



2021 Annual Report



I am beyond thrilled to say CommunityAmerica had an incredible year in 2021. By leading with our hearts, our employees continued to help members new and old across the region get on a path to thrive financially. Our 2021 growth was fueled by the hard work of our board of directors, the leadership team, and our amazing employees, and I'm proud to say it was one of the best years in our 82-year history.

Last year, the credit union grew total assets by \$562.8 million, to \$4.45 billion. Consumer deposits increased by \$521.7 million over the year, while commercial deposits grew \$149.5 million, totaling \$3.89 billion in deposit balances at year-end. During the same year, CommunityAmerica originated \$1.9 billion in consumer loans and \$82.1 million in commercial loans, equating to a total loan growth rate of 8.2%. Total loan balances reached \$2.7 billion at year-end 2021.

This all resulted in us being able to give back a record-setting \$9 million to members through our Profit Payout program.

The culture of CommunityAmerica once again has allowed us to be recognized as a Best Place to Work in Kansas City. We are committed to living our core values and working as a team to accomplish our goals. I truly believe that we have the best opportunity to lead the way for positive change and set the bar higher for our industry, doing what's right for you, our member, to enjoy financial peace of mind.

Please read on about our performance and highlights for the year. Again, I'm beyond thrilled with everything we've done, and I'm excited for our future. Thank you for being a part of our CommunityAmerica family.

Lisa R. Ginter
Chief Executive Officer



Red Friday Celebration



Junior Achievement Biztown Grand Opening

2021 Highlights

Growth and Profit

At CommunityAmerica, we took great pride in being the Financial First Responders for our community as the COVID-19 pandemic changed life as we know it in 2020 – and that didn't slow down at the start of 2021 as the virus ravaged on. No matter what was happening in the outside world, we were constantly focused on providing financial peace of mind to our members and our community. This commitment led to another record-breaking year for the credit union.

In 2021, CommunityAmerica Credit Union grew total assets by \$562.8 million, bringing our total assets to \$4.45 billion. Consumer deposits increased by \$521.7 million over the year, while commercial deposits grew \$149.5 million, totaling \$3.89 billion in deposit balances at year-end. CommunityAmerica originated \$1.9 billion in consumer loans and \$82.1 million in commercial loans, thanks in part to the continued efforts of our Paycheck Protection Program team, which assisted businesses in need get funding due to pandemic hardships. Total loan balances reached \$2.7 billion at the end of 2021, equating a total loan growth rate of 8.2%. The credit union's lending policies and collection practices resulted in an overall delinquency rate of 0.47% and a charge-off ratio of 0.25% for 2021. We generated \$44.6 million in net income in 2021, resulting in a 9.7% capital-to-asset ratio and leading to our largest Profit Payout give-back to date.

Profit Payout

One of the most-loved and most-talked-about benefits of being a CommunityAmerica member is our Profit Payout Program. As a not-for-profit credit union, we return our profit to those who bank with us in many ways – like better rates, lower fees, and of course, Profit Payout. Because of the record-breaking year we had in 2021, we were able to return \$9 million to more members than ever – that's an average of \$97 per qualifying household!

Community Outreach

In addition to giving back to our members, CommunityAmerica is committed to giving back to our community. From offering our employees 16 volunteer hours of Paid Time Off to sponsoring and co-hosting galas and making charitable contributions, we strive to making a noticeable difference in our community – it is in our name after all!

In 2021, we contributed nearly \$1.4 million, on top of countless volunteer hours, to 501(c)(3) organizations. With the pandemic slowing down and organizations reopening their doors to volunteers, our employees were more than ready to get back out in the community to use their paid volunteer hours. CommunityAmerica employees' favorite volunteer spots were City Year Kansas City, Big Brothers Big Sisters Kansas City and Wayside Waifs.

We were also proud to sponsor many groundbreaking events in 2021. In June 2021, we celebrated the grand



Volunteering at Wayside Waifs



Lisa Ginter and Angela Hurt co-chair for Operation Breakthrough Gala



Raymore Branch Grand Opening

opening of Junior Achievement Kansas City's BizTown as the Presenting Sponsor of the state-of-the-art educational space. The chance to be the Presenting Sponsor of BizTown was a no brainer as we are committed to empowering Kansas City's youth through financial literacy and real-world learning. BizTown was established to give students a space that combines in-class learning with a day-long visit to the simulated town. From managing money at their own CommunityAmerica branch to managing restaurants and voting for mayor, students who enter this space will learn valuable, hands-on lessons they will take with them throughout life's journey.

Our CEO, Lisa Ginter, also joined in on the community give-back throughout the year. She co-hosted the Inclusion Connection's virtual FashionAbility Gala with Joel Goldberg, cut the ribbon at the grand opening of JA BizTown, and joined Veracity CEO, Angela Hurt, as a co-chair for Operation Breakthrough's record-breaking 23rd Annual Fundraiser and 50th Birthday Celebration. In addition she also served as Chair on the Kansas City Area Development Council, working to lead Kansas City through great progress on the brand-new airport as well as bring new businesses to the area. Lisa's involvement in and commitment to our community gives CommunityAmerica an active voice in the developmental conversations of the city and allows us to keep a finger on the pulse of KC – helping us serve our members where and when they need us most.

Supporting Area Sports

2021 was also a huge year for CommunityAmerica and our sports partnerships. We kicked off the year by

cheering on the Kansas City Chiefs to their 4th straight AFC Championship – led by CommunityAmerica spokesperson and Super Bowl MVP, Patrick Mahomes – as the Official Banking Partner. Our collaboration with the Kansas City Chiefs has been so successful in helping us find new members through our various products and services, it fueled our fire to get involved in Kansas City's sporting ventures.

In March 2021, we announced a partnership with the Kansas City Royals as we became the Exclusive Partner of the Kansas City Royals Crown Club – which eventually led to a sponsorship with the All-Star Royals second baseman, Whit Merrifield. With Kansas City's two biggest teams on our side, we were able to lock in two more exciting partnerships with local teams! In October, we shared the news that CommunityAmerica was becoming the Exclusive Banking Partner of the Kansas City Mavericks for their 2021-2022 season, and in November it was announced that we were teaming up with the Kansas City Comets as the Exclusive Banking and Mortgage Partner, as well as title and jersey sponsor, for the team.

Unveiling our 2026 Strategic Plan

2021 also brought the unveiling of our 2026 Strategic Plan. By focusing on our 5 strategic pillars – Growth, Engagement, Experience, Operational Excellence, and Peace of Mind – we hope to meet our big, hairy, audacious goal of becoming the #1 financial institution 'in Kansas City by getting more than 1,000,000 people on a path to thrive and achieve financial peace of mind. We know with the employees and leadership we have in place we can accomplish this goal.

Consolidated Statements of Financial Condition

December 31, 2021 and 2020 (Dollars in Thousands)

	2021	2020
ASSETS		
Cash on hand	59,135	69,813
Cash equivalents	501,289	328,904
Cash and cash equivalents	\$ 560,424	\$ 398,717
Trading securities	156,909	78,834
Securities available for sale	824,402	674,225
Investments in CUSOs	1,979	2,005
Mortgage loans held for sale	199,454	39,139
Loans, net	2,449,835	2,391,940
Accrued interest receivable	8,653	8,817
Mortgage servicing rights (MSRs)	41,910	31,359
Premises and equipment, net	64,299	62,807
Federal Home Loan Bank stock	18,458	24,490
NCUSIF insurance deposit	33,069	27,766
Delinquent GNMA loans	34,896	87,620
Other assets	56,129	59,947
Total Assets	\$ 4,450,417	\$ 3,887,666
LIABILITIES AND MEMBERS' EQUITY		
LIABILITIES		
Members' share and savings accounts	3,890,042	3,223,749
Borrowings	10,000	91,691
Secured borrowings	34,896	87,620
Repurchase agreements	3,114	3,828
Accrued interest payable	9,098	8,564
Other liabilities	65,372	63,896
Total Liabilities	\$ 4,012,522	\$ 3,479,348
MEMBERS' EQUITY		
Regular reserve	81,134	79,130
Undivided earnings	356,712	312,099
Accumulated other comprehensive income/(loss)	(13,096)	4,780
Total CommunityAmerica Members' Equity	\$ 424,750	\$ 396,009
Non-controlling interest	13,145	12,309
Total Members' Equity	\$ 437,895	\$ 408,318
Total Liabilities & Members' Equity	\$ 4,450,417	\$ 3,887,666

Consolidated Statements of Income

Years ended December 31, 2021 and 2020 (Dollars in Thousands)

	2021	2020
INTEREST		
INTEREST INCOME		
Loans	105,230	103,223
Securities available for sale	6,793	5,463
Trading securities	3,361	1,916
Cash equivalents	2,156	2,661
Total Interest Income	\$ 117,540	\$ 113,263
INTEREST EXPENSE		
Members' share and savings accounts	16,705	19,938
Borrowed funds	2,528	2,932
Total Interest Expense	\$ 19,233	\$ 22,870
Net Interest Income	\$ 98,307	\$ 90,393
Provision for loan losses	7,700	17,800
Net Interest Income After Provision for Loan Losses	\$ 90,607	\$ 72,593
NON-INTEREST		
NON-INTEREST INCOME		
Service fees	21,079	17,871
Gain on the sale of loans	31,308	35,571
Credit and debit card transaction fees	40,468	32,061
Origination income	33,165	28,045
Mortgage loan servicing	14,256	13,051
Brokerage commissions	4,910	4,370
Advisory fees	5,304	3,870
Ancillary product fees	1,477	1,515
Net gains on trading securities	6,251	7,206
Net gains on sale of securities available for sale	3,353	468
Realized gains/(losses) on repossessed and foreclosed assets	17	70
Other	1,516	1,286
Total Non-Interest Income	\$ 163,104	\$ 145,384
NON-INTEREST EXPENSE		
Compensation and benefits	108,494	95,370
Operations	36,663	35,654
Professional fees and outside services	16,229	14,766
Advertising	13,968	12,082
Occupancy	9,319	8,280
Loan processing	8,742	7,503
Travel and conference	2,193	1,608
Other operating expenses	12,654	8,524
Total Non-Interest Expense	\$ 208,262	\$ 183,787
Net Income	\$ 45,449	\$ 34,190
Net income attributable to non-controlling interest	836	4,365
Net Income Attributable to CommunityAmerica	\$ 44,613	\$ 29,825

Consolidated Statements of Members' Equity

Dollars in Thousands	Retained Earnings			Accumulated Other Comprehensive Income/(Loss)	Non-Controlling Interest	Total Members' Equity
	Regular Reserve	Undivided Earnings	Total			
Balance, January 1, 2020	\$ 79,130	\$ 279,405	\$ 358,535	\$ (1,068)	\$ 7,944	\$ 365,411
Net income	—	29,825	31,116	—	4,365	34,190
Other changes to undivided earnings	—	2,869	2,869	—	—	2,869
Other comprehensive income	—	—	—	5,848	—	5,848
Balance, December 31, 2020	\$ 79,130	\$ 312,099	\$ 391,229	\$ 4,780	\$ 12,309	\$ 408,318
Net income	—	44,613	44,613	—	836	45,449
Election of fair value option for mortgage servicing rights	—	—	—	(17,876)	—	(17,876)
Other comprehensive income	2,004	—	2,004	—	—	2,004
Balance, December 31, 2021	\$ 81,134	\$ 356,712	\$ 391,229	\$ (13,906)	\$ 13,145	\$ 437,895

Treasurer's Report

In 2021, CommunityAmerica Credit Union grew total assets by \$562.8 million, to \$4.45 billion. Consumer deposits increased by \$521.7 million over the year, while commercial deposits grew \$149.5 million, totaling \$3.89 billion in deposit balances at year-end. During the same year, CommunityAmerica originated \$1.9 billion in consumer loans and \$82.1 million in commercial loans, equating to a total loan growth rate of 8.2%. Total loan balances reached \$2.7 billion at year-end 2021. The credit union's lending policies and collection practices resulted in an overall delinquency rate of 0.47% and a charge-off ratio of 0.25% for 2021. CommunityAmerica generated \$44.6 million in net income in 2021, resulting in a 9.7% capital-to-asset ratio. These results include the end of year Profit Payout to members, which totaled \$9 million.

Supervisory Report

The Supervisory Committee of the Credit Union has a responsibility to serve members of CommunityAmerica. The committee meets at least quarterly to ensure the credit union operates properly and in accordance with the rules and regulations established by the National Credit Union Administration and the Missouri Division of Credit Unions.

Furthermore, we retained an independent audit firm to form an opinion on the accuracy of our consolidated financial statements. We are pleased to report that our audit yielded an unqualified opinion from our auditors, noting our financial statements to be presented fairly and in accordance with accounting principles generally accepted in the United States of America.

Board of Directors

CommunityAmerica's Board of Directors is elected by members. This volunteer group functions on our behalf to oversee the operations of the credit union. The Board meets every other month to ensure the credit union runs smoothly and in accordance with regulations.

David Shepard, *Chair*
 Kerry Domke, *Vice Chair*
 Dean Newton, *Immediate Past Chair*
 Alan Lowden, *Secretary/Treasurer*
 Melanie Coleman
 Amy McAnarney
 Trent Skaggs
 Alok Srivastava
 Richard Wetzel

Supervisory Committee

The members of our Supervisory Committee volunteer their time to provide an additional level of checks and balances. This group meets at least quarterly, as well as with the Board of Directors.

Joe Williams, *Chairman*
 Hal Bentley
 Joshua Johnson
 Tracy Christian



Insured by NCUA.