



Corporate
Central
Credit Union

Annual Report 2020

Helping Members to be *Wildly* Successful

Dear Members:

At the start of 2020, we could not have imagined what we would endure the rest of the year: the wide-ranging social and economic impacts of the COVID-19 pandemic; the resulting changes to businesses and how we work; and the great deal of civil unrest and polarizing politics. Although the year brought many challenges, I feel tremendous pride for the discipline, flexibility, cooperation, and compassion demonstrated by the credit union movement. It is these efforts that enable us to press on and persevere. It is also because of the continued support from you, our remarkable members, the strong stewardship from our dedicated volunteer Board of Directors, and the tremendous will-to-serve from the entire team at Corporate Central, that I can say, despite the challenges, that 2020 was a very successful, record year for Corporate Central.

With a strong financial position, growing membership, and dedicated team to lead us, we cannot help but be excited about our future. We are in a desirable and unique position that points to the future and focuses on a long-term path to provide credit unions with the innovative solutions they need for success. Helping you succeed is what drives us at Corporate Central.

Corporate Central closed 2020 with over \$4.0 billion in assets and over \$200 million in capital. These measures continue to exceed the well-capitalized ratios per NCUA requirements and show that Corporate Central has remained within all regulations and risk tolerances even during the most volatile period in over a decade. Membership grew by almost 5%, assets grew by 60%, and we achieved the strongest net income in our history. These numbers are important, but they do not define us. We are defined by the value we bring to our members and we are most proud of the fact that despite all the challenges in 2020, Corporate Central continued to pay above market rates on investments, held the line on our low service fees, and expanded our Member Services department to ensure we are available and ready to serve when you need us. That is how we define a successful year.

As we look ahead, we will strongly focus on financial wellness to promote responsible spenders, savers, and borrowers. We will deliver innovative and personalized member solutions. We will be an ecosystem developer by embracing integration and interoperability to facilitate speed, agility, data, and analytics. One of the key drivers for our success is the development of our new member platform. Our bold strategic plan leverages technology to optimize the entire member experience. We have begun building a robust engine for innovation utilizing machine learning, robotics, smart workflows, and artificial intelligence. This new and secure platform will deliver a rich, frictionless, digital experience for credit unions across the country.

Thank you for your partnership and your support. We look forward to continuing this journey with you.

Thank you,



Chris Felton
President/CEO

Financial Performance

Consolidated Statement of Financial Condition*

Assets:	2020	2019
Cash and Cash Equivalents	\$1,828,081,221	\$549,895,054
Debt Securities - Available for Sale	\$2,120,148,308	\$1,887,892,694
Loans, Net	\$3,547,474	\$74,366,683
Accrued Interest Receivable	\$1,174,161	\$2,653,381
Premises and Equipment, Net	\$2,992,169	\$2,594,751
Other Investments	\$50,838,636	\$2,824,625
NCUSIF Deposit	\$624,109	\$547,978
Other Assets	\$5,842,965	\$1,001,396
TOTAL ASSETS	\$4,013,249,043	\$2,521,776,562
Liabilities:		
Members' Share and Certificate Deposits	\$3,822,433,673	\$2,306,612,052
Borrowed Funds	-	\$53,000,000
Accrued Interest Payable	\$351,512	\$1,072,285
Other Liabilities	\$1,897,380	\$1,502,854
Total Liabilities	\$3,824,682,565	\$2,362,187,191
Members' Equity:		
Regular Reserves	\$3,000,000	\$3,000,000
Undivided Earnings	\$70,412,910	\$58,956,149
Members' Perpetual Contributed Capital	\$111,365,845	\$103,589,158
Accumulated Other Comprehensive Income (Loss)	\$3,787,723	\$(5,955,936)
Total Members' Equity	\$188,566,478	\$159,589,371
TOTAL LIABILITIES AND MEMBERS' EQUITY	\$4,013,249,043	\$2,521,776,562

*Corporate Central's 2020 Audited Financials can be found under Due Diligence on corpcu.com.

Financial Performance

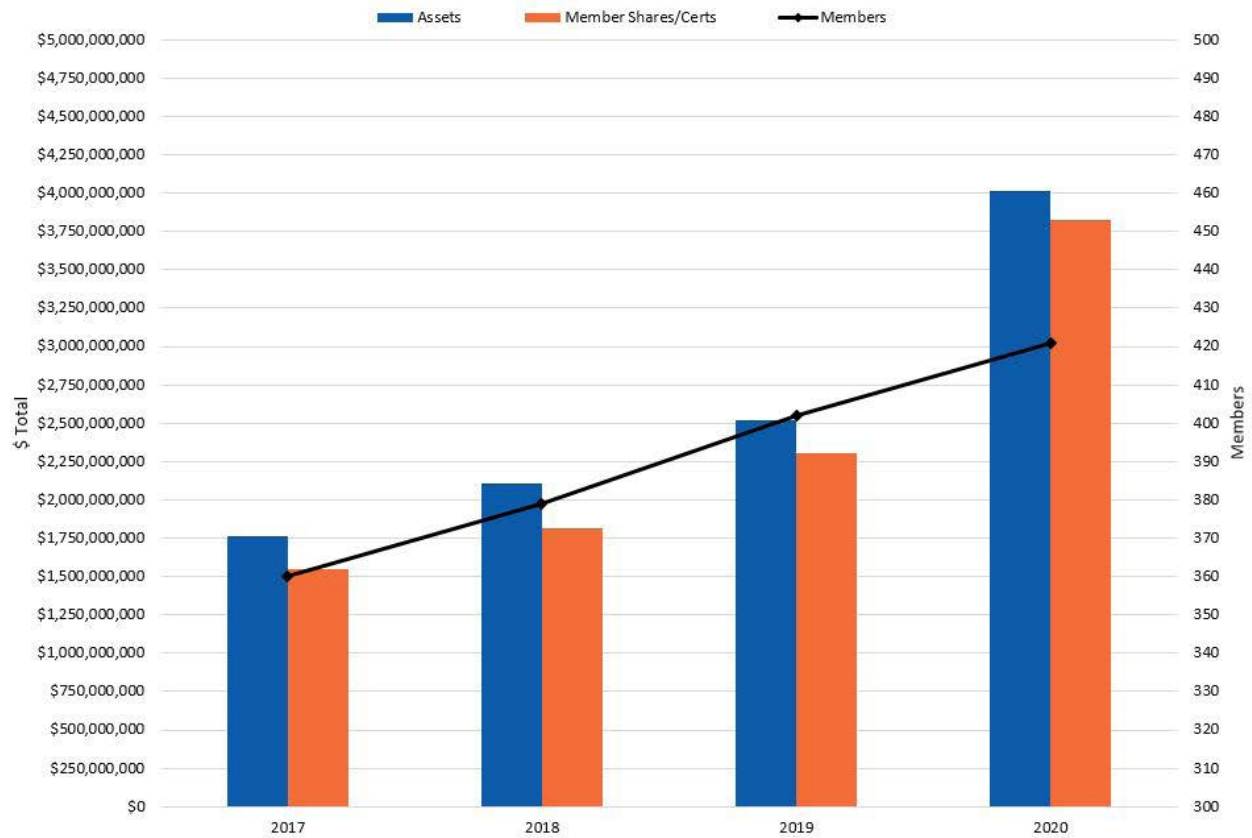
Consolidated Statement of Operations*

Interest Income:	2020	2019
Total Interest on Investments	\$33,643,847	\$60,729,119
Total Interest on Loans	\$461,195	\$1,601,480
TOTAL INTEREST INCOME	\$34,105,042	\$62,330,599
Interest Expense:		
Member Shares Dividend Expense	\$11,360,006	\$35,896,238
Member Certificates Dividend Expense	\$5,402,284	\$11,566,308
Nonperpetual Capital Account Dividend Expense	\$729,812	\$1,339,157
Total Interest on Notes Payable	\$196,614	\$512,364
TOTAL INTEREST AND DIVIDENDS EXPENSE	\$17,688,716	\$49,314,067
Gain/Loss on Investment Sales	\$2,376,908	\$354,573
Net Investment Income	\$18,793,234	\$13,371,105
Operating Income:		
Service Income	\$6,152,368	\$6,026,101
Other Income	\$1,434,700	\$902,321
TOTAL CONSOLIDATED OPERATING INCOME	\$7,587,068	\$6,928,422
Operating Expense:		
Compensation and Employee Benefits	\$6,999,375	\$6,079,284
Office Occupancy and Supplies	\$369,756	\$310,182
Marketing Expenses	\$281,401	\$277,115
Operating Services Expenses	\$2,531,571	\$2,900,444
Technology and Professional Services	\$853,100	\$726,258
Depreciation and Other Expense	\$1,581,337	\$1,394,306
TOTAL CONSOLIDATED OPERATING EXPENSE	\$12,616,540	\$11,687,588
Unclosed Net Income	\$13,763,761	\$8,611,939

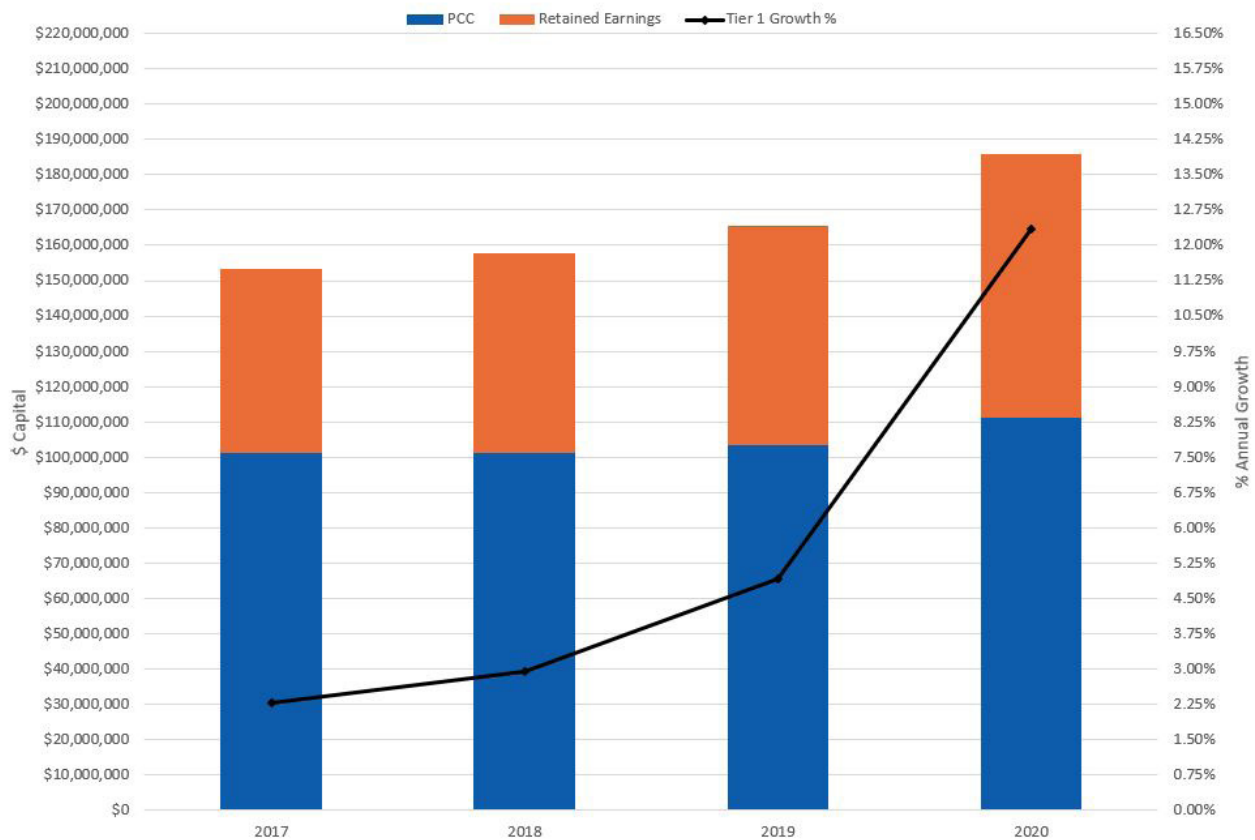
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Financial Performance

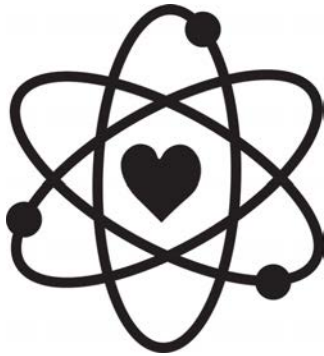
Growth in Assets, Member Shares and Certificates, and Members



Growth in Tier 1 Capital (Retained Earnings & Perpetual Contributed Capital)



Our Strategic Focus for 2021 and Beyond



Platform Provider

Corporate Central will build an open, integrated platform delivering a rich frictionless, digital experience for credit unions.



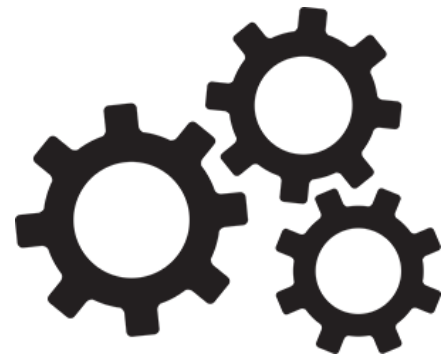
Financial Wellness

Corporate Central will deliver enhanced and innovative financial wellness solutions to increase confidence, engagement, and loyalty throughout the movement.



Value Added Network

Corporate Central adds value to credit unions by serving as a connector, aggregator, and innovator for lending, investments, and correspondent business partnerships.



Ecosystem Developer

Corporate Central will operate seamlessly in the financial services ecosystem and embrace integration that facilitates speed and agility for credit unions.

Employee Development and Engagement



Movement Activities 450+ hours

Our team supported the credit union movement by participating in events such as:

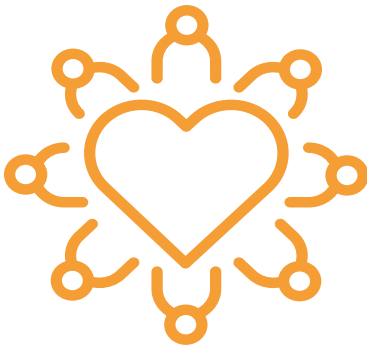
- CUDE
- CUNA GAC
- i3 / WILD
- WCUL GAC



Corporate Development 250+ hours

Our experts joined you at virtual networking events such as:

- IA League Convention
- MNCUN Annual Conference
- WCULAF Fundraisers



Employee Development 1,500+ hours

Staff attended several virtual conferences and educational sessions, including:

- CUES Future Summit
- CUNA's HR&OD Council Conference
- CUNA Mutual's Discovery Conference
- ECCHO Spring Operations Conference
- WCUL's YP Be U Conference



Volunteering 150+ hours

Employees donated time and resources to:

- Addie's Angels on Earth
- Christmas with the Vets
- Habitat for Humanity
- Ronald McDonald House
- Riverwest Food Pantry
- The Salvation Army

Corporate Central and Our Family of CUSOs



Corporate Central is a federally insured financial cooperative built on the values of commitment to service, fiscal responsibility, and respect for the individual. We are motivated to passionately serve our members and strive to learn, create, and innovate daily.

Corporate Central's 2020 Highlights

LAUNCHED FOUR BRAND-NEW, CREDIT UNION FOCUSED SOLUTIONS TO SUPPORT YOUR STAFF, TO ENGAGE YOUR MEMBERS, AND TO ENHANCE YOUR GROWTH EFFORTS

SECURED 277 NEW SERVICE CONTRACTS FROM CREDIT UNIONS

CONTINUED TO ENHANCE OUR COLLABORATION WITHIN THE CREDIT UNION MOVEMENT AND LOOK FOR WAYS TO SUPPORT, PARTNER, AND COLLABORATE WITH YOU



Emergifi specializes in credit union technology solutions that improve productivity and security while reducing costs and risk. Emergifi's mission is to equip credit unions with the tools they need to remain sustainable, competitive, and successful.

Emergifi's 2020 Highlights

NOW MANAGES OVER 1,000 DEVICES

MIGRATED OVER 1,500 MAILBOXES TO MICROSOFT 365 CLOUD

PARTNERS WITH OVER 50 CREDIT UNION CLIENTS

LED AND SUCCESSFULLY IMPLEMENTED A CLOUD MIGRATION FOR A \$1.9B CREDIT UNION

SERVED AS CORPORATE CENTRAL'S KEY REMOTE WORK CONTACT THROUGHOUT 2020

Corporate Central and Our Family of CUSOs



InterLutions

Innovative Business Solutions

InterLutions is focused on providing innovative business solutions to advance the credit union movement. At its core, InterLutions believes in the idea that collaboration within the credit union industry will provide more reliable and cost-efficient ways to keep credit unions strong and healthy.

InterLutions' 2020 Highlights

NOW INSURING NEARLY 10,000 LIVES

LEVERAGING HEALTHCARE CLAIMS ANALYTICS THAT PROVE CREDIT UNION'S PER-EMPLOYEE PER-YEAR (PEPY) ARE 23% LOWER THAN OTHER INDUSTRIES

DELIVERING ENHANCED TECHNOLOGY SOLUTIONS THAT DRIVE INNOVATION, COST-SAVINGS, AND EFFICIENCIES TO ALL I-CARE PARTICIPANTS



Balance Sheet Optimization for Credit Unions

QuantyPhi specializes in credit union balance sheet optimization. QuantyPhi's mission is to build better credit unions by building balance sheets with muscle, flexibility, and resilience.

QuantyPhi's 2020 Highlights

ADDED VP OF ALM & INVESTMENTS TO STRENGTHEN CONSULTING SERVICES

LAUNCHED INVESTMENT ADVISORY SERVICE

INCREASED MEMBERS UTILIZING BROKER-DEALER SERVICES BY 41%

EXCEEDED \$700 MILLION IN VALUE OF INVESTED ASSETS

Thank You!

We are thankful for you, our members, and we sincerely appreciate your partnership and support. We are grateful to know you and serve you; and we are very proud you call us your credit union. We do not take for granted the trust you place in us, and we are humbled by your profound support. Thank you to our entire staff of innovators and steadfast leaders for your dedication to our members. Thank you to our volunteer Board of Directors for your continued support, guidance, and mission to serve. Hats off to our CUSOs – Emergifi, InterLutions, and QuanyPhi – for constantly innovating and raising the bar; and thank you to our partners, our collaborators, and peers. We cannot thank you all enough for your unwavering dedication to this incredible credit union movement.

[Meet Our Team](#)

[Meet Our Volunteers](#)

