



2020 Annual Report

The last couple of years have been challenging for members, and as a financial cooperative formed by members to serve their needs we've been working hard to help. We've continued to serve members safely at our locations, whether through drive-up services or inside the lobbies whenever possible.

To assist those members struggling financially Credit Human offered loan extensions and waived fees for those who needed some relief. Most of our employees are also members, and we've worked hard to support them as well. Unlike many companies, we are able to avoid furloughs or lay-offs of our employees during the pandemic.

Small businesses have been particularly hard hit and Credit Human has tried to do our part by offering Paycheck Protection Program loans for member-owned businesses and others who needed our help. Altogether we made nearly a thousand loans that may have saved an estimated 4,500 jobs.

Our Member Service Center handled significantly more calls than usual as more members chose to use remote service options, and despite our best efforts many members experienced long wait times to have their calls answered. Not only did call volume increase, but individual calls tended to take more time as we assisted more members with loan applications, assisting members with setting up mobile and online banking access and other more time-consuming services. We understand this has been frustrating for many of our members. Please know that we are aware of the larger shifts in preferred member access and we're working hard to improve the situation by hiring more staff and trying to resolve more issues in

a single conversation rather than multiple calls. We ask that you please be patient with our team members as we continue to work through this, especially as they're dealing with the same issues everyone else has over the past year.

With the need for advice and assistance so great, we've been more focused than ever on our mission of helping members create and maintain financial slack. We're continuing to open new Financial Health Centers, as well as more drive-up locations to meet our members' needs. We're also exploring expanding the reach of our mission – including opening new Financial Health Centers – in new service areas.

Over the past year we've developed new online resources to help members, including a Financial Health Quiz that helps members know where to focus to become financially healthier. This quiz leads members to content tailored specifically to their needs based on their answers.

You may have noticed that we're providing weekly financial health information and advice through email and on our new blog, as well as daily posts on social media. We also introduced a new Virtual Financial Coach on CreditHuman.com to provide personalized advice about improving credit, a customized action plan and follow-up communication to check in on members' progress.

We're pleased to say that Credit Human moved into our new headquarters building in San Antonio in early 2021. The building is a tangible example of our commitment to responsible financial and environmental stewardship. Learn all about its many sustainable features at [1703Broadway.com](https://www.1703Broadway.com).

We're continuing to hear stories from members about how we're helping them become financially healthier. Here's an example from a member who found hope in the midst of the pandemic.

A member came into a Financial Health Center in August 2020 to make payment arrangements on his signature loan. He's a small business owner and his income had fallen by more than half due to the pandemic. He struggled to remain open, having to lay-off his employees and keep the business going with the help of his family. But when schools closed, his wife needed to stay home with their younger children leaving only him and his oldest son to try to keep the business afloat.

When the member came into the Financial Health Center to request the loan extension, we also worked with him on a spending plan that he could follow in order to continue to meet expenses despite his reduced income.

The spending plan and loan extension helped temporarily, but as the pandemic continued his expenses were once again exceeding his reduced income and at this point he had almost completely depleted his savings. Our Financial Health Center team again worked with him to get him an additional loan extension and to develop a new spending plan that could help see him through until his business picked up again.

We stayed in contact with this member throughout the remainder of the year, and in early February reached out to him with hopeful news that Credit Human may be able to help him get a Paycheck Protection Program loan for his business. We connected with a representative from our new Member Business Lending team who helped him apply and get approved for a loan, which helped sustain the business and provide additional income for the member and his son. Since then, we have continued to work with our member on another spending plan as his business recovers from the pandemic.

He was thankful that Credit Human was there for him, and we were grateful that he trusted our team to work with him during this extremely difficult and stressful time.

In times like these it can feel like we're on our own trying to navigate the challenges we face. But being part of a cooperative means you're part of a community of people that are there for one another, in good times and in bad. Credit Human is dedicated to continuing to do our part to bring people together to accomplish things we could only do together.



Fred Hines
Board of Directors Chair
Member Since 2013



Stephen Hennigan
President and CEO
Member Since 1993

Report from the Supervisory Chair

Our ongoing commitment to our members' long-term financial health and success includes offering a financial cooperative that is stable and secure.

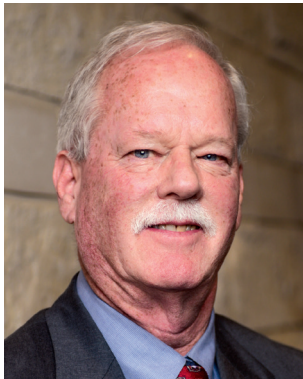
The Supervisory Committee ensures that management's financial reporting objectives are met and that management practices and procedures safeguard members' assets. Our Internal Audit department assists the Committee in their work by overseeing periodic external audits and by conducting internal audits of safeguards, internal controls, and regulatory compliance.

The National Credit Union Administration (or NCUA) is our regulatory authority that insures members' deposits to at least \$250,000. 2020 brought another successful NCUA examination. This examination serves as a marker attesting to our credit union's sound performances and risk management practices relative to its size, complexity and risk profile.

The Supervisory Committee hired the independent accounting firm of RSM US LLP, in accordance with NCUA rules and regulations. This company fulfilled the committee's requirements by performing the 2020 financial statement audit and completing a verification of member accounts.

Once again, our credit union is in compliance with the credit union's bylaws, policies, federal and state laws, and good business practices. I would like to express my appreciation to my fellow committee members for their dedication to this process, as well as to Internal Audit.

The committee and I would like to express our thanks to you, the members, for allowing us to serve you.



Michael Burnett
Supervisory Committee Chair
Member Since 2012
Volunteer Since 2015

FINANCIALS

Business Activity

Loans	December 31, 2020		December 31, 2019	
	#	\$000	#	\$000
Motor vehicle	58,731	\$ 1,274,157	55,726	\$ 1,140,773
Residential mortgages	2,444	101,972	2,820	115,289
Education - Insured	66,973	444,675	63,909	396,286
Manufactured housing	22,785	1,260,120	22,472	1,178,449
Credit cards	13,278	38,627	14,112	44,661
Business	3	59,776	-	-
Other loans	14,318	43,215	17,108	42,261
Total	178,532	3,222,542	176,147	2,917,719
Allowance for loan losses		(12,937)		(14,601)
Loans, net		\$ 3,209,605		\$ 2,903,118

Year-to-date Production	45,892	\$ 1,284,603	43,725	\$ 1,037,331
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Total loans increased \$306,487,000 (10.56%) from December 2019 to December 2020.

Deposits	December 31, 2020		December 31, 2019	
	#	\$000	#	\$000
Share Draft	76,715	\$ 430,747	77,581	\$ 353,810
Share Savings	238,936	657,480	234,865	511,310
Money Market	8,088	431,050	8,413	399,065
Share Certificate	20,899	1,045,720	22,621	1,004,712
Retirement Accounts	10,526	152,785	10,985	154,546
Total deposits	355,164	\$ 2,717,782	\$354,465	\$ 2,423,443

Total deposits increased \$294,339,000 (12.15%) from December 2019 to December 2020.

CREDIT HUMAN FEDERAL CREDIT UNION CONSOLIDATED STATEMENTS OF CONDITION

(In Thousands of Dollars)

Assets	December 31, 2020	December 31, 2019
Cash and cash equivalents	\$ 127,047	\$ 117,293
Investments	9,331	9,259
Loans held for sale	384	-
Loans, net of allowance for losses	3,209,605	2,903,118
Premises and equipment, net	159,525	121,578
Other assets	76,961	59,226
Total assets	\$ 3,582,853	\$ 3,210,474

Liabilities and Equity	December 31, 2020	December 31, 2019
Members' shares and deposits	\$ 2,717,782	\$ 2,423,444
Borrowed funds	463,514	399,682
Accrued expenses and other liabilities	103,796	82,579
Total liabilities	3,285,092	2,905,705
Retained earnings	360,196	353,374
Accumulated other comprehensive income (loss)	(62,435)	(48,605)
Total equity	297,761	304,769
Total liabilities and equity	\$ 3,582,853	\$ 3,210,474

CREDIT HUMAN FEDERAL CREDIT UNION CONSOLIDATED STATEMENTS OF EARNINGS

*(In Thousands of Dollars)**For the Years ended*

	December 31, 2020	December 31, 2019
Interest income	\$ 153,443	\$ 152,836
Interest expense	37,926	38,783
Net interest income	115,517	114,053
Provision for loan loss	8,456	12,807
Net interest margin after provision for loan loss	107,061	101,246
Non-interest income	25,074	21,483
Non-interest expense	125,313	119,678
Net Income	\$ 6,822	\$ 3,051



2019-2020 EXCEL AWARD WINNERS

Excel Awards continued to support teachers throughout the pandemic.

Janna Clements

wins KENS 5 Credit Human EXCEL Award for Boerne ISD

Tiffany Burrell

wins KENS 5 Credit Human EXCEL Award for Northside ISD

Ben Keenan

wins KENS 5 Credit Human EXCEL Award for Alamo Heights ISD

Marie Marks

wins KENS 5 Credit Human EXCEL Award for SAISD

Amber Persyn

wins KENS 5 Credit Human EXCEL award for Medina Valley ISD

Brenda Trejo

wins KENS 5 Credit Human EXCEL award for Southwest ISD

Vanessa Kerr

wins EXCEL award for North East ISD

Melissa Dean

wins KENS 5 Credit Human EXCEL Award for Schertz-Cibolo-Universal City ISD

Monica Fonseca, Lackland ISD teacher
wins this week's EXCEL Award

Matthew Atwell, Randolph Field ISD coach
wins KENS 5 Credit Human EXCEL Award

Aimee Pacheco
wins KENS 5 EXCEL award for Somerset ISD

Canaan Dreibrodt
wins KENS 5 EXCEL Award for Comal ISD

Brenda Miller
wins KENS 5 EXCEL Award for East Central ISD

Anne Ream
wins KENS 5 EXCEL award for Judson ISD

Annie Zoll
wins KENS 5 EXCEL Award for Harlandale ISD

Thanh Thi
wins KENS 5 Excel Award for Southside ISD

Laura Lamoureux
wins EXCEL Award for Fort Sam ISD

Erica Camarillo
wins EXCEL Award for Edgewood ISD

Cathy Lopez
wins EXCEL Award for South San Antonio ISD



BOARD OF DIRECTORS



Frederick W. Hines
Chair
Member Since 2013
Volunteer Since 2014



Richard Rodriguez
Vice Chair
Member Since 1971
Volunteer Since 1993



Blaise C. Bender
Secretary
Member Since 2008
Volunteer Since 2008



Franklin W. Burk
Treasurer
Member Since 1991
Volunteer Since 1991



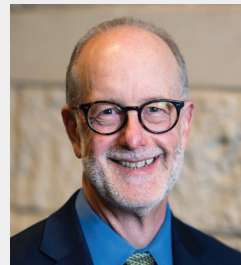
Ramon Abarca
Member Since 2005
Volunteer Since 2008



Deborah J. McCrary
Member Since 1977
Volunteer Since 1995



Peter C. Morales
Member Since 1992
Volunteer Since 2006

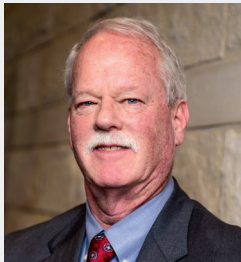


Steven R. Nivin
Member Since 2013
Volunteer Since 2015



Larry L. Roberson
Member Since 2008
Volunteer Since 2008

SUPERVISORY COMMITTEE



Michael Burnett
Chair
Member Since 2012
Volunteer Since 2015



G. Esther Cruz
Secretary
Member Since 2006
Volunteer Since 2015



Patricia Harper-Pollard
Member Since 2015
Volunteer Since 2015



William R. Micale
Member Since 2014
Volunteer Since 2014



Karen Von Der Bruegge
Member Since 2013
Volunteer Since 2018

ASSOCIATE DIRECTORS



Dan Crowley
Associate Director
Member Since 2013
Volunteer Since 2018



Michael DuBose
Associate Director
Member Since 2013
Volunteer Since 2018



Edelmiro Hinojosa
Associate Director
Member since 2016
Volunteer since 2017



Travis Wiltshire
Associate Director
Member Since 2018
Volunteer Since 2018



Sue E. Turner
Director Emeritus
Member Since 1994
Volunteer Since 1996

DIRECTOR EMERITUS