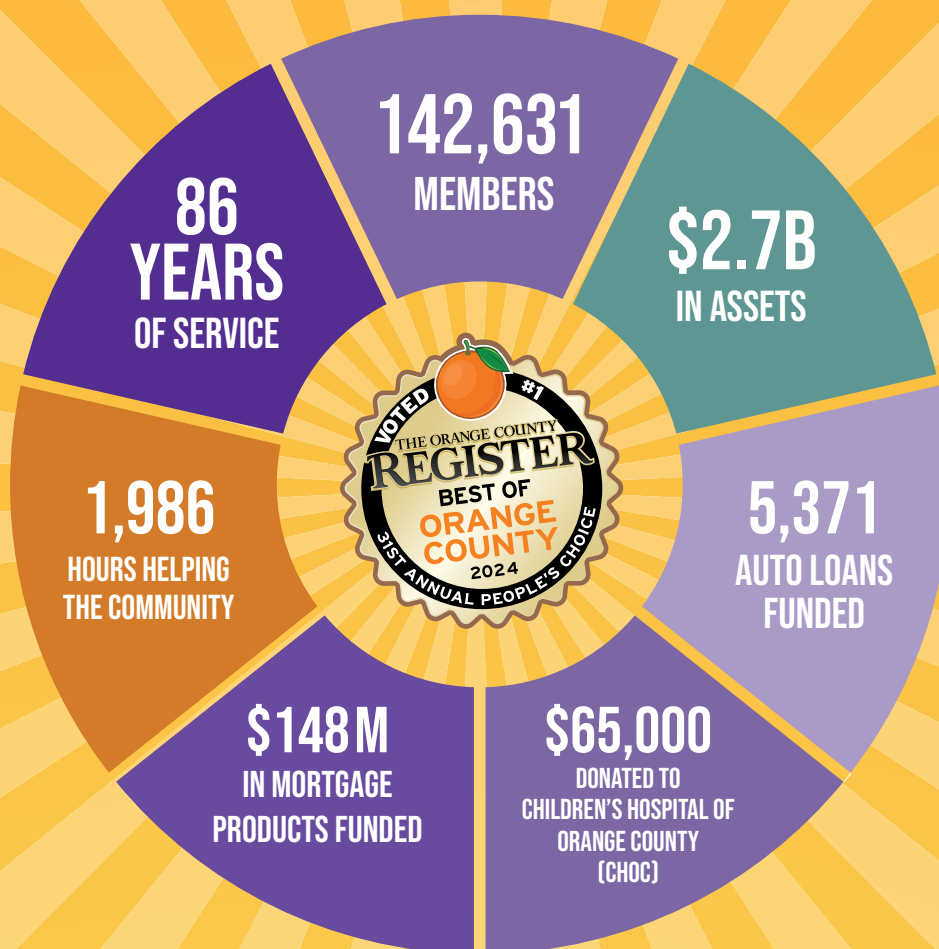


OFFERING YOU THE VERY BEST IN FINANCIAL SERVICES

# Annual COMMUNITY IMPACT Report



2024-2025



**ORANGE COUNTY'S  
CREDIT UNION<sup>SM</sup>**

*with you all the way<sup>TM</sup>*





## **Downtown Santa Ana**

Our newest branch in downtown  
Santa Ana opened in July 2024.





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# It's Official: We're the Best of OC

**We're proud and honored** to have been voted the **Best Credit Union in Orange County in 2024 by the Orange County Register**. For eleven years, we've been recognized by our Members as one of the top credit unions in the county, but this highest honor makes us especially grateful to you, our Members.

We're with you every step of the way, and we pride ourselves on providing our Members with excellent service and the financial expertise to help guide you through your financial future.

Today, we serve over **140,000 Members** throughout Southern California. As a not-for-profit organization, our profits are returned to our Members in the form of lower interest rates on loans, higher dividends on savings, and fewer fees.

The more our Membership grows, and the more our Members use our products and services, the more we can give back to the collective Membership—just part of what makes us the Best of OC.



## Member Moments

In 2024, we celebrated our 86th Anniversary with a **MemberPalooza!** We celebrated our Members in all of our branches across Southern California, as a small way of saying thank you for making us the organization we are today.





## **Put People First Award**

Many Associates have received the coveted Put People First trophy this year. Pictured here is Seung Kang from the Irvine Branch.







# Amazing Associates

**Each one of our Associates has a singular priority:** to provide our Members with excellent service. We're so proud of our team, solving challenges and helping Members' dreams come true every day.



## Lake Forest Certificate of Recognition

The City of Lake Forest awarded us with a Certificate of Recognition, alongside our fellow businesses in Lake Forest, after being named winners in the Best of OC by the OC Register.

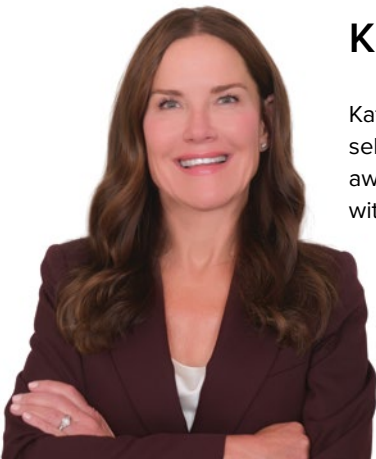
## Best of Yorba Linda Award presentation

Nominated by the Yorba Linda Chamber of Commerce and chosen by the residents and community members, we were proud to receive the Best of Yorba Linda award for businesses that excel in customer service, community involvement, and overall quality.



## Kathy and Barb's LA Times Visionary Awards

Kathy Jumper, CEO, and Barb Krol, Chief Associate Experience Officer, were both selected as two of LA Times' OC Business Visionaries in Banking & Finance. The award honors executives who have transformed financial services and who lead with innovation and implement strategic solutions.











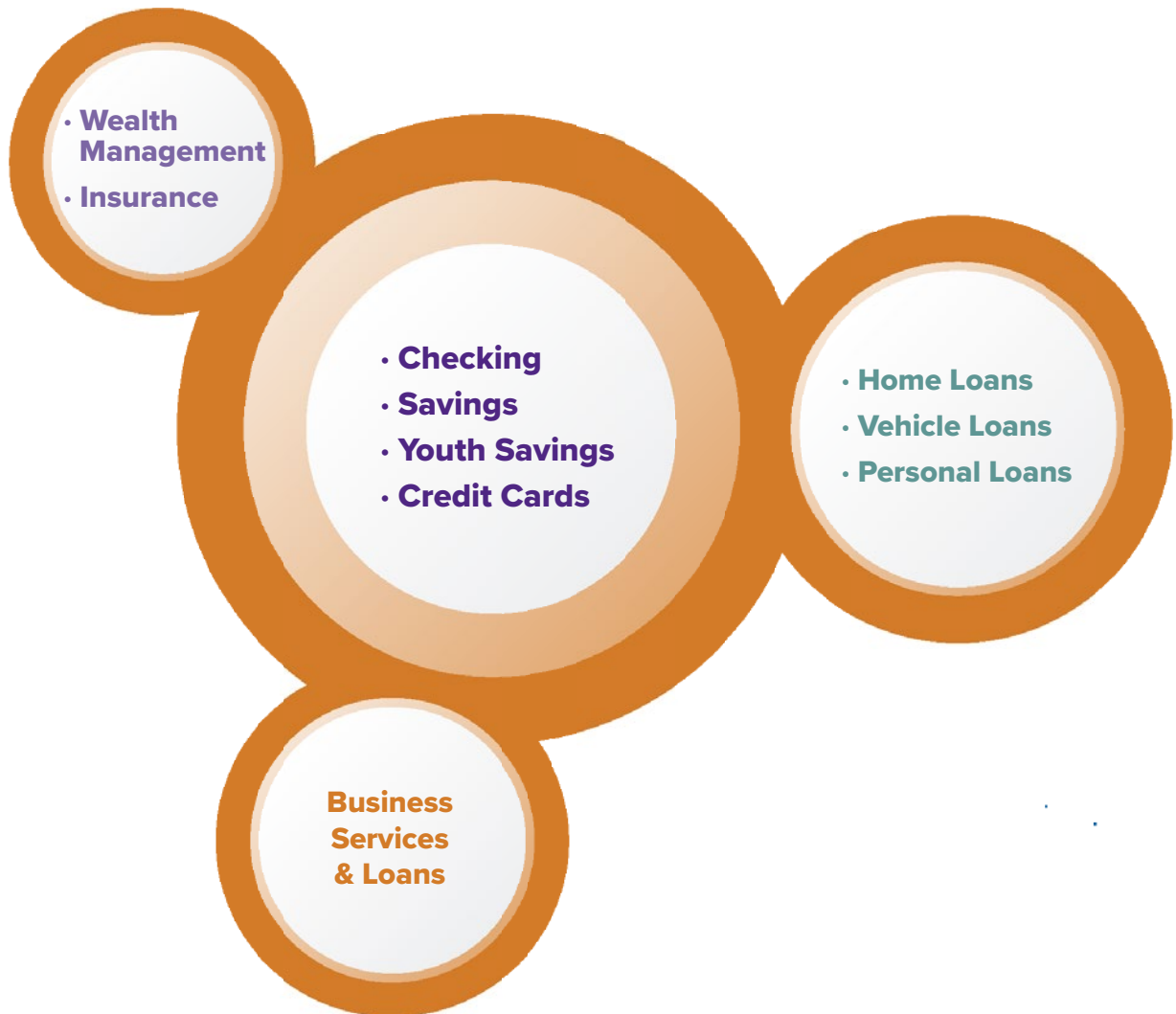
# Personalized Products & Superb Services

**We're a full-service financial institution**, helping you every step of the way through life, from youth savings to retirement planning, and for all the milestones in between.

Each product and service we offer supports our Members through every stage and any situation. From low loan rates to higher dividend rates, we look at each service we offer with our Members in mind.

From a child's first savings account to helping you purchase a home and plan your retirement—we're with you every step of the way.

## Our Products & Services







“ Jerry Baez and Eddie are personable, professional, knowledgeable, and helpful... wonderful to work with and made getting a loan an easy and pleasant experience. I will always come to you and refer others to you. I just love OCCU!” — Marilyn J.





# Happy Home Loans

**When it comes to financing your home,** we're with you every step of the way. For purchase and refinancing, home equity loans or lines of credit, your Credit Union offers streamlined, supportive service, flexible options, competitive rates, and low to no fees.

We make homeownership more accessible through our programs and products, including our **Low Down Payment Program**, which allows buyers to purchase with a 0% or low down payment, and **Home Connections Rebate Program**, which can help our Members buying a home save thousands on commission fees and sellers save on listing fees.

## Home Connections Rebate Program - How it Works:

Buying 20% Commission Rebate <sup>1</sup> Example		Selling Flat 1.5% Listing <sup>2</sup> Fee Example	
Home's Purchase Price	\$750,000	Home's Selling Price	\$750,000
Agent Commission Fee - 3%	\$22,500	Traditional Agent Fee - 3%	\$22,500
<b>Commission Rebate - 20%<sup>1</sup></b>	<b>\$4,500</b>	<b>Home Connections Fee - 1.5%<sup>2</sup></b>	<b>\$11,250</b>
You Receive <b>\$4,500<sup>1</sup></b>		You Save <b>\$11,250<sup>2</sup></b>	



# Manufactured & Mobile Home Loans

**Flexibility and affordability** are more important to our Members than ever before, which is why we brought manufactured and mobile home loans into our portfolio of services this year. Featuring a low down payment and longer, fixed-rate terms compared to other lenders (which can help create lower monthly payments), Members can also apply and get pre-approved online, with no application fees. The loans are available for a variety of manufactured and mobile home types, and there are no pre-payment penalties.

**"Now Members have another potential path to more affordable homeownership. For first-time buyers, or those who want to finance a second or vacation home, a manufactured or mobile home loan that comes with the high level of service we provide—it can really be a game-changer."** —Carlos Miramontez, SVP Mortgage Lending

<sup>1</sup>Rebate is awarded by HomeSmart Evergreen Realty to buyers who select and use a real estate agent in the Home Rewards network. Rebate is 20% for purchase only of a residential property. Payment is credited to your benefit at the close of transaction. Using Orange County's Credit Union for a mortgage loan is not a requirement to earn the rebate. All rebates are subject to limitations, lender guidelines, state laws and other requirements. Certain properties may not be eligible for rebates. Please consult a qualified tax professional for advice on tax implications from receiving a rebate. HomeSmart Evergreen Realty is not affiliated with Orange County's Credit Union.

<sup>2</sup>Excludes commission owed to buyer's agent.



## Concierge Auto Buying Service

Member Evelyn J. purchased her new vehicle through our trusted partner, *Autoland*.







# Awesome Auto Loans

We designed our auto loans with our Members in mind, with flexible terms and Members-only perks for a hassle-free, streamlined experience. Whether you choose to purchase, refinance, or buy out an existing lease, we've got you covered with competitive rates, flexible terms, and top-notch service.

- ✓ Simple online application and pre-approval process
- ✓ Financing you can take with you to any dealership, private sale or online
- ✓ E-sign your loan from home

Plus, when you use **Autoland**, our car-buying concierge service, they'll shop the perfect car for you, find the best price, offer exclusive discounts for our Members, and deliver the car to your door. When you finance your auto loan through your Credit Union, you're saving more.



Member Nicholas F. purchased his new vehicle through *Autoland*.

Our Low  
Auto Loan Rates  
helped Members Save  
**Up To \$399**

Based on the life of the loan

“ I refinanced 2 cars here, saving me thousands of dollars and paying off the two cars much earlier. I was able to buy my dream car after that and was able to get it financed at zero down and 3% financing. At the time of financing, I was offered multiple options and discounts such as GAP insurance, extended warranty, and insurance to cover if I became unemployed or disabled. Everything Orange County's Credit Union has recommended to me has been a godsend.” —Carl L.



**Awarding the Tesla**

Kathy Jumper (CEO), Jeff Harper (SVP Lending), and Cori Sanchez (Santa Ana Branch Mgr.) awarding the Tesla to our Sweepstakes Winner.





# Convenient Cards

Our array of cards offer **Members options** so they can choose their perfect fit to cover everyday purchases.

## Credit Cards

With no annual fees and competitive rates, our credit cards offer a variety of convenient, secure solutions to meet your needs. Each Orange County's Credit Union credit card unlocks up to a 7% savings on millions of stays at Booking.com.

### Mastercard® Platinum Rewards

- Earn a point for every dollar spent
- Redeem for merchandise, gift cards, cash rewards, travel, adventures, and more

### Mastercard® Platinum

- Our lowest-rate card
- 0% introductory APR<sup>1</sup> for first six months on purchases and balance transfers

### Mastercard® Platinum Select

- Build your credit with a simple, secure option
- Your credit limit is set by your security deposit

## Debit Cards

Easy access to your checking account.

### Debit Mastercard®

- Access your funds at nearly 30,000 surcharge-free ATMs nationwide

### Pacific Debit Mastercard®

- For our students up to age 25



Mastercard and the Mastercard brand mark are registered trademarks of Mastercard International Incorporated, used pursuant to a license. Apple Pay is a trademark of Apple Inc. <sup>1</sup>APR is Annual Percentage Rate. Introductory APR details can be found at [orangecountyscu.org/products/credit-cards/mastercard-platinum/](https://www.orangecountyscu.org/products/credit-cards/mastercard-platinum/). Variable rate as of 3/1/25 will vary with the market based on Prime Rate. Programs, rates, terms, and conditions subject to change after account opening and without notice. For a more complete list of terms and conditions, contact us.



**Congratulations to our special Member of 15 years**, who won a brand new Tesla in our Charge Up This Season Sweepstakes! The winner was randomly chosen from all Members who used their Orange County's Credit Union Mastercard® debit or credit card to make a purchase from October 1–December 31.

“

I scheduled an appointment to make a game plan on how to build my credit, get a new car and pre-approved for a house. I left with way more knowledge that I could anticipate and also a plan of action to help my finances for the future. Extremely fair costs & everyone on the team was super helpful.” —Dominique Z. on Yelp ★★★★★







# Brilliant Benefits

It pays to be a **Member** of our Credit Union, with exclusive perks and benefits that pay you back.

## Refer-a-Friend or Family: \$50 for You, \$50 for Them!

Refer friends and family members to join our Credit Union and get rewarded!<sup>1</sup>



- **HOW:** Invite friends and family through our website or in branch and you'll earn \$50 for each one who opens a new qualified checking account with eStatements, a Debit Mastercard® and Direct Deposit. They each get \$50 too!
- **WHO:** Eligible Individuals\*
- **HOW MUCH:** You can earn up to \$500

\*Membership in Orange County's Credit Union ("the Credit Union") is generally available to: (a) anyone who lives, works, worships, or attends school in the California counties of Orange, Los Angeles, Riverside, or San Bernardino; (b) Credit Union Member's immediate family or household members, or (c) Community Impact Fund members. Membership fee is \$5. For additional information, visit [www.orangecountyscu.org/eligibility](http://www.orangecountyscu.org/eligibility)



## Play Ball! Discounted Angels Tickets

A fan favorite, our Members look forward to this Member perk every spring! Members get access to discounted tickets for home games at Angel Stadium throughout the baseball season. In 2024, our Members purchased around 600 tickets!

## Relationship Rewards Program

Our rewards program<sup>2</sup> is designed to grow with you and your financial needs, helping you save more, do more, and enjoy enhanced Member service. Each higher tier builds upon the benefits of the Patron level.

**Patron Rewards:** Combined household balance on loans and/or deposits of \$4,999 or less

- Free Notary Services for Credit Union documents<sup>3</sup>, four free cashier's checks per month, two free boxes of checks per year (excludes Access Checking)<sup>4</sup>

**Premier Rewards:** Combined household balance on loans and/or deposits of \$5,000–\$49,999

- Four out-of-network ATM withdrawal or transfer fees waived per month<sup>5</sup>, reduced HELOC annual fee, waived checking monthly fee<sup>6</sup>

**Platinum Rewards:** Combined household balance on loans and/or deposits of \$50,000+ OR 20-year or more Membership

- Waived: out-of-network ATM withdrawal or transfer fee<sup>5</sup>, HELOC annual fee, checking monthly fee<sup>6</sup>, Money Market monthly fee
- Unlimited: free Notary Services<sup>3</sup>, free cashier's checks
- Free domestic wire transfers

<sup>1</sup>This is a limited-time promotion and is subject to change at any time without prior notice. Visit [www.orangecountyscu.org/refer](http://www.orangecountyscu.org/refer) for full details.

<sup>2</sup>Refer to the Relationship Rewards Program on our website for additional details and requirements. Additional terms, conditions, and restrictions apply and are subject to change.

<sup>3</sup>Notary Service is not available for real estate documents.

<sup>4</sup>All personal checking accounts, excluding Access Checking, receive two free boxes of Credit Union custom design checks per year. For Access Checking, please note: It's important that you do not attempt to order or write checks with this account. Doing so will result in account closure.

<sup>5</sup>Surcharge from other financial institutions or merchants may apply.

<sup>6</sup>Excludes Access Checking





## Business Services Member Spotlight

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Carlos Diaz of Pest Flex,  
Member since 2017





# Boundless Business Banking

**From Business Banking accounts** and merchant services to commercial real estate loan financing and more, we are here to help your small business flourish. We can assist you in finding flexible ways to sustain and grow your business, every step of the way.

- Business Checking
- Business Savings
- Business Credit Card
- Business CDs
- Business Vehicle Loans
- Business High Yield Money Market Accounts
- Merchant Services
- Commercial Real Estate Financing
- Multifamily Real Estate Financing
- ADP Partnership  
(Payroll and HR Compliance Services)
- Free Small Business Resources

**Art Armas**, SVP Commercial Services

**What sets our Business Services apart from other financial providers?**

*We offer personalized service, tailored solutions, and a true partnership to help your business thrive going beyond banking to support your success.*

**How do I get started?**

*Just give us a call and we can talk through what your needs are. We'll review your information within 48 hours, and make your appointment. We can open your account in less than an hour.*

**What if my needs change?**

*We adapt with you. Our solutions are flexible and dedicated support ensure your banking evolves as your business grows. Just reach out, and we would be happy to help.*



## Better Business Partners

Partnering with some of the top local leaders and organizations is one of the ways we demonstrate our commitment to the communities we serve. These strategic partnerships help make an impact throughout our communities and strengthen our Members' financial futures.

**What our Partners are saying about us:**

*"Our staff has had the pleasure of working with yours for several years, which has been a wonderful experience. You have proven to be great OCEA partners, providing Amazon gift cards for new hire orientation, serving as a sponsor for our annual OCEA Health Fair, partnering with us in several sweepstakes throughout the year, and otherwise being a great friend to OCEA and our members." —Charles G. Barfield, General Manager, OCEA*









# Caring for Our Community

**The communities that we serve are at the heartbeat of everything we do.** We're proud to be a part of philanthropic and community outreach efforts throughout Southern California. In 2024, we participated in a total of 230 community events, which include 92 counts of community tabling, 89 financial education workshops, 7 "Bite of Reality" student budgeting simulations, 37 credit union advocacy events, and 6 volunteer opportunities throughout the year.



Community Events: **230**



Volunteer and Charity Events: **6**



Financial Literacy Workshops: **89**



Credit Union Advocacy Events: **37**



## CHOC Walk

More than 90 Members and Associates joined us at the CHOC Walk in 2024, raising a total of \$15,287 for Children's Hospital of Orange County (CHOC) that will support vital research, education and programs for the hospital. Combined with other fundraising and sponsorship efforts this year, we donated more than \$65,000 to CHOC.

## Shred Day

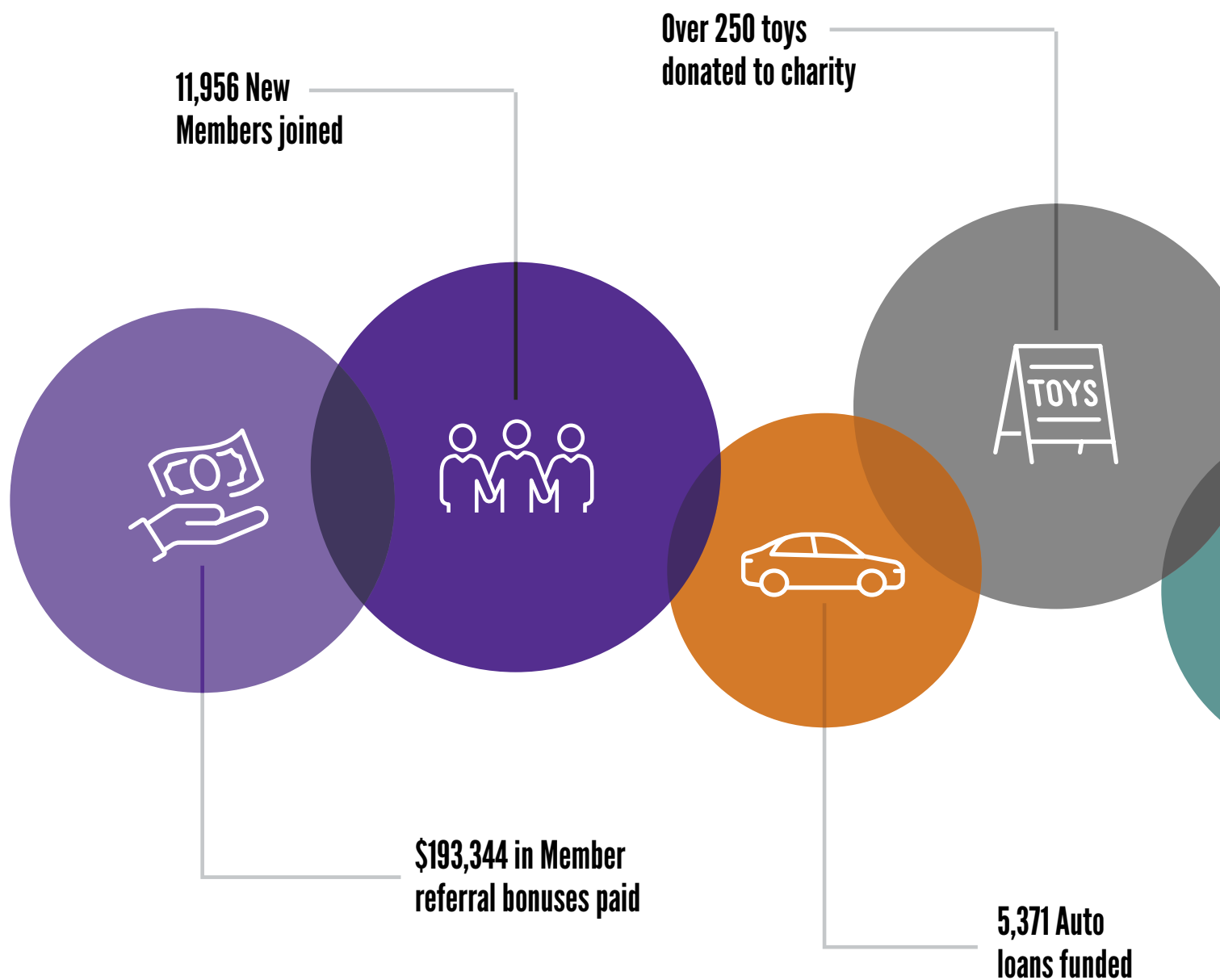
To celebrate Earth Day, we invited our Members to join our annual recycling event at headquarters, where they could safely dispose of sensitive papers and electronic waste. Nearly 250 cars showed up with 9,720 lbs of paper and 3,644 lbs of e-waste. And in the philanthropic spirit, we raised \$500 in Member donations and received a donation of \$1,200 from our recycling partner for CHOC.

## Toy Drive

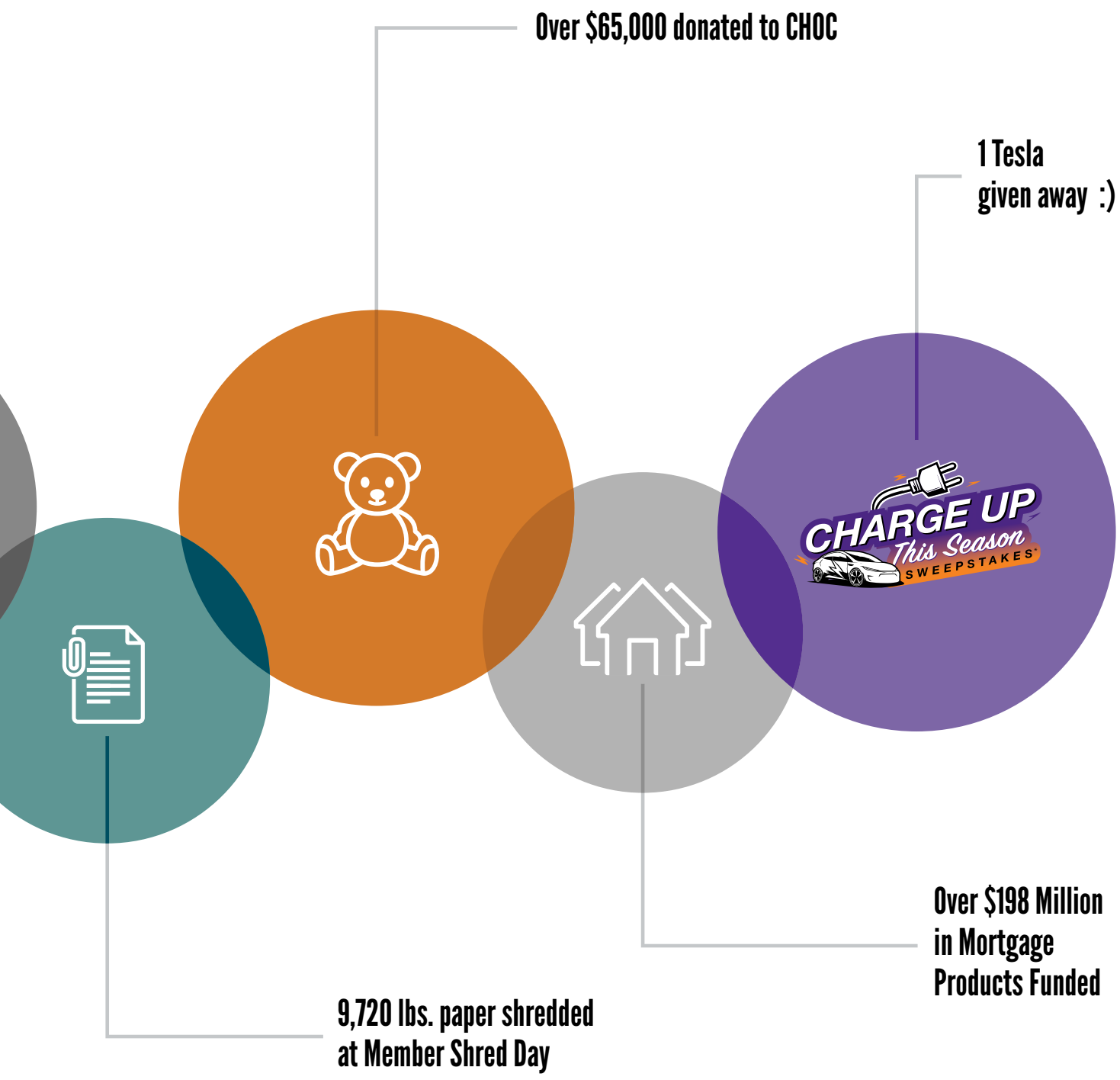
During the holiday season, Members and Associates donated more than 250 items for OC Social Service Agency's Operation Santa Clause program, benefiting children in foster care and those who receive services from the County of Orange.



# Notable Numbers







## Statements of Financial Condition

(Dollars in Thousands)

December 31, 2024 and 2023

	2024	2023
<b>ASSETS</b>		
<b>ASSETS</b>		
Cash and cash equivalents	\$ 276,587	\$ 249,690
Investment securities		
Available for sale, at fair value (amortized cost of \$305,604 and \$385,900 at December 31, 2024 and 2023, respectively)	298,914	336,693
Other investments, at cost	2,198	2,198
Federal Home Loan Bank stock	12,602	12,517
Loans held for sale	-	160
Loans to members, net of allowance for credit losses of \$17,397 and \$15,975 at December 31, 2024 and 2023, respectively	2,031,708	1,886,403
Accrued interest receivable	6,195	5,481
Premises and equipment, net	18,046	18,793
NCUSIF deposit	20,828	19,505
Life insurance policies, net	18,924	18,282
Other assets	50,466	32,530
Total assets	<u>\$ 2,736,468</u>	<u>\$ 2,582,252</u>
<b>LIABILITIES AND MEMBERS' EQUITY</b>		
<b>LIABILITIES</b>		
Members' share and savings accounts	\$ 2,251,510	\$ 2,117,387
Borrowed funds	210,900	204,300
Subordinated debt	35,000	35,000
Accrued expenses and other liabilities	39,881	42,219
Total liabilities	<u>2,537,291</u>	<u>2,398,906</u>
<b>MEMBERS' EQUITY</b>		
Regular reserve	14,248	14,248
Undivided earnings	231,419	218,305
Accumulated other comprehensive loss	(46,490)	(49,207)
Total members' equity	<u>199,177</u>	<u>183,346</u>
Total liabilities and members' equity	<u>\$ 2,736,468</u>	<u>\$ 2,582,252</u>





**Statements of Income**  
(Dollars in Thousands)  
Years Ended December 31, 2024 and 2023

	2024	2023
<b>INTEREST INCOME</b>		
Interest on loans	\$ 99,310	\$ 80,383
Interest on investment securities and cash equivalents	19,196	15,384
Total interest income	118,506	95,767
<b>INTEREST EXPENSE</b>		
Dividends on members' share and savings accounts	37,520	17,416
Interest on borrowed funds	10,260	8,584
Total interest expense	47,780	26,000
Net interest income	70,726	69,767
<b>PROVISION FOR CREDIT LOSSES</b>		
Provision for credit losses on loans	8,128	4,912
Provision for credit losses on unfunded commitments	452	-
Provision for credit losses	8,580	4,912
Net interest income after provision for credit losses	62,146	64,855
<b>NONINTEREST INCOME</b>		
Fees and charges	6,506	6,024
Gain on sales of loans held for sale	246	280
Interchange income, net	10,806	10,450
Other noninterest income	7,659	6,310
Total noninterest income	25,217	23,064
<b>NONINTEREST EXPENSE</b>		
Compensation and benefits	42,347	42,305
Occupancy	4,645	4,486
Operations	17,692	16,424
Professional and outside services	1,574	1,961
Educational and promotional	1,523	1,777
Loan servicing	4,032	4,432
Other expense	2,436	2,121
Total noninterest expense	74,249	73,506
<b>NET INCOME</b>	<u>\$ 13,114</u>	<u>\$ 14,413</u>

# Leadership Team

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**Kathy Jumper**  
President & Chief Executive Officer



**Adam Michaelson**  
Chief Marketing & Retail Officer



**Fabiana Burkett**  
Chief Risk Officer



**Jonathan Nebot**  
Chief Financial Officer



**Jeff Harper**  
Chief Lending Officer



**Connie Peregretti**  
Senior Vice President, Administration



**Barb Krol**  
Chief Associate Experience Officer



**Alex Hsu**  
Chief Strategy & Growth Officer

## Board of Directors

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**Gary Burton**  
Chair

**Vikki Beatley**  
Vice Chair

**Coleen Monteleone**  
Secretary

**Brenda Shott**  
Treasurer

**Frank Kim**  
Director

**Maureen Li**  
Director

**Andy Oftelie**  
Director

**Marwan Khalifa**  
Director

**Michelle Aguirre**  
Director



# CEO & Board Chairman Letter

**First and foremost,** we want to thank you for your support, and for allowing us to serve your financial needs this year. We feel fortunate that our Credit Union remains strong, secure, and truly better than ever before.

We are also proud and honored to have been recognized by the financial industry, the communities we serve, and most importantly our Members, culminating in being named the Best Credit Union in OC by the Orange County Register.

To be a leader in this space means showing outstanding skill, excelling above all others, and offering the highest quality that can be measured. We accept the accolades we have received with gratitude, and the recognition inspires our Associates and our executive team to keep striving for improvement every day.

We are passionate about providing excellent service and outstanding financial services because you, our Members, deserve the very best. You deserve a banking partner who will be with you every step of the way, in times of both prosperity and need, who will help you discover, understand, and achieve your financial dreams.

Credit unions are designed to serve, founded on the simple principle of “people helping people.” We believe that when we work together towards a shared dream, we can all realize a more prosperous future together.

Our shared mission remains the same, 86 years after our founding: to provide simple banking that is designed to make your life easier and better. We remain as deeply committed to positively impacting the communities we serve as the day we started.

As we look to the future, we hope you will continue to turn to your Credit Union whenever you need us. We are, as always, with you every step of the way. Thank you for your Membership and your continued support. Together, we can make this the best year yet!

Sincerely,

**Kathy Jumper**

President & Chief Executive Officer

**Gary Burton**

Chair, Board of Directors

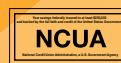
# THANK YOU FOR BEING PART OF OUR FINANCIAL FAMILY!

Your continued support means the world to us. We look forward to building the future of our Credit Union together with you.



P.O. Box 11777  
Santa Ana, CA 92711  
(888) 354-OCCU (6228)  
[orangecountyscu.org](http://orangecountyscu.org)

NMLS # 403462



Federally Insured by NCUA

Membership in Orange County's Credit Union is generally available to: (a) anyone who lives, works, worships, or attends school in the California counties of Orange, Los Angeles, Riverside, or San Bernardino; (b) immediate family or household members of a Credit Union Member; or (c) The Community Impact Fund members. Membership fee is \$5.