

Focused on  
**Service & Value.**



**2021 MANAGEMENT REPORT**

TruGrocer exceeded expectations in 2021 despite a difficult rate environment and challenges presented by the continuing global pandemic. We are proud of our strong position as a safe and sound financial institution, which allows us to remain focused on helping grocery workers and their families with their financial well-being more than ever.

TruGrocer saw healthy growth in Assets to \$347MM, a 4.5% increase over 2020. Loans to Members increased to \$145MM, a 43% increase over 2020, all while maintaining superior loan quality as reflected in a Delinquent Loan Ratio of 0.07% which is well below our peers.

We successfully overcame a declining interest rate environment resulting in diminishing Investment Yield by increasing loans, leading to a modest \$394K being added to Retained Earnings. Our Capital and Reserves ended at \$52MM for the year, resulting in a Net Worth Ratio of 15.2% which is a strong capital position, leaving the Credit Union well-positioned for continued stability in 2022.

TruGrocer remains focused on our mission of providing outstanding service and value, best in class service delivery channels, great technology, lower and fewer fees, and competitive rates, all while delivering strong financial performance. For 2022, our primary focus will be the implementation of technology enhancements designed to make it easier and more convenient for our members nationwide to access our loans and other financial services.

Many thanks to our wonderful staff, our grocery industry Partners throughout the United States, our volunteer Board of Directors and Supervisory Committee for another successful year. Their dedication and willingness to serve have helped to establish TruGrocer as a financial institution our members can count on.

**TruGrocer Federal Credit Union**  
Uniting the Grocery Family with Real Financial Value

**Javier Rosado**  
President & CEO

**Peggy Jones**  
Chair

**Michele Koci**  
Treasurer

**NATIONAL SERVICE LOCATIONS**

**Main Office**  
P.O. Box 8145  
Boise, Idaho 83707  
208-385-5200

**Dallas/Fort Worth Branch**  
1327 Brown Trail  
Bedford, TX 76022  
817-285-8292

**Los Angeles Branch**  
341 E. Imperial Highway  
Fullerton, CA 92835  
714-738-4681

**Meridian Branch Office**  
3335 E. Overland Road  
Meridian, ID 83642  
208-385-5200

**Orlando Branch**  
3305 Lake Breeze Drive  
Orlando, FL 32808  
407-292-2006

**Phoenix Branch Office**  
4961 W Bell Road, Ste B6  
Glendale, AZ 85308  
602-978-9408

**Wells Satellite Office**  
205 Spencer Drive  
Wells, ME 04090  
207-646-4989

(as of December 31st)

**2021**

**2020**

**2019**

	2021	2020	2019
<b>ASSETS</b>			
Cash and Equivalents	\$ 71,758,783	\$ 90,540,026	\$ 25,711,699
Investments	107,588,795	124,572,279	129,139,279
Loans to Members—Net	145,570,588	101,721,506	99,240,126
Accrued Interest Receivable	480,943	348,427	398,158
Property and Equipment—Net	2,569,611	2,773,254	3,027,580
Other Assets	19,021,506	12,162,453	11,644,834
	<b>\$ 346,990,227</b>	<b>\$ 332,117,945</b>	<b>\$ 269,161,676</b>
<b>LIABILITIES</b>			
Notes Payable	\$ 0	\$ 0	\$ 0
Dividends Payable	0	0	0
Other Liabilities	897,025	755,704	769,472
<b>SHARES</b>			
Share Accounts	293,386,069	279,049,842	216,547,384
Total Liabilities and Shares	294,283,094	279,805,546	217,316,856
<b>MEMBERS' EQUITY</b>			
Regular Reserves	2,567,248	2,567,248	2,567,248
Undivided Earnings	50,139,885	49,745,151	49,277,572
Total Members' Equity	52,707,133	52,312,399	51,844,820
	<b>\$ 346,990,227</b>	<b>\$ 332,117,945</b>	<b>\$ 269,161,676</b>

## SUPERVISORY COMMITTEE REPORT

The Supervisory Committee has ongoing responsibilities to appraise policies, review operational procedures and ensure the performance of internal audits designed to verify the accounting records accurately reflect the operations of the Credit Union. The Supervisory Committee verifies that there are adequate internal controls in place to protect the Credit Union, its members, management and employees.

The Supervisory Committee selected Eide Bailly LLP to conduct an annual supervisory committee audit of the Credit Union for calendar year 2021. The supervisory committee audit included the procedures from the NCUA Other Supervisory Committee Audit Minimum Procedures Guide. The procedures included reviewing and testing of transactions, reconciliations, and controls of share and loan balances, the allowance for loan losses account, investments, and other balance sheet and income statement accounts.

The Supervisory Committee received a copy of the results of the procedures performed for the year ended December 31, 2021 and a copy of this report is available at the Credit Union office in Boise for members to review. It is the opinion of the Supervisory Committee that TruGrocer Federal Credit Union is operating effectively and that operations are handled in accordance with industry standards and related federal regulations.

**Joel Monsen** - Chair, Supervisory Committee

## BOARD OF DIRECTORS

Peggy Jones, Chair	Doug Gibson, Secretary	Mark Lavin
Robert P. Baker, Vice Chair	Cynthia Forsch	John McMurdie
Michele Koci, Treasurer	Devon Hart	Matt McKinlay

## CREDIT UNION OFFICIALS AND MANAGEMENT STAFF

Javier Rosado, President & CEO
Ken Smith, Senior Vice President, Technology & Marketing
Chris Demaray, Senior Vice President, Branch Operations & Human Resources
Nick Button, Vice President, Lending
Karen Dawson, Chief Financial Officer
Bryan Foreman, Senior Manager, Lending
Rod Robbins, Risk & Compliance Manager
Cheyonna Scott, Orlando Branch Manager
Chaylce Ward, Dallas/Fort Worth Branch Manager
Laura Sotelo, Los Angeles Branch Manager
Rene Gutierrez, Meridian Branch Manager
Claire Urquhart, Wells Branch Manager
Heston Charlton, Phoenix Branch Manager

(as of December 31st)

**2021**

**2020**

**2019**

<b>INTEREST INCOME</b>			
Interest on Loans	\$ 4,592,375	\$ 3,721,703	\$ 3,691,171
Interest from Investments	1,798,008	2,895,348	3,620,839
	<b>6,390,383</b>	<b>6,617,051</b>	<b>7,312,010</b>
Dividend and Interest Expense	622,984	1,445,109	1,568,644
<b>NET INTEREST INCOME</b>	<b>5,767,400</b>	<b>5,171,942</b>	<b>5,743,366</b>
Provision for Loan Losses	80,422	(42,483)	97,734
<b>NET INTEREST INCOME AFTER PROVISION FOR LOAN LOSSES</b>	<b>5,686,978</b>	<b>5,214,425</b>	<b>5,645,632</b>
<b>Fees and Other Revenues</b>	<b>2,395,871</b>	<b>2,178,010</b>	<b>2,318,830</b>
<b>OPERATING EXPENSES</b>			
Compensation and Benefits	3,480,937	3,178,631	3,080,761
Other Operating Expenses	4,208,284	3,741,724	3,976,869
	<b>7,689,221</b>	<b>6,920,355</b>	<b>7,057,630</b>
<b>NON-OPERATING INCOME/EXPENSES</b>			
Other Non-Operating (Income)/Expense	0	0	(32,012)
Disposition of Assets	1,106	4,501	(1,614)
<b>NET EARNINGS</b>	<b>\$ 394,733</b>	<b>\$ 467,579</b>	<b>\$ 940,458</b>

## SUPERVISORY COMMITTEE

Joel Monsen- SC Chair Scott Babcock Matt McKenney Thomas Muguira

## MEMBER SERVICES

### DEPOSITS:

- Share draft checking
- Free cashier's checks
- Payroll deduction
- Direct deposit – government & payroll
- Savings account
- Vacation & Christmas club accounts
- IRAs & Roth IRAs
- Money Market account
- Time share certificates
- Health savings account (HSA's)
- Account access through the CU service centers network
- NCUA deposit insurance
- Excess share insurance coverage up to 500,000 per member – no charge to members

### LOANS:

- Online loan applications
- Visa credit cards with 1% Purchase rebate
- Personal loans
- Real estate loans
- Home equity lines of credit (HELOC)
- Home improvement loans
- Automobile loans
- RV loans
- Overdraft protection – line of credit
- Pay advance line of credit – new higher limits

### TECHNOLOGY:

- Mobile banking and mobile deposit
- Home banking cu online
- Internet home page – responsive technology
- Free CU online bill payer
- Toll free electronic teller
- Deposit taking ATMs\*\*
- Text banking & alerts
- Electronic statement delivery
- Person 2 person payments
- Apple pay, google pay, Samsung pay
- ATM/Point of sale/ Mastercard debit
- Account aggregation & budgeting with money management

### INSURANCE:

- Credit disability insurance
- Credit life insurance
- TruStage Insurance products
- Guaranteed asset protection (GAP)
- Mechanical Breakdown Protection (MBP)

### OTHER:

- Lifetime & family membership
- Money gram & express pay
- Visa travel money\*\*
- Visa Gift card\*\*
- Discount movie tickets\*\*
- Drive through window\*\*\*
- Safe deposit boxes\*
- Free notary service\*\*
- CUNA brokerage service
- FICO credit score availability

\*Available in Boise Only \*\* Available at Some Locations \*\*\*Available at Each Office, excluding Wells and Phoenix

