



**Community  
Choice**

# 2024 ANNUAL REPORT

# MISSION, VISION, VALUES & BOARD OF DIRECTORS

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**MISSION:** Simply and happily fulfill the financial wants and needs of our members. To achieve this, we must strive to unexpectedly delight those we serve; our employees, our communities, our members.

**VISION:** To be the place where people love to bank.

## VALUES:

### ONE TEAM

COLLABORATIVE  
SELFLESS  
SUPPORTIVE

### WILL TO WIN

HUSTLE  
BOLDLY GO  
DRIVEN

### QUALITY WORK

SELF-CRITICAL  
FORWARD-THINKING  
DEVOTED

### WORK TO FULL POTENTIAL

CURIOUS  
ACCOUNTABLE  
HUMILITY

### WE HAVE HEART

RESPECTFUL  
INTEGRITY  
HONORABLE

## Board of Directors

- *Randy Dickey, Chair*
- *Joe Yamen, Vice-Chair*
- *Deb DeGraff, Credit Committee*
- *Brian Farrell, Credit Committee Secretary*
- *Brenna Finnerty, Finance Committee Secretary*
- *Mike Koschmeder, Chief Financial Officer*
- *Sara Kurovski, Audit Committee Secretary*
- *Tom McEntee, Secretary/Credit Committee Chair*
- *Ken Zinkula, Audit Committee Chair*

# A WORD FROM OUR BOARD CHAIR AND CEO

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In 2024, Community Choice continued our run of strong financial performance – increasing assets to \$809.5 million with a strong Return On Assets of .81 percent while maintaining an exceptionally solid capital ratio of 12.05 percent. We enjoyed steady lending demand in all facets of the credit union in the form of retail lending, mortgages and member business loans.

This pattern of robust growth positioned us well to again look to expansion. We proudly opened our West Waukeee location, our tenth, in October 2024. A long-awaited move that improved access for our members on the west side of the metro and beyond. Additionally, it opened the doors for even larger expansion discussions. Most significantly, conversations around a potential merger with Public Employees Credit Union in Waterloo, Iowa. While not completed in 2024, these conversations laid the groundwork for a successful merger that was announced in April 2025.

However, we'll never prioritize expansion over member experience. We continue to invest in technology that benefits our members and creates efficiencies. Our business members now have access to Positive Pay, a feature that simplifies reconciliation and check storage while greatly minimizing fraud risk.

We've also expanded the services available through our Wealth By Choice product. These services are available at no cost to our members, including a free no-obligation review to help you identify and understand possible wealth management strategies for your unique financial situation. Wealth By Choice also offers retirement and estate planning, life and disability insurance, annuities and much more.

We also turned our attention to our branches and explored ways to incorporate brand elements to enhance experience. We upgraded the lobby of our Clive branch and upgraded our merchandise walls in several branches with new products and a new look and feel. We'll continue to look for opportunities to bring branches more in line with member expectations and our high standards.

Did you know that a portion of all the sales from our in-branch merch walls benefits our Foundation? This is just one of the many ways our members allow us to continue to #UNbankforGood and support local non-profits. In 2024, we impacted nearly 65 organizations with more than \$100,000 in donations, both monetary and in-kind. To date, our Foundation has provided nearly \$1 million dollars in monetary support to more than 500 Central Iowa non-profits since its inception in 2016. We are extremely proud of these partnerships and the impact our members have allowed us to make. Organizations in our community can only thrive when local supports local, which is exactly what we strive for in every single event and collaboration. Community Choice will always be, first and foremost, **#UNapologeticallyLocal**. We invite you to learn more about our community support later in this report.

Most importantly, we'd like to take a moment to say thank you. We quite simply would not be here today without the support of our employees, dedicated board members and you, our member-owners. Everything contained in this report is only feasible because of you.

Lastly, we'd like to issue a heartfelt thank you to Ken Zinkula for his 12 years of dedicated service to our board. His passion for UNbanking and Community Choice will be greatly missed. We wish him all the best in his future endeavors.

Thank you all for your collaboration, dedication and commitment to Community Choice and the communities we serve. Here's to another year of success!

Best,  
Josh Cook & Randy Dickey



Randy Dickey,  
Chairman of the Board



Josh Cook,  
President & Chief Executive Officer

# FINANCE COMMITTEE REPORT

The Finance Committee plays a crucial role in overseeing the financial health of the credit union and ensuring the financial stability, integrity and strategic direction of the credit union according to the Board of Directors strategic plan.

*In 2024 the Finance Committee performed oversight in the following areas:*

**BUDGETING:** Assists management in the development of the credit union's budget, ensuring that it aligns with the organization's strategic goals and objectives before being presented to the Board of Directors for approval.

**FINANCIAL REPORTING:** Reports on financials to the Board of Directors monthly to assess the credit union's financial performance, ensuring accuracy and compliance with regulatory requirements.

**POLICY DEVELOPMENT:** Reviews and recommends finance policies annually to the Board of Directors to guide the credit union's operations and ensure compliance with relevant laws and regulations.

**RECOMMEND PRICING:** The Board of Directors Financial Officer's goal is to recommend pricing to the Board of Directors that strikes a balance between profitability, competitiveness and risk management while meeting the needs of the credit union and its members.

Sincerely,

Mike Koschmeder, Chair of the Finance Committee  
Brenna Finnerty, Secretary of the Finance Committee  
Ken Zinkula, Member of the Finance Committee

## ASSETS

\$809.5M

2024	\$809,567,078
2023	\$805,489,910
2022	\$797,520,468

## DEPOSITS

\$674.7M

2024	\$674,756,756
2023	\$668,202,671
2022	\$680,086,144

## ONLINE BANKING USERS

43,831

2024	43,831
2023	40,697
2022	36,791

## MEMBERS

51,085

## NET INCOME

\$6.5M

## LOAN VOLUME

\$368M

## EMPLOYEES

173

## STATEMENT OF CONDITION

	2024	2023
<b>ASSETS</b>		
CASH	\$63,230,287	\$69,140,199
INVESTMENTS	\$46,114,680	\$40,754,281
NET LOANS	\$659,577,067	\$656,217,068
NET FIXED ASSETS	\$20,233,116	\$19,911,319
LOANS HELD FOR SALE	\$6,511,557	\$5,325,229
TOTAL PREPAID ASSETS	\$737,551	\$828,310
TOTAL ACCRUED INTEREST	\$1,993,639	\$1,918,519
TOTAL OTHER ASSETS	\$11,169,181	\$11,394,985
<b>TOTAL ASSETS</b>	<b>\$809,567,078</b>	<b>\$805,489,910</b>
<b>LIABILITIES and MEMBERS' EQUITY</b>		
TOTAL SHARES, DEPOSITS & CERTIFICATES	\$674,756,756	\$668,210,605
NOTES AND INTEREST PAYABLE	\$25,024,413	\$35,117,789
DIVIDENDS & INTEREST PAYABLE	\$23,215	\$31,627
TOTAL ACCRUED EXPENSES & OTHER LIABILITIES	\$12,243,618	\$11,103,665
TOTAL LIABILITIES	\$712,048,001	\$714,463,686
<b>TOTAL RESERVES:</b>		
TOTAL MEMBERS EQUITY	\$97,519,077	\$91,026,223
<b>TOTAL LIABILITIES AND MEMBERS' EQUITY</b>	<b>\$809,567,078</b>	<b>\$805,489,910</b>

## STATEMENT OF INCOME

	2024	2023
<b>INCOME</b>		
LOAN INTEREST INCOME	\$38,398,448	\$34,695,205
INVESTMENT INCOME	\$3,776,300	\$3,295,821
NON-INTEREST INCOME	\$13,392,474	\$12,045,016
<b>TOTAL INCOME</b>	<b>\$55,567,222</b>	<b>\$50,036,041</b>
<b>EXPENSES</b>		
COMPENSATION AND BENEFITS	\$18,476,187	\$16,065,005
OFFICE OPERATIONS & OCCUPANCY	\$17,880,589	\$15,348,176
OTHER	\$778,314	\$805,701
PROVISION & RESERVES EXPENSE	\$3,327,901	\$3,354,115
DIVIDEND INTEREST EXPENSE	\$7,796,510	\$5,212,541
NOTE INTEREST EXPENSE	\$1,271,976	\$1,640,518
<b>TOTAL EXPENSES</b>	<b>\$49,531,477</b>	<b>\$42,426,085</b>
<b>NET OPERATING INCOME</b>	<b>\$6,035,745</b>	<b>\$7,609,955</b>
NON OPERATING GAIN/LOSS	\$481,598	\$17,910
<b>NET INCOME</b>	<b>\$6,517,342</b>	<b>\$7,627,866</b>

# COMMUNITY SUPPORT

Community isn't just in our name, it's who we are. Our commitment to community drives everything we do. By partnering with organizations that *DO* good, we live by our motto of **#UNbankForGood**. Our community thrives when local supports local, which is exactly what we strive for in every single event and partnership. Community Choice will always be, first and foremost, **#UNapologeticallyLocal**.

Here are a few ways we supported local communities in 2024:



Since 2022, our UNbankers have voted on local non-profits to partner with and support on behalf of the Foundation. In 2024, we were proud to donate a total of **\$20,000** to **Children and Family Urban Movement, Chic Behavioral Health and Community Services, No Foot Too Small and Hope Ministries**.

Support for these organizations includes monetary and physical donations as well as employee volunteerism.

During the summer of 2024, we partnered with the Animal Rescue League of Iowa (ARL) for our Paws Your Payments vehicle campaign. For every car loan moved to Community Choice, we donated \$100 to the organization. That campaign resulted in an UNbelievable **\$30,000** donation to the **ARL**.

By **#UNbankingForGood** and partnering with STAR 102.5 for their annual Combat Hunger Food Drive, we were able to donate **\$5,000** and more than **250** canned goods to the **Food Bank of Iowa**.

From a supermarket sweep in Marshalltown to our Chief Operating Officer delivering gifts to the Children & Families of Iowa Holiday Shop in an elf costume, we love to show up in UNexpected ways. We had a blast delivering handmade valentines and bouquets to local medical workers and were humbled to deliver emergency supplies after a devastating tornado hit Greenfield, IA. No matter how we show up, we're proud to make an impact.



MORE THAN  
**\$158,712**  
WAS INVESTED  
INTO OUR  
COMMUNITY



DONATIONS TO  
MORE THAN  
**60**  
LOCAL  
NON-PROFITS



# CREDIT COMMITTEE REPORT

The Credit Committee plays a crucial role in maintaining the financial stability of the credit union while supporting the financial well-being of its members. The committee must protect the financial interests of the credit union while serving the members by providing access to affordable credit. They aim to strike a balance between prudent lending practices and meeting the borrowing needs of members.

*In 2024 the Credit Committee performed oversight in the following areas:*

**POLICY ADHERENCE:** The Credit Committee ensures that loan decisions align with the credit union's lending policies and guidelines. Credit policies are reviewed annually; recommendations are made to the Board of Directors to reflect changes in the economic environment, changes in member demands and regulatory requirements.

**CREDIT GRANTING AUTHORITY:** The Credit Committee delegates decision-making authority to credit union management to conduct day-to-day credit granting according to board approved policies to provide quick response to member requests. All credit granting issues that extend beyond routine, day-to-day operations involve consultation with the Credit Committee and are reported to the Board of Directors.

**RISK MANAGEMENT:** The Credit Committee evaluates the risk associated with lending and collection activities. This involves meeting with management on a quarterly basis to review overall trends, including the impact on the credit union's financial health, and reporting to the Board of Directors.

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Sincerely,

Tom McEntee, Chair of the Credit Committee  
Brian Farrell, Secretary of the Credit Committee  
Deb DeGraff, Credit Committee Member

# AUDIT COMMITTEE REPORT

The Audit Committee plays a crucial role in ensuring the financial integrity, compliance and risk management of Community Choice Credit Union. The committee reports on Internal Audit findings and recommendations, audit activities, compliance issues and risk management efforts to the Board of Directors. Regular audit reports from Independent Certified Public Accountants are provided to the Board of Directors enabling informed decision-making by the board.

*In 2024 the Audit Committee performed oversight in the following areas:*

**INTERNAL AUDITOR:** The Internal Auditor performs operational reviews, assessing the efficiency and effectiveness of operational processes, procedures and compliance with laws, regulations and industry standards applicable to operations across various departments within the credit union. This involves reviewing regulatory requirements, conducting compliance testing, reviewing workflows, identifying inefficiencies and recommending process improvements. Audit findings, recommendations, observations and non-compliance issues are reported to management and the Audit Committee. Follow-ups are performed monitoring the resolution of audit findings.

**EXTERNAL AUDITOR:** The Audit Committee engaged Gardiner + Company Certified Public Accountants to conduct annual and semi-annual audits for calendar year 2024 in accordance with Generally Accepted Auditing Standards (GAAS). The audit was performed independent of Community Choice Credit Union in accordance with relevant ethical requirements.

In addition to internal and external audits, Iowa Division of Credit Unions (IDCU) and National Credit Union Administration (NCUA), conduct independent reviews of the credit union to evaluate the financial condition, safety and soundness and compliance with state and federal laws and regulations.

In review of the internal and external audits and regulatory agency reports, the Audit Committee determines Community Choice Credit Union to be well-managed with sound internal controls and procedures.

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Sincerely,

Ken Zinkula, Chair of the Audit Committee  
Sara Kurovski, Secretary of the Audit Committee  
Brenna Finnerty, Audit Committee Member

**COMMUNITY CHOICE PROUDLY  
SERVES THE FOLLOWING COUNTIES:**

- Adair
- Blackhawk
- Boone
- Butler
- Clarke
- Dallas
- Greene
- Grundy
- Guthrie
- Hamilton
- Hardin
- Jasper
- Lucas
- Madison
- Mahaska
- Marion
- Marshall
- Monroe
- Polk
- Poweshiek
- Story
- Tama
- Union
- Warren



**SCAN QR CODE  
FOR OUR  
UNBANKING  
CENTER LOCATIONS**