

2021

ANNUAL REPORT



The road ahead at iQ Credit Union

After weathering the unprecedented challenges of a global pandemic and uncertain economic conditions, iQ's strong fiscal position allowed us to emerge in 2021 as strong as ever. In addition, Forbes named us as the Best-In-State Credit Union for iQ's high level of service as shown through their independent public survey. We are truly proud of this accomplishment and thank you for helping us get there!

Our spirit of service remained strong in 2021. We returned to in-person volunteering out in our communities, with proper safety precautions in place. Diversity and inclusion remain a guiding focus for our community involvement, and we were able to contribute over \$245,000 to non-profit partners and community sponsorships.

In 2021 you changed the way you bank in response to the pandemic, and our projects over the last year reflected your changing needs. Improvements to our digital services, including new fraud alerts and continued updates to Digital Branch, allow you to do more of your banking from home. Upgrades to our Member Contact Center strengthen our ability to serve you no matter where you may be. We also added a Chief Technology Officer this year, a new position that will help guide our digital development into the future.

You're also thinking about household finances in new ways. Members sought us out to help refinance their homes and tap their home equity. Our business lending team helped our local businesses find their way through difficult economic times. Mortgage and business lending both helped drive our impressive 26% loan growth.

We have much to look forward to in 2022:

- Salmon Creek members will be getting a new location up the street at the new Skyview Station
- Expansion into Oregon will continue with a new branch in Happy Valley at Crossroads East
- Laid groundwork for new Portland campus branches

We are excited for the journey ahead of us. iQ truly wouldn't be where we are today without each and every one of our plaidtastic members. Thank you!

Eric Petracca, President/CEO

Doug Lehrman, Board Chair

Board of Directors

Doug Lehrman - Chair
Joseph Nutting - Vice Chair
Evie Grendahl - Treasurer
Sharon Eastman - Secretary
Don Kitterman - Director
Jil Click - Director
Jim Askey - Director
Joan Durgin - Director
Steve Porter - Director

Audit Committee

Ron Odermott - Chair
Dr. Arlene Hett - Member
Brian Loos - Member

Executive Team

Eric Petracca - President/CEO
Gayle Gustafson - Chief Lending Officer
Danette LaChapelle - Chief Comm. Officer
Ali Migaki - SVP Retail Delivery
Kari Stansberry - Chief Administrative Officer
Dan Medak - Chief Financial Officer
Jordan Lehrman - Chief Technology Officer

MEMBER EXPERIENCE

Connecting with you in a digital world

21,092

Monthly calls answered

\$226M

Bills paid online

44,517

Digital wallet transactions

9.53%

Digital branch growth

BACK TO SCHOOL

Building the next generation's financial iQ

121

Presentations

4,227

Students impacted

41

Read With Me Program recipients
awarded more than \$8,000



CARING FOR OUR QCREW

Supporting our employees (at a distance)

342

Plaidtastic
employees

101

Employees
promoted

148

Staff work
from home

20

Virtual wellness
events for staff

"The Wellness Committee provides opportunities for employees to build deeper connections through activities that are fun, relaxing, and enriching. We started off on the right foot with a virtual steps challenge, had a virtual trivia night for our quiz heads, and even discovered you can be taught to change your car's oil - virtually! There was truly something for everyone."

- Shayla G. | Branch Manager

MILESTONES



93,871

Total membership

+4,486

New members

\$1.8B

Total assets



CREDIT UNION ACCOMPLISHMENTS

Excellence clad in plaid

#1 CU

In Washington
through Forbes

6TH YEAR

Oregon's Top
Workplaces

TOP 10

Portland Business
Journal for Philanthropy



Named one of Portland's Best and Brightest
Companies to Work For based on employee
survey responses earlier this year.

SUPPORT. IMPACT & ENGAGEMENT

Proud to serve our uniQue communities

595

Hours volunteered

35

2021 iQ for Kids
recipients including:

\$53,930

iQ for Kids donations

\$20,000

Scholarships granted

\$528,132

Total to our communities

RockSolid Teen Center
Teach One to Lead One
Read Across America
Music Fusion
Cathedral Park Performing Arts
Autism Empowerment
Playworks
Lines for Life
Merry Heart Children's Camp
So much more!

GETTING BACK TO BUSINESS

Giving a hand up to our local small businesses

\$142M

in new loans

238

SBA PPP Loans

+12.25%

Business Members

The Source Climbing Center in Downtown Vancouver saw 96% of their membership return at the start of 2021 despite the mandated closure for COVID in 2020. They were able to bridge that gap and stay in business with the help of an SBA Payroll Protection Loan provided by iQ.

LENDING A HAND

Bringing your financial goals to life

\$142M

in new loans

26.1%

loan growth

828

home loans

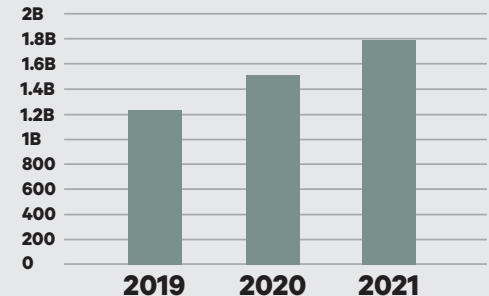
\$2,570

Average rebate with
HomeAdvantage®

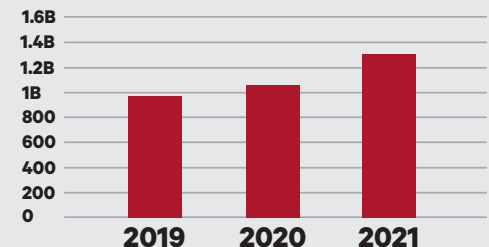
5070

insureQ members
were covered

ASSETS IN MILLIONS



LOANS IN MILLIONS



Detailed financials at:

iQcu.com/about/our-story