

2023

ANNUAL REPORT



Helping People Achieve Financial Peace of Mind



Lisa met with state and local officials at a groundbreaking ceremony for the Kansas City Kansas Community Education Center. During the event, CommunityAmerica announced a \$1 million gift to support the initiative.

At CommunityAmerica, your financial well-being is at the heart of **everything** we do. Putting our members first has always been our priority, and it continues to serve us well.

2023 is no exception. We enjoyed another year of growth for the credit union—growth that fueled our ability to help even more people get on a path to thrive and achieve financial peace of mind. We welcomed a record number of new households and ranked, once again, as the #1 Local Mortgage Lender in Kansas City. We met or exceeded our goals within many areas of our business including laying the groundwork to expand our presence in St. Louis. Most importantly, we returned **\$9.6 million** in Profit Payout to our members. Since starting the Profit Payout initiative in 2012, we have returned a total of **\$93 million** to our members. The driving force behind our success is our ability to continuously give back to our members and the communities we serve.

Over the course of the year, we helped our members and communities navigate persistent inflation, rising interest rates, sophisticated scammers and a volatile labor market. Our member-first focus and financial strength enabled us to provide resources and support like Emergency Relief Loans, Financial Well-Being Coaches, free College Planning Services and ongoing fraud protection to help our members minimize these headwinds.

One of the things I'm most proud of with our 2023 performance is the fact it demonstrated our unwavering commitment to people—our employees, our members and our communities. Because today, and in the years ahead, it is people, not revenue, that will fuel our growth and success.

Lisa R. Ginter
Chief Executive Officer



Commitment to PEOPLE

As Missouri's largest credit union, CommunityAmerica experienced another year of growth in 2023—fueled by our commitment to help put more people and businesses on a path to thrive and achieve financial peace of mind.

In 2023, we reached \$4.78 billion in total assets and welcomed a record number of new households into our CommunityAmerica family. As a trusted banking leader for individuals, businesses, and organizations, we're proud to rank among the top five financial institutions in Kansas City and as the #1 Local Mortgage Lender in Kansas City.

As a not-for-profit financial institution, our members are owners and we keep them at the heart of everything we do. We're all about giving back to our members by offering the great rates, keeping our fees low and sharing our profits. Since 2012, we've given back more than \$93 million to our members through our Profit Payout program. In 2023, CommunityAmerica members received \$9.6 million.

In May, we announced our decision to build upon our reputation in St. Louis that we established more than 30 years ago as Trans Air Credit Union. Our expansion is rooted in our commitment to the well-being of the St. Louis community. We secured property for three new branch locations, with the first opening its doors in April 2024 in Richmond Heights. CEO Lisa Ginter joined Greater St. Louis Inc. serving on their Executive Committee where she will help shape growth and prosperity for all of St. Louis. In proud St. Louis spirit, we teamed up with the legendary St. Louis Cardinals as the exclusive naming rights partner of the Cardinals Club. We also joined forces with former Cardinals pitcher Adam Wainwright to help raise more than \$120,000 for his non-profit, Big League Impact.

Q1

\$9.6
MILLION
PROFIT PAYOUT

\$9.6 Million Profit Payout to Members



As the Exclusive Banking Partner of the Kansas City Chiefs, we proudly celebrated our World Championship victory with the team and MVP, Patrick Mahomes



Lisa became Chair of Credit Union National Association



Exclusive Cardinals Club Partner



Opened New Branch in Blue Springs South



Lead VIP Sponsor of the NFL Draft

#1 KANSAS CITY'S
LARGEST
CREDIT UNION

Named Kansas City's #1 Largest Credit Union, based on asset size as of 12/31/2022

Q3



Signed Partnership with Bobby Witt Jr., Kansas City Royals Shortstop



Selected as a "Best Places to Work" by Kansas City Business Journal



Announced \$1 million gift to downtown Kansas City, Kansas redevelopment in partnership with Kansas City Kansas Community College and Swope Health

Q4



Launched Tap to Pay Debit Card featuring Patrick Mahomes, Kansas City Chiefs Quarterback and World Championship MVP



Celebrated Lisa's new role as Chair of Kansas City Chamber



Opened New Branch at Guadalupe Centers



With Lisa's leadership, two credit union associations merged to form America's Credit Unions

Commitment to COMMUNITY

At CommunityAmerica, we’re more than a financial institution. We’re founded on the principle of people helping people. We step up to support the people, events and organizations that share our values and mean the most to our members.

In September, we made a \$1 million commitment to partner with Kansas City Kansas Community College (KCKCC). Our collaboration will focus on enhancing the educational, financial and health resources in downtown Kansas City, Kansas. This is one more example of how we are expanding our ability to support growth and access to financial resources in our local communities.

Since 2017, we’ve partnered with the Guadalupe Centers to help expand their support for individuals and families in Latino communities throughout Kansas City. In December, we opened a new CommunityAmerica branch within the Guadalupe Centers headquarters to help meet members where they are and better serve their needs.

Kansas City and St. Louis are passionate about their sports teams. The partnerships we have formed with local teams and athletes exemplify the spirit and heart we have

for the communities we serve. In 2023, we welcomed new players to our all-star roster of partnerships—Cardinals pitcher Adam Wainright, Royals shortstop Bobby Witt Jr., and KC Comets indoor soccer player Christian Anderaos. In their own distinct way, these hometown heroes help to share the stories of how we positively impact the community.

When the national spotlight shone on Kansas City as the host of the 2023 NFL Draft, CommunityAmerica was proud to show up BIG as the lead VIP Playmaker sponsor. In addition to helping make the event possible, we hosted a one-of-a-kind party and introduced fans to the ultimate experience at our BIG ATM (a.k.a. Amazing Things Machine). CEO Lisa Ginter even helped the Kansas City Chiefs make the 250th pick to welcome Nic Jones to Chiefs Kingdom!

Commitment to ADVOCACY & LEADERSHIP

As a business leader, CommunityAmerica is committed to the well-being and growth of our employees, members, businesses and communities. We embrace the credit union mission to help meet the financial needs of all, fostering individual and community prosperity.

CommunityAmerica is deeply committed to advancing the mission and impact of credit unions. In 2023, CEO Lisa Ginter played a pivotal role in merging two credit union associations, CUNA and NAFCU, into one governing body known as America’s Credit Unions. As Vice Chair of the new organization, Lisa is helping to lead this transition and strengthen credit unions’ ability to advocate for our people-driven mission with one voice. Additionally, in November, Lisa was appointed Chair of the Greater Kansas City Chamber of Commerce. In this role, she

represents the interests of local businesses and the socioeconomic growth of Kansas City.

CommunityAmerica was chosen once again as one of the Best Places to Work by the *Kansas City Business Journal*. This recognition reinforces our ability to consistently attract and retain the most talented and dedicated employees, who are essential in meeting our members wherever they are in life and guiding them on their financial journey. We believe that when our employees are happy, our members are happy too.

Consolidated Statements of FINANCIAL CONDITION

December 31, 2023 and 2022 (Dollars in Thousands)	2023	2022
ASSETS		
Cash and cash equivalents	249,206	119,338
Marketable equity securities	117,806	155,030
Securities available for sale	738,253	1,029,125
Securities held to maturity	225,016	229,125
Investments in CUSOs	1,908	1,945
Mortgage loans held for sale	30,113	23,599
Loans, net	3,135,406	2,864,986
Accrued interest receivable	14,489	12,625
Mortgage servicing rights (MSRs)	63,651	65,986
Premises and equipment, net	68,042	67,169
Federal Home Loan Bank stock	20,727	26,149
NCUSIF insurance deposit	36,557	39,765
Delinquent GNMA loans	9,561	8,780
Other assets	71,802	68,847
Total Assets	\$ 4,782,537	\$ 4,712,469
LIABILITIES AND MEMBERS' EQUITY		
LIABILITIES		
Members' share and savings accounts	3,948,671	4,092,530
Borrowings	256,221	110,000
Secured borrowings	9,561	8,780
Repurchase agreements	14,134	6,408
Accrued interest payable	10,210	9,528
Other liabilities	104,359	95,021
Total Liabilities	\$ 4,343,156	\$ 4,322,267
MEMBERS' EQUITY		
Regular reserve	81,364	81,364
Undivided earnings	400,188	372,647
Accumulated other comprehensive loss	(50,318)	(75,628)
Total CommunityAmerica Members' Equity	\$ 431,234	\$ 378,383
Non-controlling interest	8,147	11,819
Total Members' Equity	\$ 439,381	\$ 390,202
Total Liabilities & Members' Equity	\$ 4,782,537	\$ 4,712,469

Consolidated Statements of INCOME

Years ended December 31, 2023 and 2022 (Dollars in Thousands)

	2023	2022
INTEREST		
INTEREST INCOME		
Loans	171,280	119,362
Securities available for sale	16,522	15,276
Securities held to maturity	3,202	3,197
Marketable equity securities	4,241	3,640
Cash equivalents	40,217	9,539
Total Interest Income	\$ 235,462	\$ 151,014
INTEREST EXPENSE		
Members' share and savings accounts	46,142	20,514
Borrowed funds	41,030	7,763
Total Interest Expense	\$ 87,172	\$ 28,277
Net Interest Income	\$ 148,290	\$ 122,737
Credit loss expense	16,727	9,393
Net Interest Income After Credit Loss Expense	\$ 131,563	\$ 113,344
NON-INTEREST		
NON-INTEREST INCOME		
Service fees	30,714	27,063
Gain on the sale of loans	296	15,108
Credit and debit card transaction fees	47,106	43,937
Origination income	9,498	23,187
Mortgage loan servicing	16,949	15,829
Brokerage commissions	5,934	4,655
Advisory fees	4,986	5,169
Ancillary product fees	932	1,124
Net gains/losses on marketable equity securities	10,462	(21,163)
Net loss on sale of securities available for sale	(5,098)	(177)
Realized loss on repossessed and foreclosed assets	(518)	(200)
Other	3,396	1,785
Total Non-Interest Income	\$ 124,657	\$ 116,317
NON-INTEREST EXPENSE		
Compensation and benefits	112,470	111,776
Operations	41,014	39,724
Professional fees and outside services	22,467	18,973
Advertising	17,921	15,275
Occupancy	9,942	9,256
Loan processing	6,961	7,594
Travel and conference	4,482	2,973
Other operating expenses	11,192	9,481
Total Non-Interest Expense	\$ 226,449	\$ 215,052
Net Income	\$ 29,771	\$ 14,609
Net income attributable to non-controlling interest	(3,672)	(1,326)
Net Income Attributable to CommunityAmerica	\$ 33,443	\$ 15,935

Consolidated Statements of MEMBERS' EQUITY

	RETAINED EARNINGS			Accumulated Other Comprehensive Income/(Loss)	Non- Controlling Interest	Total Members' Equity
Dollars in Thousands	Regular Reserve	Undivided Earnings	Total			
Balance, January 1, 2022	81,134	356,712	437,846	(13,096)	13,145	437,895
Net income	-	15,935	15,935	-	(1,326)	14,609
Other comprehensive loss	-	-	-	(62,532)	-	(62,532)
Credit Union merger	230	-	230	-	-	230
Balance, December 31, 2022	81,364	372,647	454,011	(75,628)	11,819	390,202
Net income	-	33,443	33,443	-	(3,672)	29,771
Other comprehensive income	-	-	-	25,310	-	25,310
Cumulative change for adoption of ASC 326	-	(5,902)	(5,902)	-	-	(5,902)
Balance, December 31, 2023	\$ 81,364	\$ 400,188	\$ 481,552	\$ (50,318)	\$ 8,147	\$ 439,381

TREASURER'S REPORT

In 2023, CommunityAmerica Credit Union grew total assets by \$70.1 million, reaching \$4.78 billion. Deposit production was strong in 2023, increasing nearly 16% over the prior year. Total deposits at year-end were \$3.9 billion. During the same year, CommunityAmerica originated \$1.3 billion in consumer loans and \$75.5 million in commercial loans, equating to a total loan growth rate of 9.7%. Total loan balances reached \$3.1 billion at year-end 2023. The credit union's lending policies and collection practices resulted in an overall delinquency rate of 1.07% and a charge-off ratio of 0.44% for 2023. CommunityAmerica generated \$33.4 million in net income in 2023, resulting in a 9.0% capital ratio. These results include the end-of-year Profit Payout to members, which totaled \$9.6 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*
 Alan Lowden, *Vice Chair*
 Kerry Domke, *Secretary/Treasurer*
 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.

Josh Johnson, *Chairman*
 Hal Bentley
 Joe Williams
 Bri Simoneau

