combination of private and social amenity spaces, including additional outdoor work and meeting pods with sheltered seating, an outdoor dining patio and lush gardens.

## AMERICAN BANKER

Credit Unions with the Most Deposits

Credit Unions with the Largest Portfolios of Loans and Leases

Credit Unions with the Largest Portfolios of Home Equity Loans

Credit Unions with the Most Assets

Credit Unions with the Largest Portfolios of First Mortgage Loans

Credit Unions with the Largest Credit Card Portfolios



## Patelco Credit Union

Percentage of 2021 profit donated: 9.9%



California  
CREDIT UNION LEAGUE

NEVADA  
CREDIT UNION LEAGUE

### 2022 Distinguished Service Award:

Erin Mendez, President and CEO of Patelco CU

### 2022 Social Impact Award (individual)

Shaida Samimi, Membership Development Specialist for Patelco CU



### Short List

## Product Innovation

Patelco Credit Union or internal use only.



**Roseville Granite Bay Rocklin**  
**Best Credit Union**

2. Patelco Credit Union



**Patelco Credit Union**

**Percentage of 2021 profit donated: 9.9%**



**Short List**

**Product Innovation**

Patelco Credit Union



**Best credit union in  
the city of Fremont.**



**Patelco Member Quotes**

Patelco Credit Union

**Category**

Social Media > Social Media -  
\$1 Billion and Greater

• Bronze

**Patelco's Virtual Branch**

Patelco Credit Union

**Category**

Product Development >  
Product Development - \$1  
Billion and Greater

• Gold

**Money Mondays**

**Best High Yield Savings Accounts – up to  
5% APY**

**Diamond Awards**

**Patelco Credit Union**  
Member Quotes Social Campaign



**CREDIT UNION  
Honor Awards**



**Best Credit Union**

**Patelco Credit Union**

**THE FINANCIAL BRAND**

**Top 100 Credit Unions on  
Instagram Ranked by Most  
Followers**

**Top 100 Credit Unions on  
Instagram Ranked by Most  
Followers**

**Top 100 Credit Unions on Twitter  
Ranked by Most Followers**

**Top 100 Credit Unions Using Social  
Media in 2022**

**Top 100 Credit Unions on Facebook  
Ranked by Most Likes**

**Top 100 Credit Unions on YouTube  
Ranked by Most Video Views**



**Best Money Market Accounts and Rates  
in January 2022**

**Best High-Yield Online Savings Accounts  
in January 2022**



# Leadership recognition and social impact award

## AMERICAN BANKER

The Most Powerful Women  
in Credit Unions, 2022



2022 Distinguished  
Service Award

**Erin Mendez**



## CORPORATECOUNSEL

2022 Honorees

**Angela Jeffers**



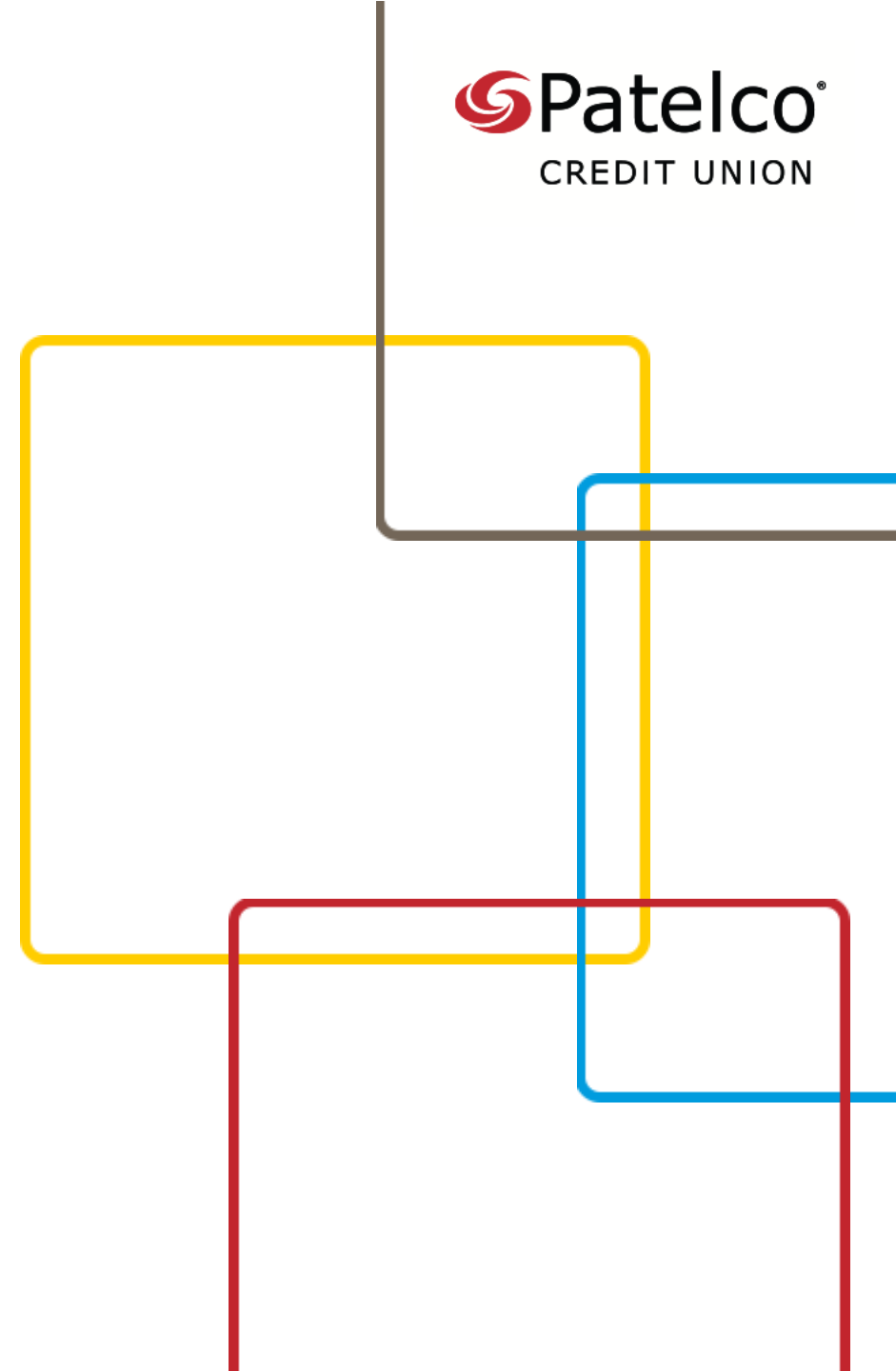
2022 Social Impact  
Award

**Shaida Samimi,**  
Financial Wellness Partner



# 2022 by the numbers

## Member impact



# 2022 by the numbers

Membership, product and member savings



Total Members  
462,878

Membership  
Growth  
7.25%

Core Members  
297,516

Core Membership  
Growth  
4.64%

In 2022 we helped our members save:

	Q3 2014	Q3 2015	Q3 2016	Q3 2017	Q3 2018	Q3 2019	Q3 2020	Q3 2021	Q3 2022
Total CU benefit per member	\$83	\$128	\$185	\$186	\$164	\$252	\$255	\$213	\$191
Total CU benefit per member household	\$158	\$244	\$352	\$354	\$344	\$529	\$536	\$448	\$402

Year-End  
Participation  
4.98

Home Equity  
+26.97%

CDs and IRAs  
+23.27%

Unsecured  
Loans +15.96%

Credit Cards  
+12.29%

Debt  
Protection  
+12.05%

Digital Banking  
+5.70%

Confidential. For internal use only.

# Patelco is hyper focused on designing unique product and services for our members



While offering traditional products and services of any bank

Patelco Credit Union Financial Health Focused	Patelco Credit Union Traditional Products & Services
Plus Checking	Free, Interest Checking
Money Market Select	Savings and Certificates
ScoreUp Credit Builder	Personal Loans, Lines of Credit
LevelUp Rate Reduction	Home Loans & Lines of Credit, Auto Loans
Certified Financial Specialists (Financial Coaching)	Financial Advisors
Virtual Branch (zoom appointments with team member)	Branches, Contact Center, Online Chat



# Mission in action helps members:



## Improve their financial-well being

Helped ease member stress with 1905 loan payment deferrals - \$64.55 million deferred

Made payments more affordable by restructuring 125 loans

Provided rate reductions to 11,158 for making on-time payments. Enrolled 10,995 new members in LevelUp program.

Helped members establish or re-build a positive credit history and score while saving with 1,093 ScoreUp credit builder loans

Reviewed 4234 potential fraud cases and prevented \$1,859,754 in losses to our members

## Manage debt and avoid fees

Helped members save with fixed lower rates on 5,461 new debt consolidation loans - \$71.63 million balances

Over \$1 million saved in overdraft fees with 130,738 total advances due to OD Protection Line of Credit

We reimbursed 12,188 members \$341,264 with Patelco NSF fee cap

# Our solutions help members...



## Borrow Responsibly

24,778 vehicle loans

550 loans for a home purchase - \$479 million in balances

362 home loans refinanced - \$174 million in balances

3,623 equity lines & loans

13,626 personal loans

## Save Money

Helped 1,149 members save \$151,656 of their own money with the Plus Checking account round up feature

Members received a dividend return of \$339,257 on their Money Market Accounts.

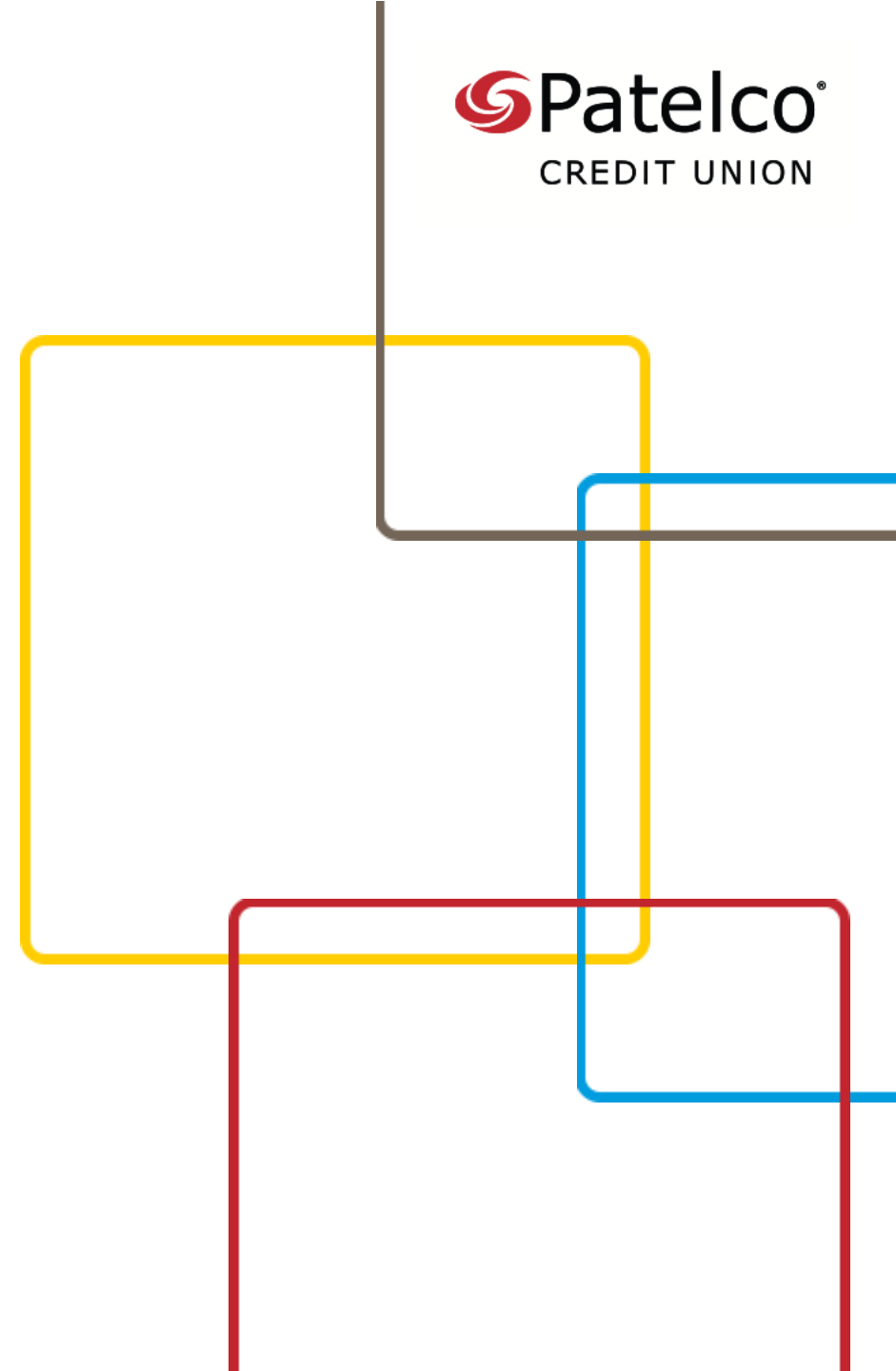
13,125 members opened new Money Market accounts with \$180 million in balances

31,528 new Certificate accounts with \$1.6 billion in balances

Our investments team helped 1776 members with their long-term financial goals, such as retirement planning, retirement income, wealth transfer and children/grandchildren's educations

# Organizational Performance

## Our team members



# Team members are highly engaged

## Highest engagement scores in years

### Our philosophy & values:



Enhanced team capabilities provide an excellent member experience



Inclusion, belonging, and equity reinforce our reflection of the communities we serve



The financial health and well-being of our team is our top priority

### Team members are emotionally connected to Patelco, our mission, and our values

#### Annual Engagement Survey

Team Participation:

94%

Overall favorable:

84%

Proud to work at Patelco: 90%

Trust Leadership Team to lead to future success:

85%

#### Glassdoor

Overall rating: 3.7/5

Culture & values: 4.1/5

Diversity & inclusion: 4.0/5

Comp & Benefits: 3.8/5

CEO Approval: 95%

Recommend Patelco as place to work: 65%

Positive business outlook: 66%



# Building current and future capability needs

Continue to grow while maintaining our member centric focus

## Build and Upgrade to Scale

Identified and assessed leadership team on capabilities necessary for today and over the next 3 years

Invested in monthly Change Leadership and Change Readiness trainings to build strategic capability

Maintained high workforce mobility with 43% of roles filled internally

Developed dynamic and agile high-performing teams in a flexible work environment

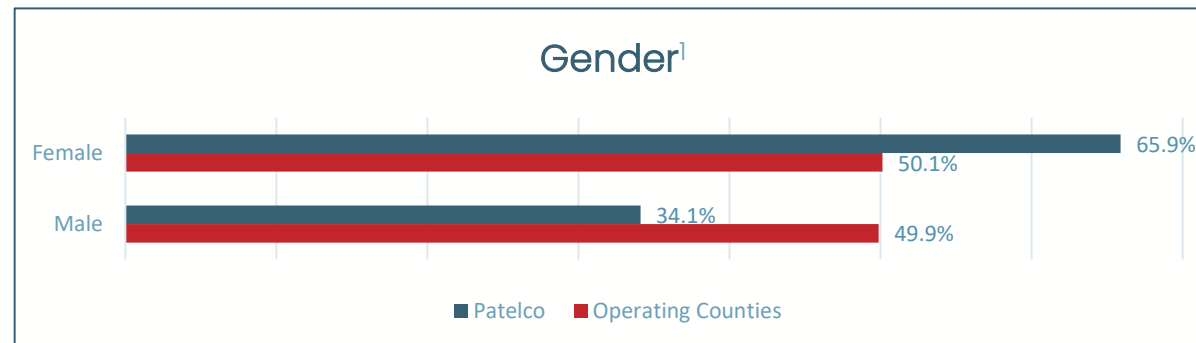
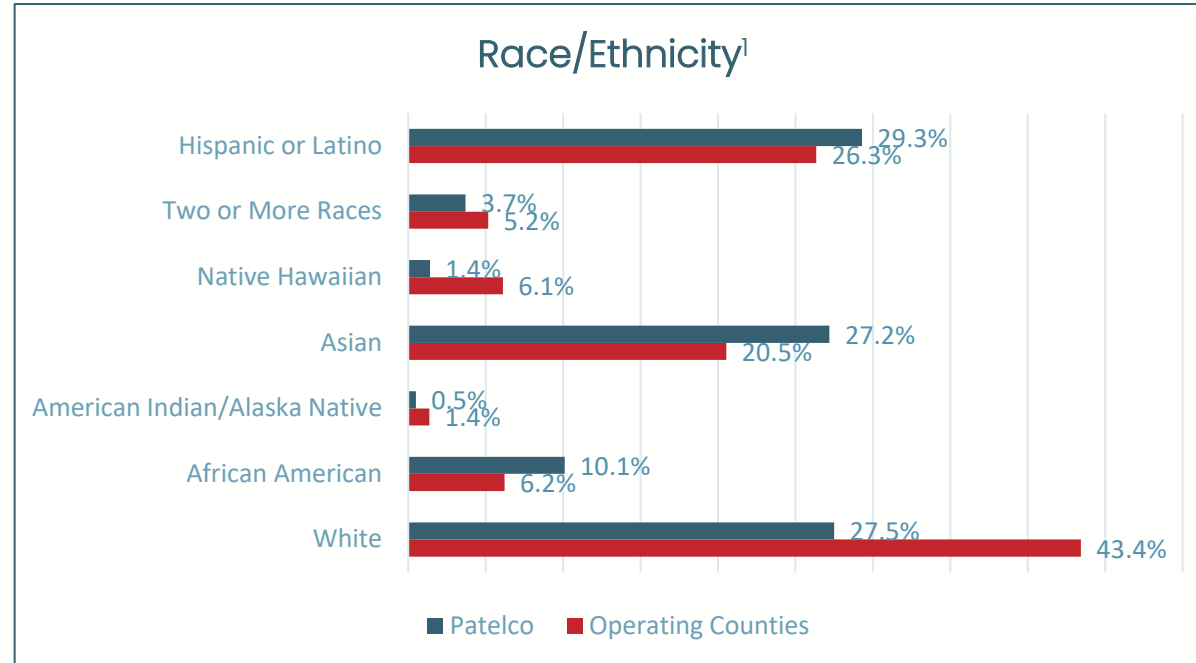
## Invest in Critical Functions

Hired and onboarded 50 new and critical expertise via targeted hiring for \$10B Readiness, Risk, Compliance and Accounting

Hired and onboarded 13 critical leadership team roles and broadened experience and exposure through role expansion

# Diversity and Inclusivity at Patelco

## We reflect our communities we serve



Patelco's Operating Counties: Alameda, Contra Costa, Marin, Merced, Placer, Sacramento, San Francisco, San Mateo, Santa Clara, Solano, Sonoma

<sup>1</sup> Source for Operating Counties – Race/Ethnicity & Gender: 2022 US Census Bureau

## Inclusive Leadership

Our Manager Effectiveness series includes sessions on Inclusive Leadership Practices, Hiring Diverse Quality Talent, and Building High Performing Teams.

The consistent theme is consciously and conscientiously engaging our team members as individuals each of whom bring unique perspectives to enhancing our team's and our members' lives.

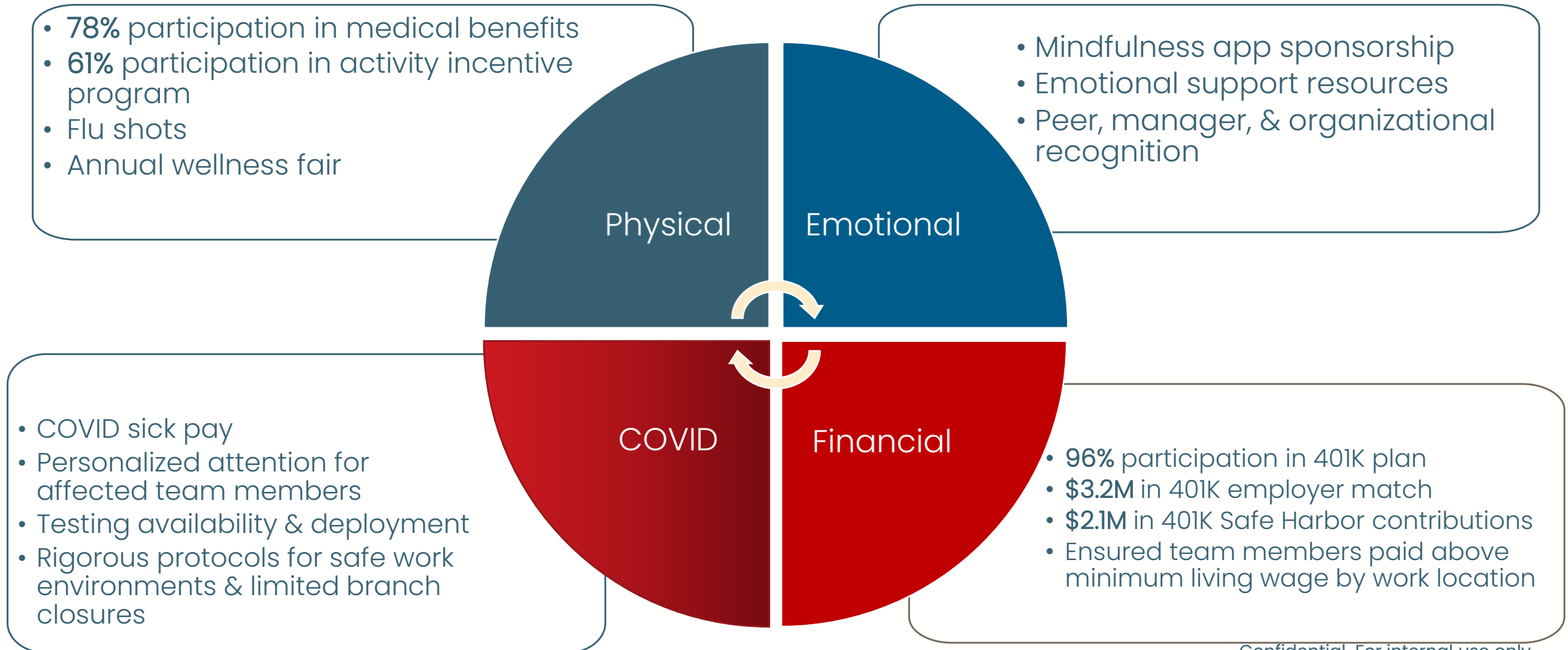
## Talent Programs

We audit our hiring, promotion, development, and compensation processes to ensure equitable hope and opportunities for career growth and rewards.

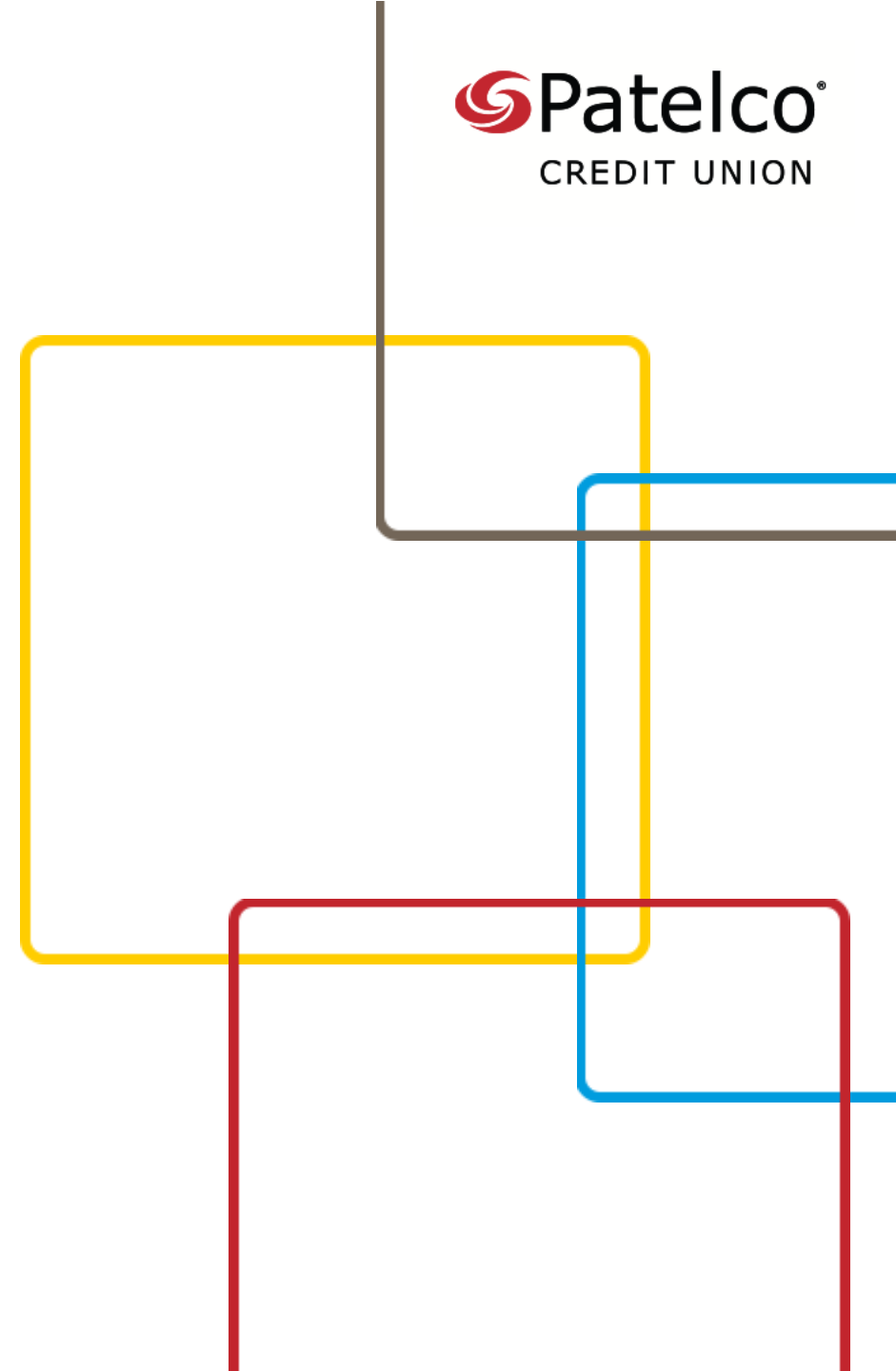
We are proud that the demographics of our hires, promotions, and transfers are aligned with our teams and communities.

# Team Member Health & Well-Being

So that our team may focus on our members' financial health & well-being, we care for our team's physical, emotional, and financial health & well-being, including continued support during COVID

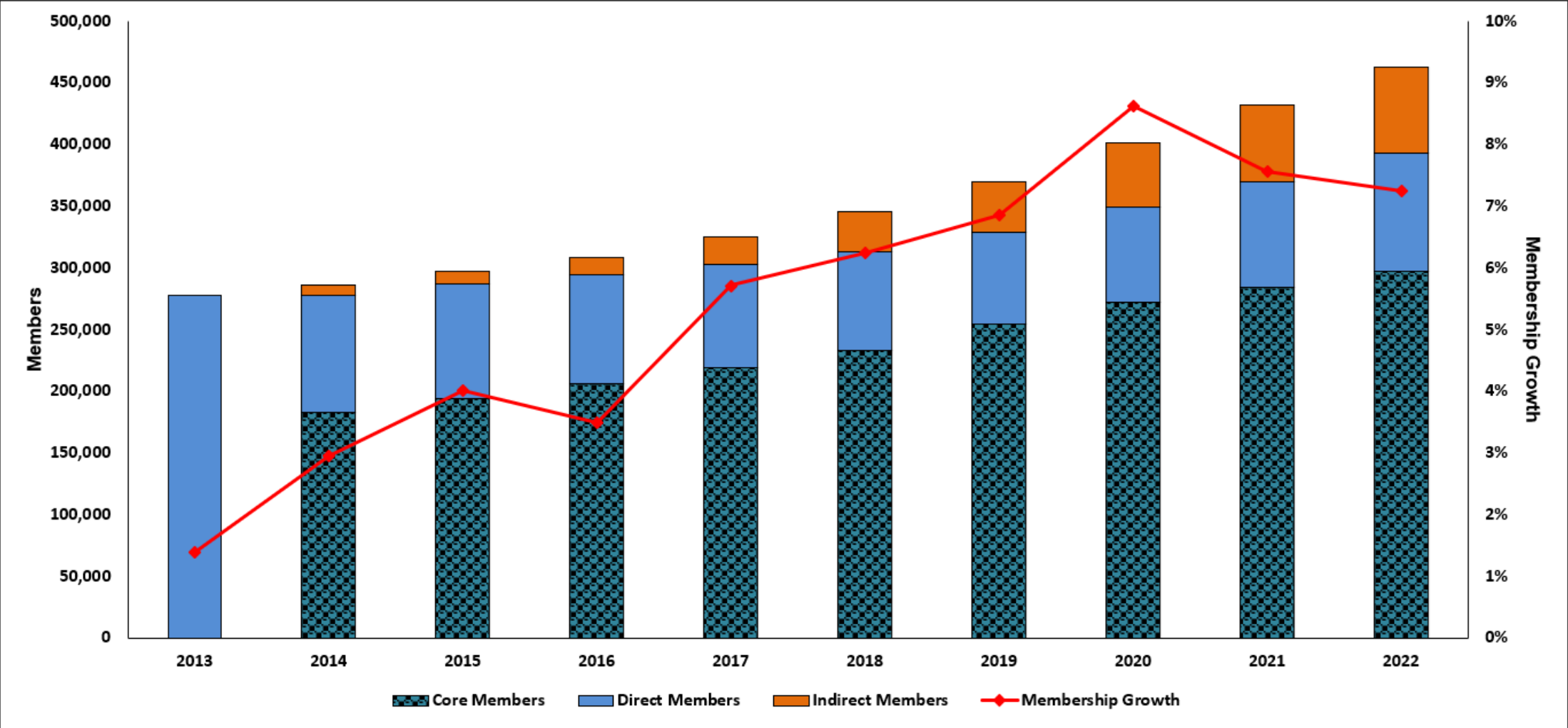


# 2022 Financial Performance

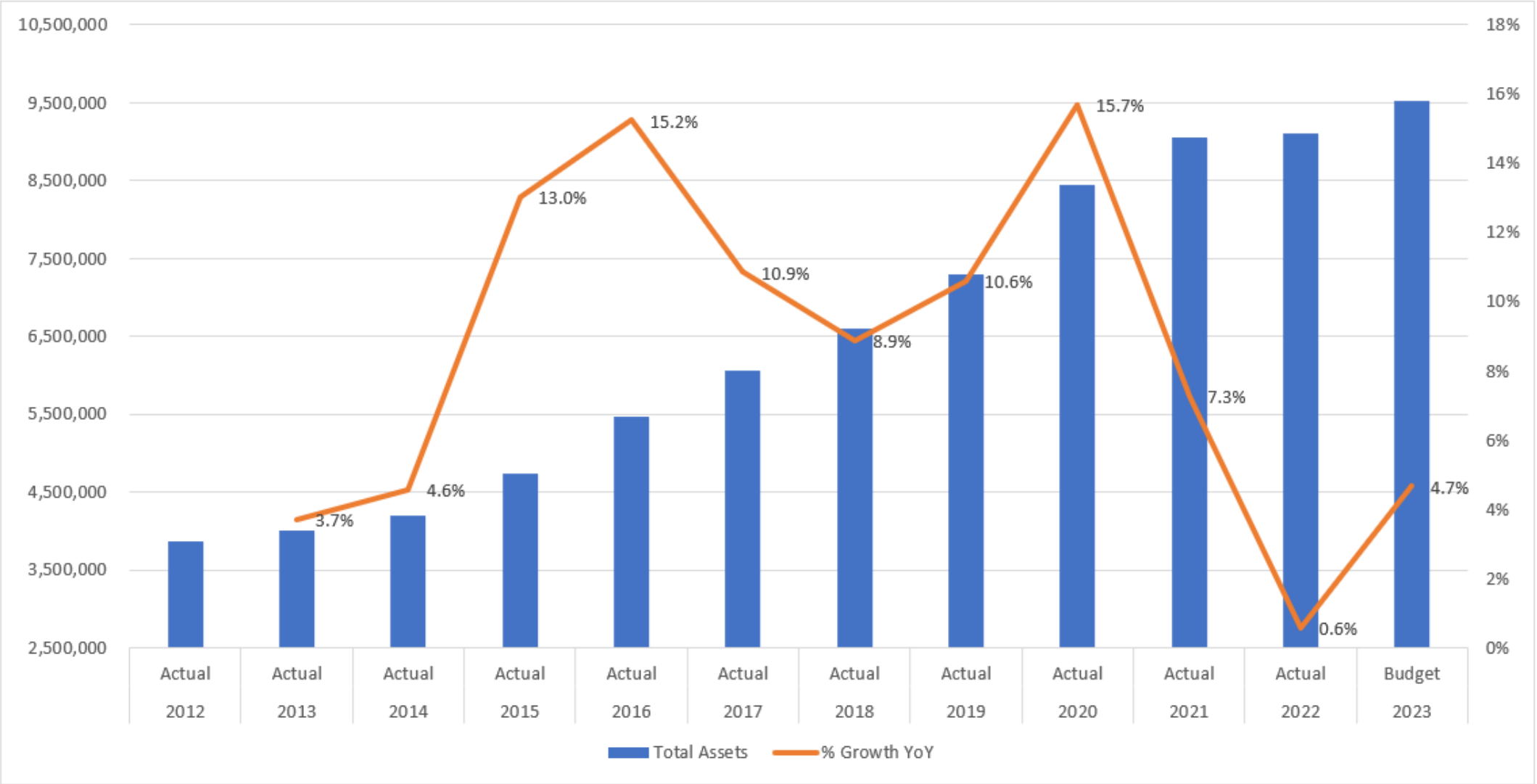




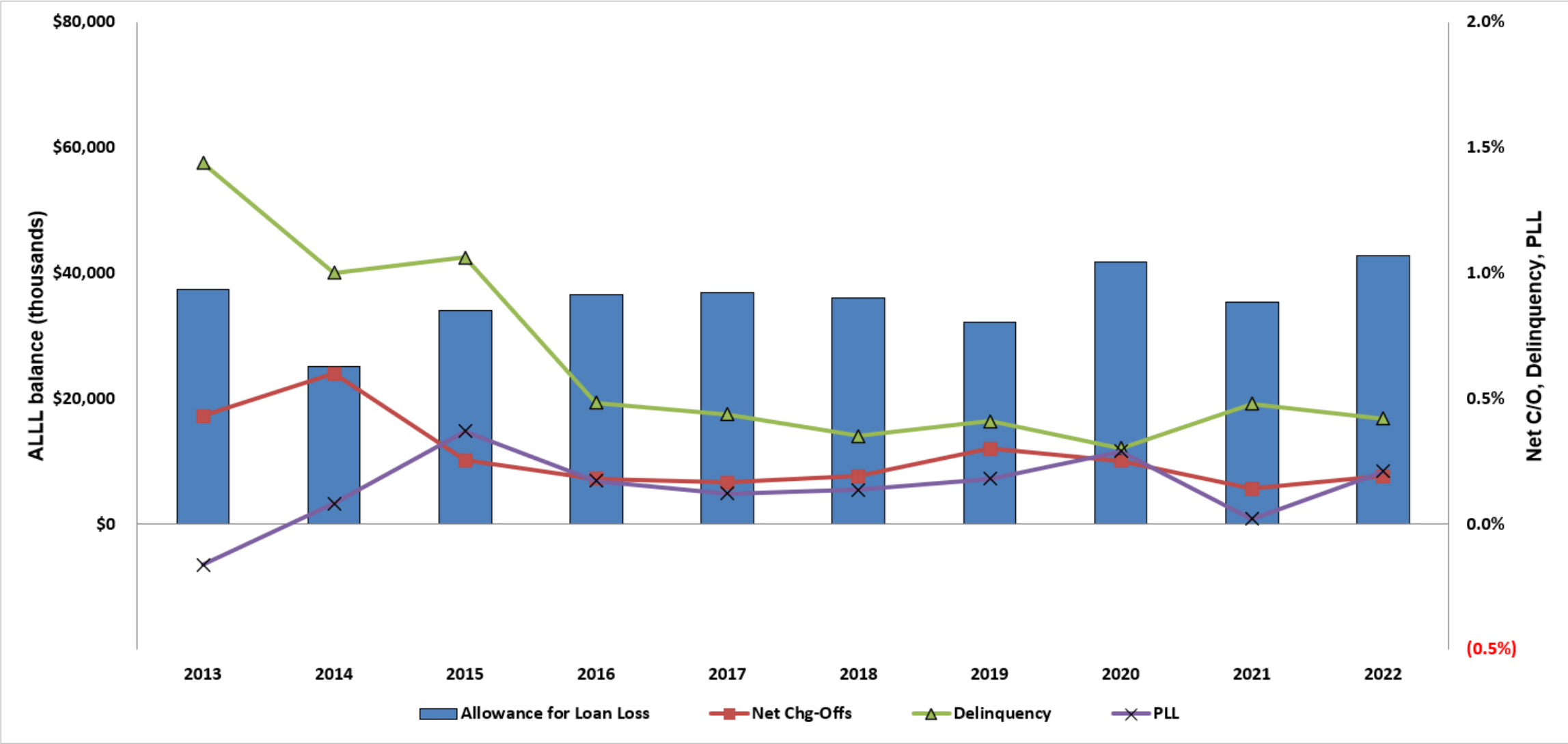
# Membership



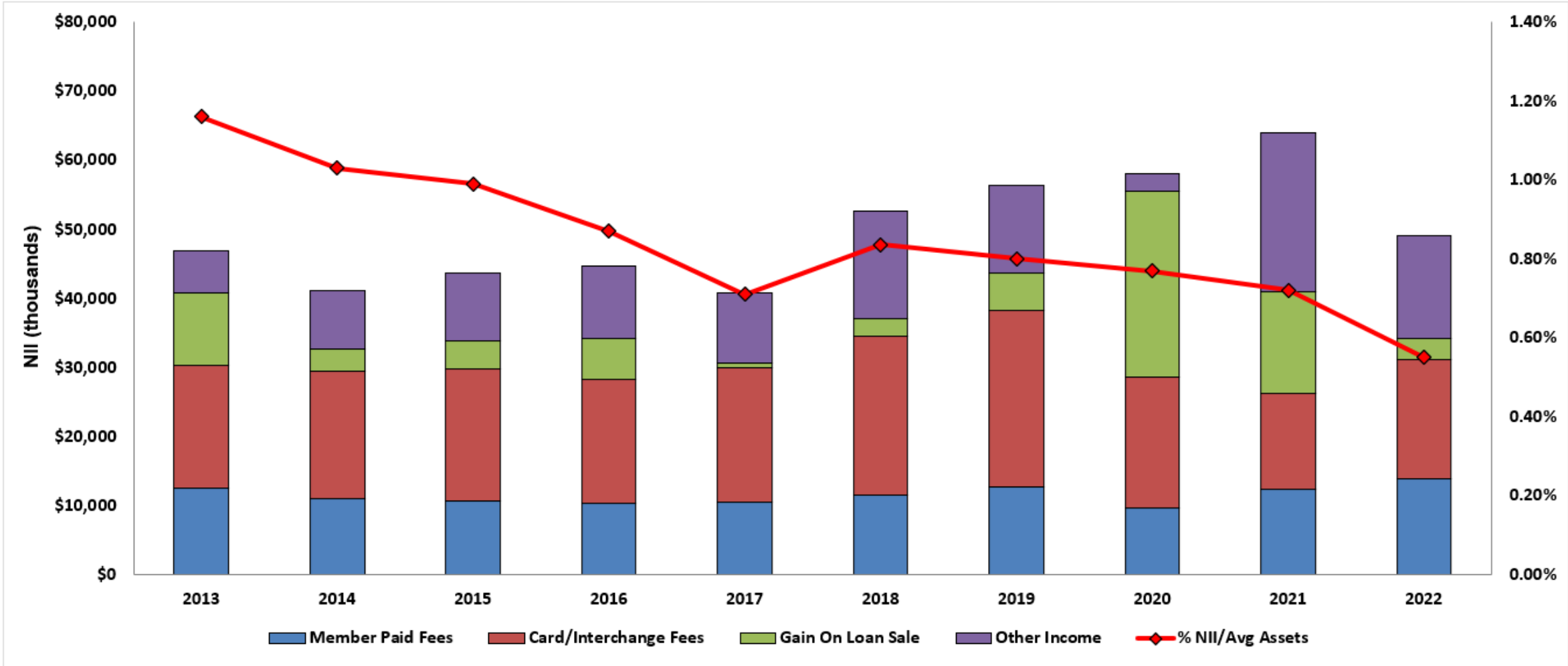
# Asset Growth



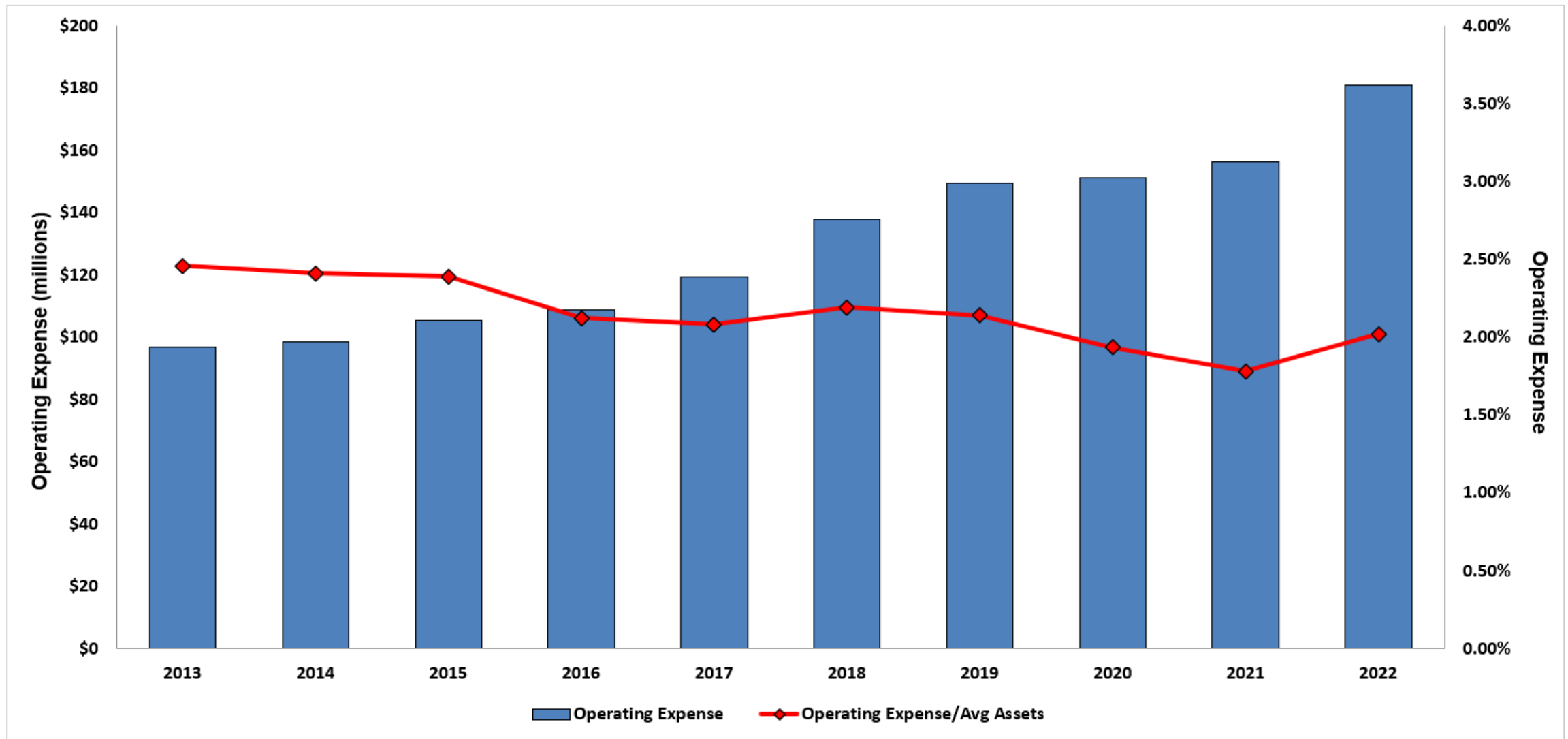
# Credit Quality



# Non-Interest Income

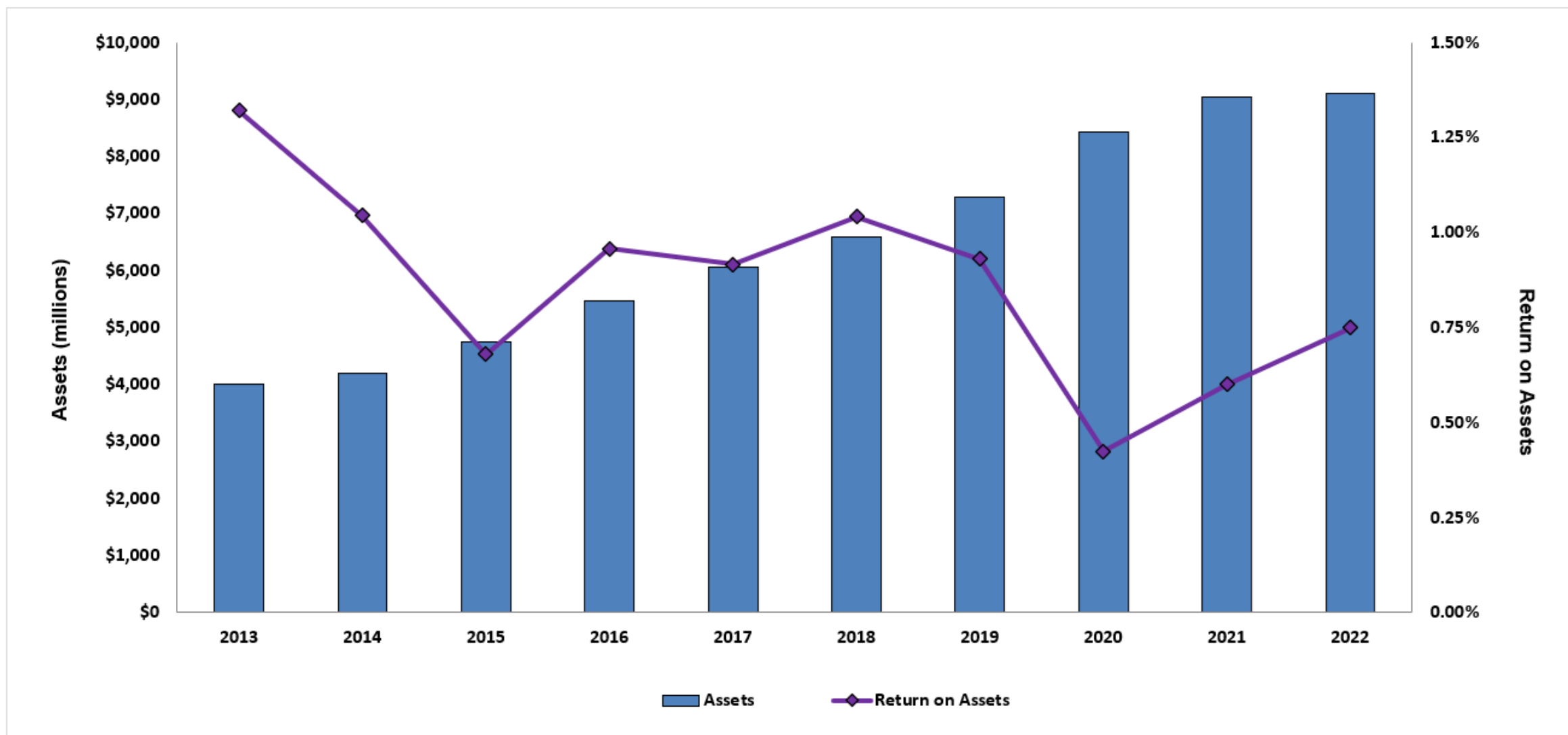


# Operating Expense

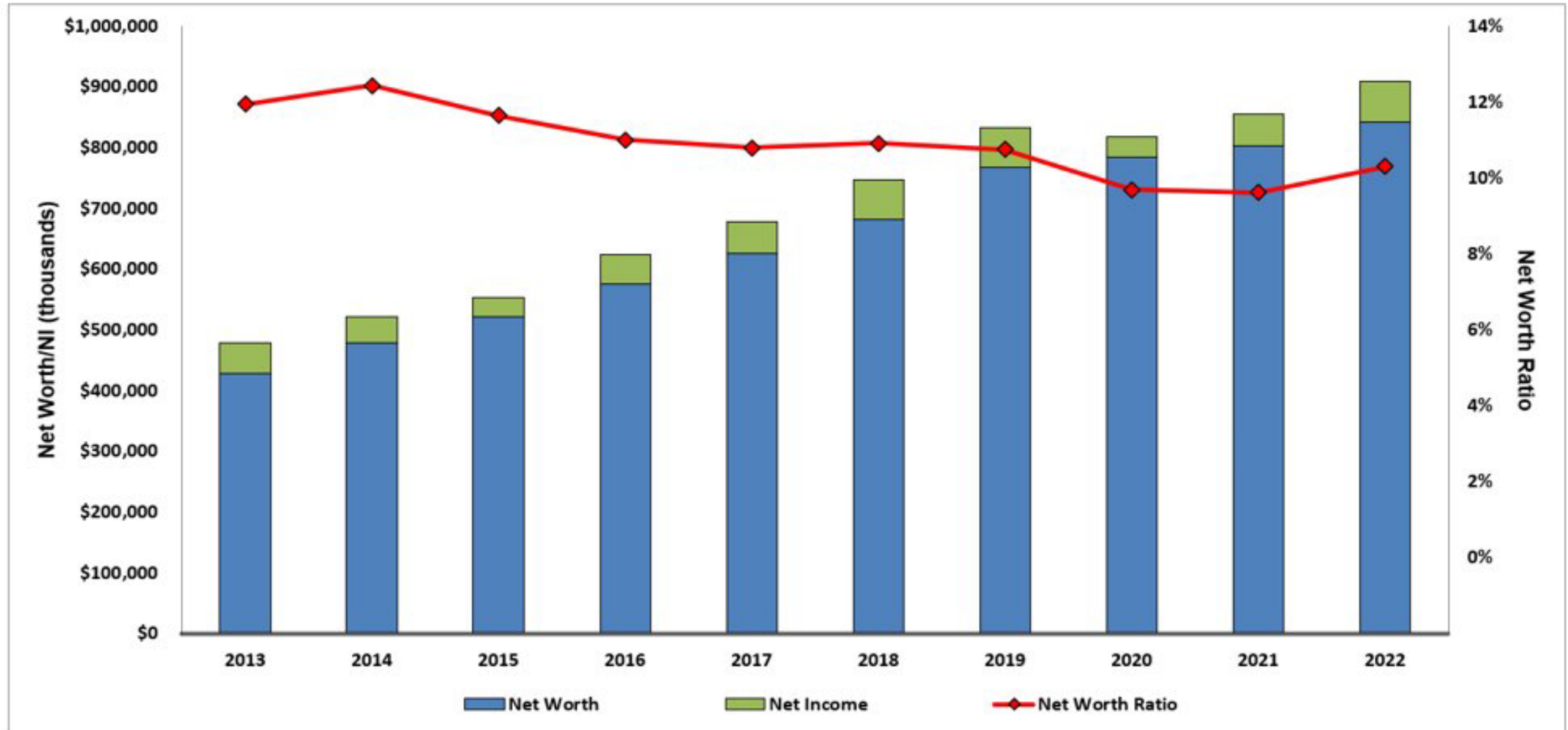




# Return on Assets



# Financial Strength



# 2022 Industry Comparison

December 2022

	<b>Patelco</b>	<b>California CUs &gt; \$1B</b>	<b>National CUs &gt; \$1B</b>	<b>California Banks \$1B – \$50B</b>	<b>National Banks \$1B – \$50B</b>
Interest Income	2.91%	2.88%	3.40%	3.51%	3.62%
Interest Expense	0.48%	0.48%	0.56%	0.39%	0.46%
Net Interest Margin	2.43%	2.40%	2.83%	3.12%	3.16%
Non-Interest Income	0.52%	0.81%	1.05%	0.70%	0.95%
Operating Expenses	2.00%	2.29%	2.68%	2.01%	2.36%
Provision for Loan Loss	0.21%	0.17%	0.28%	0.06%	0.19%
Return on Assets	0.74%	0.75%	0.93%	1.22%	1.22%

Thank you