



2024 Annual Report

“Our members are at the core of all we do. Thank you for letting us join you on your financial journey.”

—Ron Neumann, President & CEO

Your membership makes a difference

In 2024, OCCU focused on bringing greater value to your membership and helping you live an Enriched Life.

Being an OCCU member makes a positive impact in your community.



“It’s great to see OCCU help out communities, like giving money to the Function 4 Junction, which went toward local students. It keeps it close. That’s ... why I like to take my business to them.”

— Mike R.

When you thrive, our community thrives

Providing value to our members and the communities we serve is at the heart of everything we do, and we’re honored to walk alongside you. We’re proud to have been a part of helping you thrive.

- Members saved more than **\$9 million** because of our comprehensive fee reduction, fee elimination and fee forgiveness programs.
- Members earned more than **\$46.4 million** in dividends on their deposit accounts.
- Members have taken control of their financial futures, using our high-interest Ignite Savings accounts to save more than **\$323.7 million** for the things that matter most to them.
- Members were proactive about their financial futures. They attended our financial presentations and seminars and took advantage of our educational articles on topics such as budgeting and online security.

Helping our members when they need it most

At OCCU, we’re people helping people, and when you join OCCU, you become one of those people. Your deposits fund loans for other members, and theirs fund yours. It’s a cycle of support!

Our members show us every day that they are resilient. And when times are tough, we provide special loans to help them get back on track. In 2024, we **approved more than \$3.5 million in loans for members in a financial emergency** or with less-than-perfect credit, helping them with:

- Unexpected hospital bills
- Catching up after a period of unemployment
- Emergency care for a sick pet
- Travel expenses following a family medical emergency and more

We’re proud to have supported more than 500 of you when you needed it most. And we’ll be here and ready to help more members in 2025.

Where you go, we go

Our members join us at different points on their financial journeys, trusting us to help them reach their destination. And we love to hear from them along the way.

Member Valerie M. **won \$5,000 through a sweepstakes** hosted by our credit card partner. Valerie was eligible by using her card regularly, and because she was in the middle of her homebuying journey, the win couldn't have come at a better time!

"I have had nothing but great service with OCCU. We financed our travel trailer with them and got a better rate than our regular credit union. We like them so much, we got a home loan from OCCU as well."

— Jill C.

"My husband and I have been members since the '80s! ... We have loved being members and love all the different services offered. We've done home equity, car loans, motor home loans and many of my clients used OCCU for their mortgages!! Thanks for being such a great resource!! We love the annual Shred Fest also!"

— Kathie R.



We take your security seriously and help you do the same.

Growing with you

This was a year filled with exciting opportunities to serve our members and our communities in new ways. In 2024, we welcomed more than **37,000 new members** and member businesses to the OCCU family. They're venturing out into the world, reaching their goals and finding new ones. So, we're growing with them. In 2024, we opened **new branches in Corvallis and Cottage Grove**, and we're getting ready to settle into Corvallis even more with a second branch in 2025.

In 2024 we also made more personal connections online and over the phone. And when you visit any OCCU ATM you now have the option to chat with a local, Oregon-based video teller and get the personal attention of a branch visit without having to leave your car.

268,159

total members

37,214

new members

1,081,618

branch transactions

390,611

phone interactions with our member contact center team

31,420

video teller service calls answered

34 million

debit & credit card transactions

415,070

mobile deposits



More local branches mean more personal connections.

“Since joining OCCU for our business needs, Viking Brewing has grown considerably! We have more plans to expand in the future and we’ll count on OCCU to help with expanded loan and line of credit offerings for businesses.”

— Dan M.

In the community

Our team works hard every day to improve the financial wellness of our members, but community involvement is also a cornerstone of our vision to Enrich Lives. We do this in three ways: through sponsorships, through the OCCU Foundation and through the individual efforts of our team.

OCCU and OCCU Foundation gave more than \$700,000 in 2024 to support local nonprofit organizations and schools. From emergent needs like ice storm relief in January, to supporting school resource and food pantries and helping to build inclusive playgrounds, OCCU and OCCU Foundation, with your support, have helped our communities thrive.

Last year our team members logged more than **2,200 hours with local nonprofits** and schools through our Community Outreach for Employees volunteer program. You may have seen them out in your communities, helping with things like:

- Organizing volunteers with the **Cat Rescue Adoption Network**
- Volunteering at the **Muscular Dystrophy Association** gala and its golf tournament
- Maintaining the Grassroots Garden for **Food for Lane County**
- Assembling wound care kits for the **HIV Alliance**
- Planting trees for **Willamalane Park and Recreation District**
- Delivering meals to elderly residents for **Friendly Kitchen Meals on Wheels** in Roseburg
- Supporting **NeighborImpact's** food pantry program and providing bilingual communication assistance
- Reading to first and second grade students at **Keizer Elementary School**

Together, we help our
community grow and thrive.





We show up for our neighbors, rain or shine.

We support and partner with organizations and events in our community. Our partnership with the Eugene Marathon continued in 2024 as we presented the Eugene 5K and Kid's Duck Dash and supported school outreach and scholarship programs in the lead-up to the races.

In May, we hosted our annual Shred Fest event. More than 800 community members brought 30,850 pounds of paper and sensitive documents to be shredded. They also contributed more than 1,140 pounds of food to Food for Lane County — enough to provide nearly 1,050 meals!

Other organizations OCCU supported in 2024 include:

- The Pearl Buck Center
- Boys & Girls Club of Emerald Valley
- Boys & Girls Club of the Umpqua Valley
- The Arc of Lane County
- Kids First
- Mosaic Community Health
- Children's Miracle Network
- Womenspace

Other organizations supported through the OCCU Foundation include:

- PeaceHealth Foundation
- UO Foundation
- Eugene Family YMCA



Our vision to **Enrich Lives** applies not only to our members but our employees. We believe the best way to do this is to create an environment where they **feel good about their work** and the ways in which they can contribute and support our members. We received honors in 2024 that truly highlight OCCU's commitment to creating an engaging and thriving environment to work in.

- **100 Best Companies** to Work for in Oregon 2024 — Oregon Business (large companies, No. 30)
- **Community's Choice Awards** — Eugene
 - Top Employer (101-500 employees)
 - Top Personal Loan/Title Co.
 - Top Credit Union
- **Corporate Philanthropy Awards**, Large Category Winner — Portland Business Journal
- **Employee Experience Finalist** — GoWest Credit Union Association
- **Bryan Campbell Momentum Award** — Muscular Dystrophy Association

2,249


employee volunteer hours at nonprofits and schools

\$300,295

in donations and scholarships from OCCU

\$406,316

in grants from the OCCU Foundation



“Once again, I am awed by the generosity of our community in supporting our youth... OCCU’s generous donation to the much overdue remodel of our Redmond High School-based health center allowed us to complete the work and create a safe place for our patients and their families. Thank you!”

–Tamarra Harris, Mosaic Pediatrics manager, Mosaic Community Health

2024 Financial Summary

Statement of Financial Condition

Assets

Loans to Members (Net)	\$3,005,212,376
Cash on Hand	\$21,318,088
Cash on Deposit	\$165,392,381
Investments	\$82,247,377
Land and Building	\$12,563,942
Furniture and Equipment	\$14,781,331
Other Assets	\$103,556,355

Total Assets **\$3,405,071,850**

Liabilities and Equity

Notes Payable	\$50,000,000
Other Liabilities	\$186,899,309

Total Notes & Other Liabilities **\$236,899,309**

Shares	\$644,183,112
Share Drafts	\$703,566,967
Money Market Accounts	\$436,002,017
Certificate and IRA Accounts	\$1,037,888,951
Total Member Share Accounts	\$2,821,641,047
Total Equity	\$346,531,494

Total Liabilities and Equity **\$3,405,071,850**

Statement of Income

Income from Loans	\$194,680,309
Income from Investments	\$15,616,956
Other Operating Income	\$36,342,357
Gross Operating Income	\$246,639,622
Less Operating Expenses	\$156,858,053
Income from Operations	\$89,781,569
Plus Non-Operating Gains	\$5,488,854

Income before Interest Expense	\$95,270,423
Less Interest Expense	\$67,981,579

Net Income **\$27,288,844**

Chair & CEO report

BILL INGE, Board Chair and RON NEUMANN, President & CEO

Five years ago, OCCU introduced its vision — Enrich Lives. Since then, we have leaned into this vision to ensure we meet our members where they are. That requires us to listen and offer solutions to achieve financial wellness. The results are top-of-market rates on everyday deposit accounts like CDs, Remarkable Checking and Ignite Savings; competitive rates on loans; and fewer and significantly lower fees than most other financial institutions.

In 2024, we upgraded our systems to allow for expansion and enhancement of our products and services. The new platforms allow us to continue to meet your needs regardless of where you are on your financial journey. Now, we are even better positioned to grow with you!

Additionally, we have made investments to bring more value to your OCCU membership.

- We opened new branches in Cottage Grove and Corvallis to better serve your needs and expand our opportunities for community engagement. We're currently working on a second Corvallis location alongside the Oregon State University campus and on our first branch in Bend. We anticipate both locations will open in 2025.
- Enhancements to our digital offerings brought new opportunities to open accounts online, chat with our representatives and manage your accounts. Plus, you can now easily renew maturing CDs without having to visit or call.
- Our ATM fleet now includes live video teller services at all locations. With this service, members can choose to work with an OCCU team member in our Eugene offices via live video and conduct nearly any transaction they can in a branch lobby. Video tellers also allow for extended hours to better serve you.
- We remain committed to our member impact program, which provides help to members facing financial challenges whether they involve unexpected vet bills or vehicle repairs, specialty work equipment, medical or dental emergencies, hearing aids and more. In 2024 alone, we helped more than 500 members through this program.
- We continue to invest in opportunities to keep more money in the pockets of our members and we are proud that in 2024, our members saved \$9 million because of our comprehensive fee reduction, fee elimination and fee forgiveness programs. Our goal is to help you reach your financial goals faster, and we believe account fees only get in the way. And the great news is, we can do all of this and still add value to your membership with member-centered service and lower rates on loans and credit cards.
- We've partnered with schools, community groups and employers across the region to deliver financial education presentations tailored to the specific needs of the group, ranging from money basics in elementary school classrooms to building a budget for high school and college students to supporting individuals on their journey to buying a home or planning for retirement. We're excited about continuing to expand these educational opportunities in the year ahead.

Chair & CEO report continued

- Our team members supported nonprofit organizations through our Community Outreach for Employees program, which allows them up to 40 hours of paid time each year to volunteer with organizations they feel passionate about. In 2024, that resulted in 2,249 hours of volunteer time. OCCU also gave \$706,611 back to our communities in partnership with the OCCU Foundation in the form of grants, scholarships and sponsorships.

In 2025, you can anticipate even greater value with the expansion of self-service options for account access, the introduction of treasury functions to assist our business members, enhancements to our digital products, accounts tailored for students and youth, improved access to financial education, and much more.

You are the reason behind everything that we do, and we are honored to have the opportunity to enrich your life. On behalf of our board of directors and more than 600 team members, thank you for your membership, engagement and continued trust.

In gratitude,



Bill Inge
Board Chair



Ron Neumann
President & CEO

A commitment to safety & soundness

JUSTIN FREEMAN, Supervisory Committee Chair

OCCU's Supervisory Committee is appointed by OCCU's Board of Directors to serve as our members' representative in ensuring that an annual financial audit and verification of members' accounts is performed and that the credit union has adequate internal controls to provide for the safety of member assets. The committee engages with qualified firms to perform these functions. We review all audits and report any significant findings to the Board of Directors. In 2024, the results of the Supervisory Committee's duties affirm the continued safety and soundness of your credit union.

On behalf of the Supervisory Committee, thank you for your continued engagement in our financial cooperative.



Justin Freeman
Chair



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