

2020 Annual Report



A CALL TO ACTION



Brad Ashbrook, Chairman



William Allender, President/CEO

A Message from Your Chairman & President/CEO

2020 was a year unlike any year we have seen in our Credit Union's history. By Mid-March, BMI Federal Credit Union, alongside our fellow community, academic and business leaders, faced unprecedented challenges

associated with the COVID-19 Pandemic. However, within those challenges, we saw

opportunity. The term "essential business" meant more to us than just a label; it was a call-to-action.

Our achievements during 2020 were in part attributed to the passion and hard work of our dedicated staff, who prioritized the health and safety of our members alongside their financial wellness. With the immediate threat of an unknown virus, our team adapted quickly with added health and safety measures. We transitioned our branch lobby traffic to our drive-thru tellers and to our digital and mobile platforms. For the safety and wellness of our staff, we enhanced cleaning protocols throughout the common

areas in our branches, transitioned non-branch staff members to work-from-home arrangements, and implemented policies designed to protect our staff from potential exposure and illness.

The term "essential business" meant more to us than just a label; it was a call-to-action.

Our primary goal throughout the year was to ensure that BMI FCU was positioned to help our members

navigate through financial challenges and uncertainty brought on by the pandemic. Based on guidance from Ohio's governor and updated recommendations from the Centers for Disease Control (CDC), during the spring and summer months, the decision was made to temporarily limit in-person branch services to by appointment only. With the increased demand for remote banking, we saw an opportunity to communicate how easy it is for members to conduct all of their daily banking needs remotely, securely, and conveniently outside of physical branches. A new Remote Banking Services web page was created with links to the

products, services, and resources available remotely, as well as guidance on how to access them without setting foot in a branch. Areas of focus included our Online and Mobile banking services that included Mobile Check Deposit (RDC), Online Banking Alerts, and Bill Pay. We reminded members to visit our Identity Theft Resource Center to keep abreast of trending fraud and financial scams. With many members finding themselves

By year-end we had contributed to 45 organizations, totaling over \$49,000.

without commutes and extra down time, we also encouraged members to explore our award-winning Financial Education Program for financial management. All free, financial education workshops were smoothly transitioned into virtual online webinars through Zoom. This added convenience allowed us to hold a total of 150 workshops during the pandemic, including a new workshop for pandemic relief.

In March, the Credit Union unveiled a new online Mortgage Scheduling assistant, complete with a section on Frequently Asked Questions, where members could register to receive a call from a Mortgage Loan Officer. We also worked with any members who had loan repayment concerns. Due to high unemployment and other negative economic pandemic impacts, the Credit Union prioritized the sharing of any new financial material related to COVID-19

such as federal economic stimulus payment information, and regularly communicated any official mandates or changes that potentially would affect our members.

Throughout 2020, our charitable giving efforts also largely focused on community members most affected by the pandemic, while continuing to support new and existing partnerships. With most events and

social gatherings postponed or cancelled, the Credit Union contributed funds for rent assistance, youth lunch programs, and personal protective equipment (PPE). By year-end we had contributed to 45 organizations, totaling over \$49,000.

Prioritizing our members in 2020 also meant creating a more convenient and personalized experience for our Preferred Employer Groups ("PEG"s). This included connecting the employees of our PEGs directly to tailored products and services on our website through their company intranet dashboards. These efforts measurably increased our website traffic and allowed us to continue to meet the needs of our PEGs, in real-time.

BMI Federal Credit Union is grateful to have served our community as an essential business during one

A Message from your Chairman & President/CEO Continued...

of our nation's most difficult times. Alongside our strategic efforts to support our community, we are pleased to report the financial stability of the Credit Union remains strong and actually improved during the year, with total assets surpassing \$600 million for the first time at year-end. During the year, our members leveraged the historically low interest rate environment to originate a record amount of new loans primarily providing members the opportunity to take advantage of our various mortgage products. Member feedback continued to reflect strong favorable Net Promoter Scores, reinforcing our commitment to exceptional Member Service. We were especially humbled to learn that even during a pandemic, our members and

friends took the time and effort to nominate and vote for us for community awards. In October of 2020, BMI Federal Credit Union was voted #1 Best Local Credit Union in Central Ohio for the third year in a row by the Columbus Dispatch's community-wide poll, CBUS Top Picks. BMI FCU also earned its eleventh consecutive Best Employer award by Crain's Cleveland Business and Best Company's Group.

Through good times and bad, your Credit Union is proud to provide a sense of stability to our community. We thank you for your continued support and trust in BMI FCU and we look forward to being here for you during what we know are brighter days ahead.

Community Involvement

The events of the pandemic affected our community in so many different ways, including so many of our charitable organizations. While some saw increased demand for their services, others struggled to stay open. In keeping our promise to the community, we aspired to help where needed by cultivating both new and existing partnerships – those most directly affected by the pandemic, and those whose noble causes we love to see succeed each year. Throughout 2020, BMI Federal Credit Union connected with 45 local organizations through donations and sponsorships totaling \$49,692.83. This figure includes \$27,499 in corporate giving, \$7,834

in Monthly Employee Giving, and \$5,800 through the Credit Union's charitable giving committee, called Employees Driving Giving Efforts (EDGE). The Credit Union also presented its annual Jack Deibert Memorial Scholarship, where three winners were selected to each receive \$2,000 toward higher education.



Food Drives

Throughout the spring and summer months, BMI Federal Credit Union supported local food programs to help feed children while school was out of session. The Credit Union donated \$3,000 to three food programs: \$1,000 to the Children's Hunger Alliance Kids Summer Nutrition Program; \$1,000 to the Columbus Recreation and Parks Department Kids Go Lunch! Summer Food Program; \$1,000 to the Meals on Wheels Kids Summer Food Service Program. Through its Employee Monthly Giving program, BMI Federal Credit Union also gave \$608 to the Mid-Ohio Food Bank.



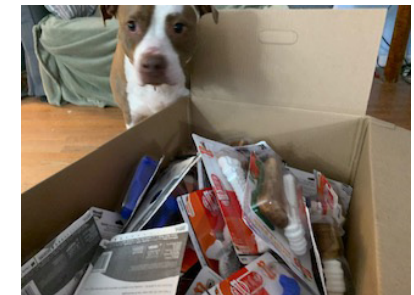
Prioritizing the Health of our Community

Supporting our most vulnerable and at-risk communities was critical this year. Through new and existing partnerships, BMI Federal Credit Union provided funds for several causes in healthcare. Donations and sponsorships included a \$1,000 sponsorship for Autism Speaks; a \$608 donation to the American Cancer Society; a \$2,500 donation to the Alzheimer's Association; \$1,608 to LifeCare Alliance; a \$300 donation to the NetCare Crisis Center; \$890 to St. Jude Children's Research Center; \$500 to NC4K to fight child cancer; and a \$588 donation for Doctors without Borders (\$588).



Four-Legged Friends

Many of us would not have survived 2020 without our furry companions. To show our continued support of local animal shelters and non-profits: BMI Federal Credit Union supported Columbus Humane with a \$1,608 donation; CHA Animal Shelter and the annual Dog Jog 5k with a \$608 sponsorship; Adopt a Pit with \$586 toward the purchase of 50 dog chew toys; Franklin County Dog Shelter providing \$600 for treats and toys; and a \$500 donation to Pets without Parents adoption center.



International Credit Union Day and the Byron Saunders Foundation

October 15, 2020 was International Credit Union Day, a day to celebrate community-based banking. In the spirit of people helping people, BMI Federal Credit Union hosted an outdoor event to show appreciation for all Credit Union members, and to give back to the community. This event provided free shredding for community members, and a Thanksgiving Food Drive for the

great success, resulting in 25 boxes of Thanksgiving food items, \$1,068 in monetary donations, and 9,600 pounds of shredded paper.



Byron Saunders Foundation. With the temporary closures of branch lobbies, the event also served as an innovative alternative to our annual in-branch food drive for the Byron Saunders Foundation. Community members were asked to bring one non-perishable Thanksgiving food item or monetary donation alongside their boxes for shredding. The event took place over two days outside three BMI Federal Credit Union branches. The drive was a



The Byron Saunders Foundation

The Byron Saunders Foundation is a non-profit organization created with the mission of providing Thanksgiving meals each year to families in need in Central Ohio and surrounding counties. The organization counts on the generosity of the community to help make this possible.



Columbus Urban League

In June of 2020, BMI Federal Credit Union supported the Columbus Urban League (CUL) with a \$5,000 donation from its charitable giving committee, EDGE. This donation

was provided to CUL through The Big Give, a one day event where any donations made are matched through The Columbus

Foundation. The Credit Union is proud to support CUL for their tireless efforts to improve the lives of our community members. We also share their mission to bring financial sustainability to those in need. CUL used this donation for its many efforts including:

- Meals for children and families
- Personal Protection Equipment kits for individuals and families
- Providing internet access and school supplies for students (and given the pandemic, extra help for "school-from-home")
- Rent assistance
- Help with financial sustainability
- Financial Education for individuals and small businesses
- Kits for inmates released from prison with food coupons, help for getting an ID, learning to use the internet/smart phones if needed, financial education, and job resources
- Resources for those who need help with substance abuse

The Columbus Urban League

The Columbus Urban League is a community-based, non-profit, advocacy organization serving as

The Credit Union is proud to support CUL for their tireless efforts to improve the lives of our community members.

an "economic first responder" to bring financial health and wellness to the community. Founded in 1918, the CUL

is an affiliate of the National Urban League, one of the oldest organizations in the United States promoting equal and equitable access to resources. Their mission is to empower African Americans and disenfranchised groups through economic, educational and social progress.

 45

Community Organizations Assisted

\$49,692

thousand in donations

BMI Federal Credit Union Jack Deibert Memorial Scholarship

BMI Federal Credit Union is proud to offer an annual memorial scholarship to help aspiring students realize their academic potential. The memorial scholarship

awarded three \$2,000 scholarships. The 2020 Jack Deibert Memorial Scholarship Recipients are: Clair Grywalski, Brittney Davis, and Laney Suchan.



Laney Suchan
Miami University



Brittney Davis
Kent State University



Clair Grywalski
University of Cincinnati

Financial Education Spotlight

For Our Members

The Credit Union's award-winning Financial Education Program is designed to help individuals grow and thrive regardless of where they are financially in their lives. The challenges our community faced this past year resulted in an increased demand for personal financial help and services, and BMI Federal Credit Union answered the call. We are pleased to report that in 2020 we provided 374 free one-on-one financial coaching sessions virtually or by phone, a 17% increase from 2019. As of this year, we have 24 BMI Federal Credit

Union employees providing this service. Each are Certified Credit Union Financial Counselors (CCUFC) through the Credit Union National Association (CUNA).

By April, all free Financial Education Workshops were transitioned to virtual webinars through Zoom. We held 32 community workshops with 235 in attendance, and 118 Preferred Employer Workshops with 1,892 in attendance. The Credit Union continues to partner with local companies and organizations providing supplemental expertise on specific topics. We also introduced



three new workshops in 2020: Net Worth and Wealth Building 101, Becoming a Saver, and Financial Fundamentals During Covid-19. These new topics complemented our existing Smart Money series, and our very popular workshops on Home Buying and future planning. We continue to partner with Everfi and Banzai Financial Literacy programs to complement our self-guided and mobile friendly Online Learning Center. The Online Learning Center includes interactive modules, activities, videos, articles, financial tools, and more. We saw a 200% increase in usage and traffic from

2019, resulting in a 31% conversion rate from Online Learning modules to BMI Federal Credit Union product pages on the BMI FCU website.

The Credit Union's Financial Education program is also curated to serve our many community and business partnerships. Through these new and existing partnerships, we have the potential to bring Financial Education to hundreds of Central Ohio companies and their hardworking employees. Throughout 2020 we sent monthly emails to our Preferred Employers with a variety of financial tips and tools, as well as built out our Financial Education Newsletter for links to financial education resources and BMI Federal Credit Union products.

In Our Community

In 2020, the Credit Union partnered with several schools and organizations to bring financial



Financial Education Spotlight Continued...

literacy to our community's youth. This included providing free workbooks and free access to the Banzai Teen online learning program to 1,080 students in 13 middle and high schools throughout Central Ohio. BMI Federal Credit Union is pleased to report it reached 69 students with virtual classroom presentations, including students from Fort Hayes Metropolitan Education Center, Columbus Alternative High School, Genoa Christian Academy, and the Dublin

Especially in times of financial uncertainty, we are honored to provide our members and community with the security and peace of mind that comes with sound finances.

Grade). In July of 2020, the Credit Union sponsored Project Search at LifeCare Alliance to provide 10 students with virtual presentations including Savings and Checking Accounts and Financial Decisions: Be a Smart Financial Consumer.

Additional partnerships with community organizations for financial outreach includes the

Westerville Public Library as part of their event offerings to the public, and the YWCA Leadership and Social

Change Program and Alumni. City Schools PATHS Program. Part of educating our young students means helping our local teachers as well. In April, the Credit Union published a special edition Teacher Newsletter reaching 91 teachers for online financial learning content.

Change Program and Alumni.

Especially in times of financial uncertainty, we are honored to provide our members and community with the security and peace of mind that comes with sound finances.

The Credit Union continues to support its long-time community partnerships with the Girl Scout Council of Ohio's Heartland and Project Search of LifeCare Alliance. We provided two free workshop presentations to the Girl Scout Council of Ohio's Heartland: Financing on My Own presented to 12 Senior and Ambassador Level Girl Scouts (High School Students), and Money Counts presented to the Daisy Level Girl Scouts (Kindergarten and First

 **17%**
Increase in Financial Coaching Sessions for a Total of 374

24
Certified Financial Coaches on Staff

Sponsored Financial Education Materials for

1,080
Students in

13
High School and Middle Schools throughout Central Ohio

118
Preferred Employer Workshops

2020 Awards and Recognition



#1 Best Local Credit Union - Three Years in a Row!

BMI Federal Credit Union was voted #1 Best Local Credit Union in Central Ohio by The Columbus Dispatch CBUS Top Picks Awards.

BEST EMPLOYERS IN OHIO

CRAIN'S CLEVELAND BUSINESS

BMI Federal Credit Union was named a Best Employer in Ohio for the 11th year in a row. The annual list was created by Crain's Cleveland Business and Best Companies Group. This statewide survey and awards program is designed to identify, recognize and honor the best places of employment in Ohio, benefiting the state's economy, its workforce and businesses.

Balance Sheet

	12/31/20	12/31/19
ASSETS		
Cash & Due From Others	2,600,107	2,618,782
Interest Bearing Deposits	60,451,280	32,132,382
Cash & Cash Equivalents	63,051,387	34,751,164
Time Deposits	68,405,737	72,096,000
Securities Available for Sale	60,854,826	6,475,691
Securities Held to Maturity	-	-
Loans to Members	386,705,558	377,956,882
Allowance for Loan Losses	(805,426)	(887,596)
Net Loans	385,900,132	377,069,286
Net Premises & Equipment	15,561,371	14,708,665
Accrued Interest Receivable	1,382,524	1,491,773
Capital Participation Certificates	900,000	900,000
NCUSIF Deposit	4,349,197	3,851,852
Other Assets	5,746,930	6,290,010
TOTAL ASSETS	\$606,152,104	\$517,634,441
LIABILITIES		
Members' Shares	490,329,707	416,242,004
Other Liabilities	60,260,422	49,458,249
TOTAL LIABILITIES	\$550,590,129	\$465,700,253
MEMBERS' EQUITY		
Statutory Reserve	6,768,645	6,768,645
Retained Earnings	48,569,215	45,081,044
Other Comprehensive Income	224,115	84,499
Total Members' Equity	55,561,975	51,934,188
TOTAL LIABILITIES & MEMBERS' EQUITY	\$606,152,104	\$517,634,441

These financial statements are as presented by Management for 2019 and 2020 fiscal years, not audited financial statements. Complete audited financial statements are available upon request.

Income Statement

	12/31/20	12/31/19
INTEREST INCOME		
Loans	15,850,533	16,520,775
Time Deposits, Securities & Negotiable Certificate of Deposit	1,829,333	2,275,543
Interest Bearing Deposits & Federal Funds Sold	24,351	162,456
TOTAL INTEREST INCOME	\$17,704,217	\$18,958,774
INTEREST EXPENSE		
Members' Share Accounts	2,243,519	3,275,452
NET INTEREST INCOME	\$15,460,698	\$15,683,322
Provision For Loan Losses	(699,458)	(1,110,608)
NET INTEREST INCOME AFTER PROVISION	\$14,761,240	\$14,572,714
OTHER INCOME		
Fees	1,324,994	1,609,002
Gain (Loss) On Investments	0	0
Gain (Loss) On Disposition of Assets	7,162	(23,703)
Gain (Loss) On Loans Sold to FHLB	1,101,601	297,990
Other Non-Operating Income (Loss)	328,860	0
Other Income	3,286,780	3,503,497
TOTAL OTHER INCOME	\$6,049,397	\$5,386,786
OTHER EXPENSE		
Salaries & Employee Benefits	9,065,552	8,383,263
Occupancy & Equipment	1,282,849	1,274,623
Advertising & Marketing	786,642	1,150,002
Card Processing	778,991	597,899
Other Expenses	5,408,432	5,408,698
TOTAL OTHER EXPENSE	\$17,322,466	\$16,814,485
NET INCOME	\$3,488,171	\$3,145,015

These financial statements are as presented by Management for 2019 and 2020 fiscal years, not audited financial statements. Complete audited financial statements are available upon request.

LEADERSHIP

2020 Board of Directors

Brad Ashbrook, *Chair*
Steve Phillips, *Vice Chair*
Sarah Musser, *Treasurer*
Shawn Richard, *Secretary*
Melita Garrett Abbey
Christine Adolph
Kay Cooke
George Dailey
Aladin Gohar

Director Emeritus

Denny Hockman
Steve Krzykoski
Jim Ramey

Associate Directors

Melinda Warner
Matt Butzler

Supervisory Committee

Dave Arnold, *Chair*
John Black
Katherine Sites

MANAGEMENT TEAM

William Allender, *President/CEO*
Mike Clark, *COO/ Sr. VP of Operations*
Ray Porter, *CFO/Sr. VP of Finance*
Rob Bachman, *Vice President of Lending*
Sarah Borland, *Vice President of Business & Community Development*
Melissa Gleadle, *Controller*
Greg Hopp, *Vice President of Technology*
Carolyn Hucek, *Vice President of Marketing*
Sonia Johnson, *Vice President of Member Service*
Stacy Toki, *Vice President of Human Resources*

BRANCH LOCATIONS

Dublin Branch

6165 Emerald Parkway
Dublin, Ohio 43016

Kinnear Branch

760 Kinnear Road
Columbus, Ohio 43212

Westerville Branch

543 N. Cleveland Avenue
Westerville, Ohio 43082

Bethel Branch

750 Bethel Road
Columbus, Ohio 43214

Battelle Branch

Available to Battelle Staff Only
505 King Avenue
Columbus, Ohio 43201



www.bmifcu.org

BMI FCU is open to everyone who lives, works, worships or attends school in Franklin, Licking, Fairfield, Pickaway, Madison, Union, Delaware or Morrow County. BMI Federal Credit Union, BMI FCU and We make banking personal are all registered trademarks of BMI Federal Credit Union. This credit union is federally insured by the National Credit Union Administration. Additional coverage up to \$250,000 provided by Excess Share Insurance Corporation, a licensed insurance company.