

VyStar FACTS

Your quarterly look at what's going on at VyStar.



Embracing People of All Abilities and Backgrounds

Learn about the VyStar Visionary Employment Program

As one of the largest employers in Northeast Florida, we're passionate about doing our part to make the world around us more equitable for all. The VyStar Visionary Employment Program (VVEP) puts that passion into action and ensures the aspirations we have for the communities we serve are seen in our organization.

Through partnerships with nonprofits like The Arc Jacksonville, Operation New Hope and Catholic Charities, we provide career opportunities to people from different backgrounds, including those who have intellectual and developmental differences (IDD), have been incarcerated or are facing difficult circumstances at their current stage in life. Unlike traditional hiring processes, VVEP strategically focuses on the inclusion of job training, case management and life coaching. It also provides those who have been underserved in the community with more opportunities to showcase their talents, increase their skills and explore their potential.

We have gained four extraordinary employees through this program. Two of our employees, Robbie Culliton and Kelly Suddath, were hired through The Arc Jacksonville and currently work at the VyStar Tower downtown. Robbie

works as our Tower Host and Kelly as a Mailroom Clerk. Russell Baker was hired through Operation New Hope and Shelton Owens was hired through Catholic Charities. They travel to different branches working as Facilities Support Technicians. The unique talents and contributions of Robbie, Kelly, Russell and Shelton continue to prove the program's value.

The program's success has been reinforced by similar initiatives happening right in our neighborhood, including the 20 in 20 pledge launched last year by the JAX Chamber and Connectable. 20 in 20 was created to inspire more organizations like VyStar to hire an individual with IDD in 2020. As a supporter of this campaign, we took part in Connectable's Shopability Saturday — a citywide event that recognized more than 150 businesses across Jacksonville that prioritize eliminating barriers and providing opportunities for all.

We are proud to be a part of a community that embraces people from all backgrounds and builds them up to create a more inclusive world for everyone. Through VVEP, we will continue to propel this initiative forward and promote equity and inclusion in all forms.

In Case You Missed It



Our Shades of Success employee resource group participated in the Dr. Martin Luther King Jr. Day Parade.



We obtained more than \$42 million for small businesses in the latest round of PPP loans (\$175 million total).

\$10
BILLION

VyStar reached a significant financial milestone as we officially surpassed \$10 billion in assets.



Our Flagler Beach branch had its grand opening Jan. 28, giving us 60 full-service locations in Florida.



We announced our sponsorship of the Jax River Jams concert series to bring live music to our community.



FROM OUR PRESIDENT/CEO 2020 Annual Report to Members

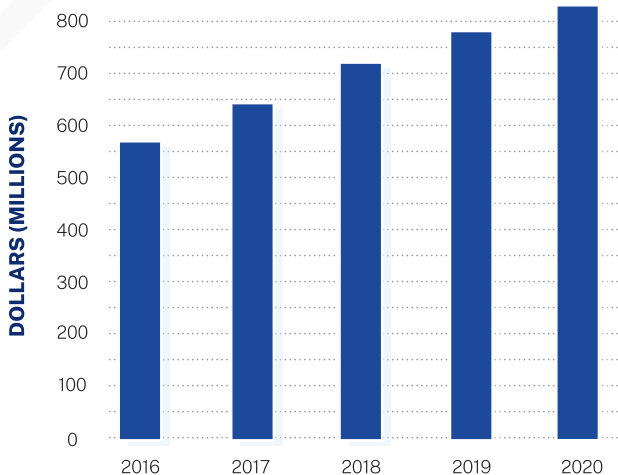
Despite 2020 being a very challenging year for our community, members and employees, in which we all faced hardships due to the pandemic,

VyStar Credit Union continued to grow, improve financially and remain safe and sound — all while enhancing our products, services and offerings.

Having said that, the true success of VyStar in 2020 was measured by the relief we provided and the positive impact we made on the people, small businesses and nonprofit organizations in the world around us. Our efforts were far-reaching and helped to save local jobs, provide supplies for teachers, aid in the creation of protective masks for frontline workers and much more.

In addition to supporting those who needed it most, we maintained a sharp focus on our financial future and in the process experienced a record year. Our strong performance was highlighted by steady growth in loans, membership and deposits.

Our net income for 2020 was \$73.4 million, which is 24.4% higher than 2019 and 1.54% more than planned. Our net worth ratio was 8.52%. This exceeds National Credit Union Administration (NCUA) requirements, as credit unions are considered adequately capitalized at 6% net worth and well-capitalized at 7%.



NET WORTH

As a community leader and trusted financial institution, it is important that we are always a strong and reliable borrowing source. In 2020, net loans to members — including mortgage, automobile, credit card and business loans — reached almost \$7.4 billion, and total mortgage loans were \$3 billion, an increase of 7.75% since 2019. That made VyStar the largest mortgage lender by volume and number of loans in Northeast Florida, according to the Jacksonville Business Journal.

Member growth also remained strong. By the end of 2020, VyStar served 748,302 members with assets over \$10 billion and managed investments of \$1 billion through VyStar Investment Services.

None of this growth would be possible without your support. We persevered through an extremely challenging year and came out of it stronger together. We are excited to see what we will accomplish in 2021 and look forward to doing even more good.

To view the full annual report, visit www.vystarcu.org/annualreport.

Brian E. Wolfburg,
President/CEO
VyStar Credit Union

Consolidated Statements of Financial Condition December 31, 2020 and 2019 (Dollars in Thousands)

	2020	2019
ASSETS		
Cash and cash equivalents	\$815,691	\$501,267
Investments		
Trading	707	205
Available-for-sale	1,289,501	1,524,702
Other	38,609	68,136
Loans to members, net	7,318,835	6,574,489
Accrued interest receivable	21,711	20,626
Property and equipment, net	350,666	301,297
National Credit Union Share		
Insurance Fund deposit	77,633	63,445
Other assets	72,699	37,248
Goodwill	25,722	25,722
Total Assets	\$10,011,774	\$9,117,137
LIABILITIES AND MEMBERS' EQUITY		
Liabilities		
Deposits	\$8,923,844	\$6,939,425
Borrowed funds	81,242	1,284,008
Accrued expenses and other liabilities	126,963	101,767
Total Liabilities	9,132,049	8,325,200
Members' Equity		
Retained earnings	853,356	779,976
Accumulated other comprehensive income	26,369	11,961
Total Members' Equity	879,725	791,937
Total Liabilities and Members' Equity	\$10,011,774	\$9,117,137

Consolidated Statements of Income Years Ended December 31, 2020 and 2019 (Dollars in Thousands)

	2020	2019
Interest Income:		
Interest on Loans	\$318,901	\$275,478
Interest on Investments	24,645	58,567
Total Interest Income	343,546	334,045
Interest Expense:		
Interest Expense on Borrowings	60,253	64,329
Interest Expense on Members' Deposits	11,667	35,079
Total Interest Expense	71,920	99,408
Loan Loss Provision	37,688	25,373
Net Interest Income after Loan Loss Provision	233,938	209,264
Non-Interest Income:		
Other Operating Income	147,045	137,083
Income from Sold Loans	6,126	517
Non-Trading Income (Loss)	24,286	(1)
Losses from Foreclosed Real Estate	(115)	(20)
Losses from Disposal of Assets	(517)	(229)
Total Non-Interest Income	176,825	137,350
Non-Interest Expenses:		
Employee Compensation and Benefits	172,453	139,643
Training, Travel and Conference Expenses	1,166	1,854
Office Occupancy Expenses	30,219	24,870
Office Operations Expenses	97,200	85,225
Marketing Expenses	7,889	7,744
Loan Program Expenses	5,774	3,889
Professional and Outside Services	13,125	16,016
State of Florida Assessments	766	760
Lobbying Contributions	-	33
Miscellaneous Operating Expenses	8,791	7,591
Total Non-Interest Expenses	337,383	287,627
Total Non-Interest Expenses	337,383	287,627
Net Income	\$73,380	\$58,987

Financial Wellness 101

Here's a tip from VyStar@Work Manager **Kemal Gasper**



Financial freedom is a marathon — not a sprint. Having trusted advisors to hold you accountable and encourage you along the way can make all the difference on your path to financial wellness. Remember to celebrate the goals you've set for yourself as you work to eliminate or reduce debt, manage your credit score, establish an emergency fund and plan for retirement. To learn more about VyStar@Work or get in touch with Kemal's team, visit www.vystarcu.org/well-being or email wellbeing@vystarcu.org.

Did You Know VyStar Offers Insurance?



In June 2020, we enhanced our offerings by partnering with Brightway Insurance to launch VyStar Insurance Agency (VIA). In doing so, we want to ensure our members have access to great coverage — including home, auto, umbrella and more — along with our high-quality banking products. Here are some quick facts to know about VIA.



**Our agents
work for you**

Our VIA agents are focused on finding a policy that best fits your needs. That means you'll never feel pressured into a carrier or product that isn't in your best interest.



**You have access
to numerous
insurance carriers**

We believe every member is unique and no two quotes are the same. While many insurance companies only offer their own products, VIA works with more than 40 home and auto carriers.



**We can save you
an average of
\$400 a year**

We are proud to save members an average of \$400 per year on their home or auto insurance. That's money that could go toward paying down debt, saving for a vacation or planning for retirement.



**We automatically
re-shop your rate**

Our work doesn't stop once you choose the product that works for you. Our agents offer personalized service to every member, and we re-shop your rate if it increases more than 20% from the previous year.

Interested in learning more about VIA? Call us at 877-997-2221 or email insurance@vystarcu.org to start saving today.

Doing Good For Our Members



Rashelle Taghlabi,
Senior Relationship Specialist

Have you ever had one of those days when you felt like absolutely nothing was going your way? That's the position one VyStar member recently found herself in.

She'd been frustrated about her outstanding credit card debt for some time but struggled to come up with a payment plan that made sense for her financial situation. In addition to that, as she got ready to leave for an out-of-town trip, she realized her debit card had been misplaced.

That led her to Rashelle Taghlabi, Senior Relationship Specialist at our Riverside branch, who helped the member far beyond her request for a cash withdrawal. Rashelle explained to her that it could be unsafe to withdraw a large sum of money before heading out of town and insisted with a positive attitude that she get a new card to use on the trip. Thanks to Rashelle's advice, and VyStar's ability to instantly print cards inside each of our branches, the member walked out that day with a new debit card rather than a purse full of cash.

"It's easy to quickly establish a foundation of trust and loyalty when you strive to look for simple ways to help," Rashelle said. "Taking just a few extra moments to ask questions and offer solutions during a short interaction can make a lasting impression, which is why I give my business card to almost every member I assist."

A few months later, Rashelle's thoughtfulness paid off again when the same member reached out to ask for guidance about another problem: her credit card debt. Rashelle quickly scheduled a follow-up appointment and helped the member get approved for a consolidation loan. "She was overjoyed when I confirmed her approval and I was so lucky to be able to share in her excitement," Rashelle said. "Moments like this are what I love about working for VyStar."

The member had accrued debt from multiple credit cards with interest rates ranging from 25-29% and was making payments of \$315 per month. Rashelle consolidated that to one loan with a 16.99% interest rate that lowered her monthly payment to \$209. In the end, the member will be able to pay off her credit card debt in about five years, when it would have previously taken her more than 15 years.

The member shared that she had never left a review of anyone until her experience with Rashelle. "Rashelle made me feel like everything was going to be OK," she said. "Without her, I would have never stepped up to the plate."

**Do you have a story to share? Leave us a
Facebook or Google review.**



See what's coming up



April 29
VyStar-sponsored pet adoptions at the Jacksonville Humane Society



May 1
Vets 4 Vets Quarterly Gathering at the VyStar Veterans Memorial Arena



May 24
Tallahassee branch soft opening tentatively scheduled



April 24
JASMYN's Strides for Pride 5K in Riverside



May 3
Construction starts on our second branch in Tallahassee



May 7
Construction starts on our 18th high school branch at Belleview High School



Ongoing
Winter Garden branch construction



Ongoing
Titusville branch construction



June 21
Mount Dora branch soft opening tentatively scheduled



March-October
Sunset at the Zoo at the Central Florida Zoo & Botanical Gardens



January-May
Frontyard Festival at the Dr. Phillips Center



May 8
Solar Bears Military Appreciation Game at the Amway Center

Be part of the conversation!



VyStar
Credit Union



Scan for rates



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Please visit www.vystarcu.org to view current promotions and holiday closings.

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