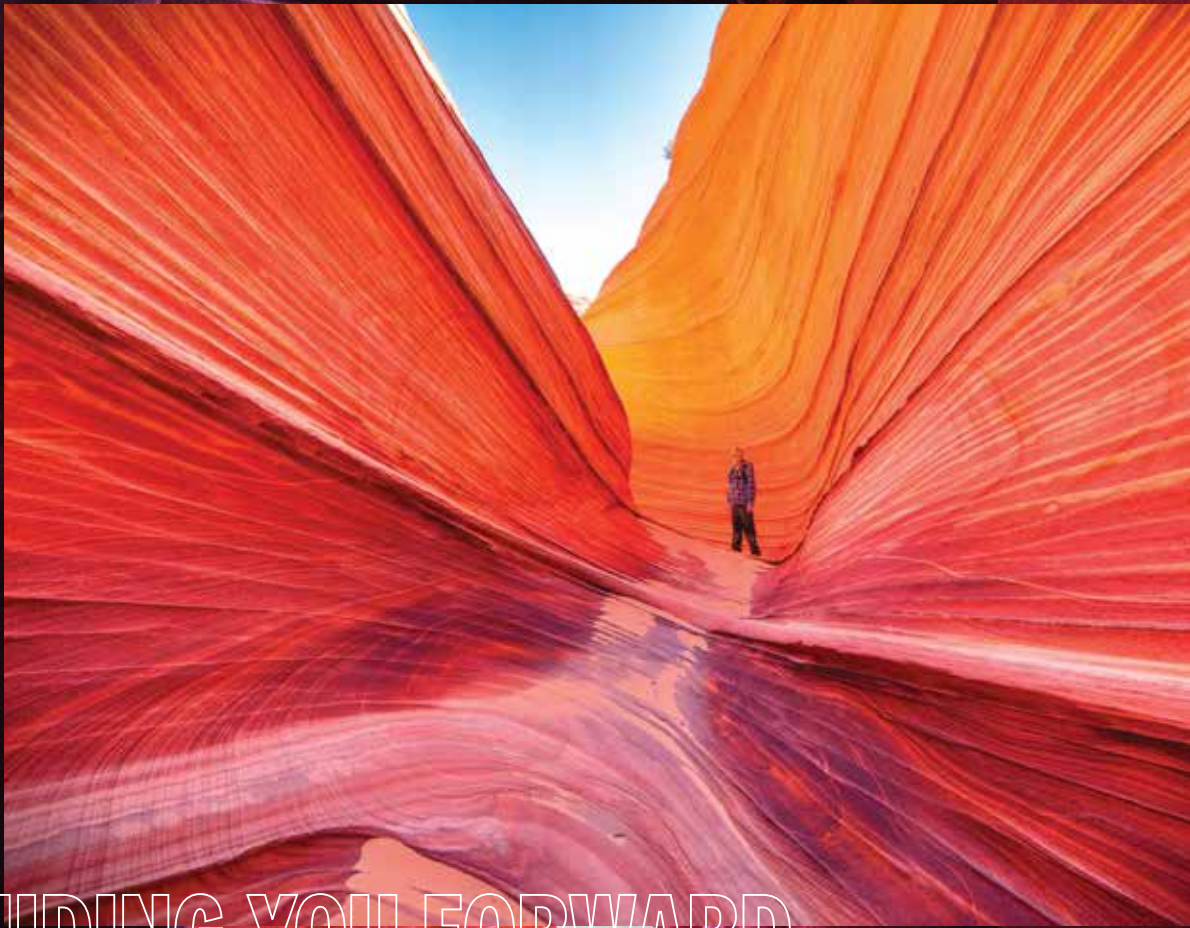




**MOUNTAIN
AMERICA**
CREDIT UNION

2023 ANNUAL REPORT



GUIDING YOU FORWARD



OUR MISSION

We provide exceptional member experiences by hiring and developing the best people who make it easy to do business, deliver quality service and technology, and provide valuable financial guidance.



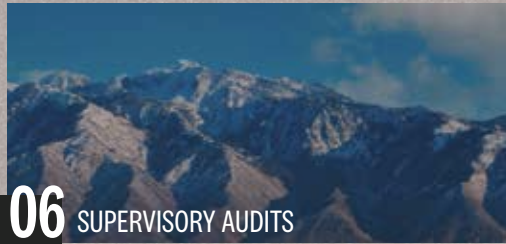
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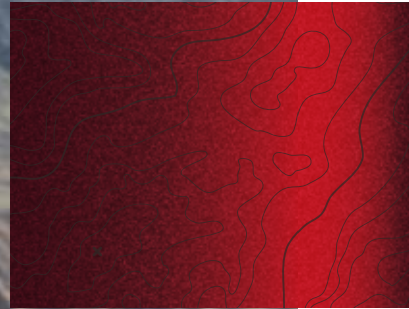
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PRESIDENT'S REPORT



I AM HONORED TO BE PART OF THE EXCEPTIONAL TEAM AT MOUNTAIN AMERICA CREDIT UNION. OVER THE PAST YEAR, WE HAVE PUT SIGNIFICANT EFFORT INTO REDEFINING THE CREDIT UNION WITHOUT LOSING SIGHT OF WHAT MAKES OUR ORGANIZATION GREAT. SERVING OUR MEMBERSHIP IS—AND WILL ALWAYS BE—OUR TOP PRIORITY.

AS MOUNTAIN AMERICA GROWS, WE HAVE FOUND SO MANY GOOD THINGS WE CAN DO. WITH A CLEAR VISION, THE CREDIT UNION CAN SORT THROUGH THE OPTIONS AND CONCENTRATE ON THE IMPORTANT THINGS THAT YOU, AS MEMBERS, VALUE MOST.

OUR FOCUS

As a member-owned, not-for-profit cooperative, Mountain America is unique in many ways. Our organization is not accountable to investors, nor do we have to worry about producing huge returns. Instead, our focus can remain on providing and sustaining excellent value for our membership. The credit union has spent time throughout the past year visiting with team members to reinforce this focus. We have narrowed in on this commitment in three vital ways.

1. **Providing an incredible experience and fantastic value for our members.** Mountain America is always looking out for you.
2. **Preparing well for the future.** The credit union is dedicated to having well-trained team members and technology offerings that are completely reliable and of the highest quality.
3. **Ensuring compliance with our regulatory standards in every way.** Part of this commitment is making sure that member data is always secure.

OUR COMMITMENT

You may notice that as our team members interact with you, they often will make recommendations on products or services to meet your needs. Please know this is not to be pushy or make a sale. We have found that we can change members' lives by asking simple questions and providing helpful alternatives. Our organization can simply deliver the service requested or be partners in finding the best fit and solution to help our members define and achieve their financial dreams.

Every day we encounter circumstances where we can give members life-changing advice that saves time, money and financial stress. It is our privilege to help members create a plan to improve and reshape their financial future.

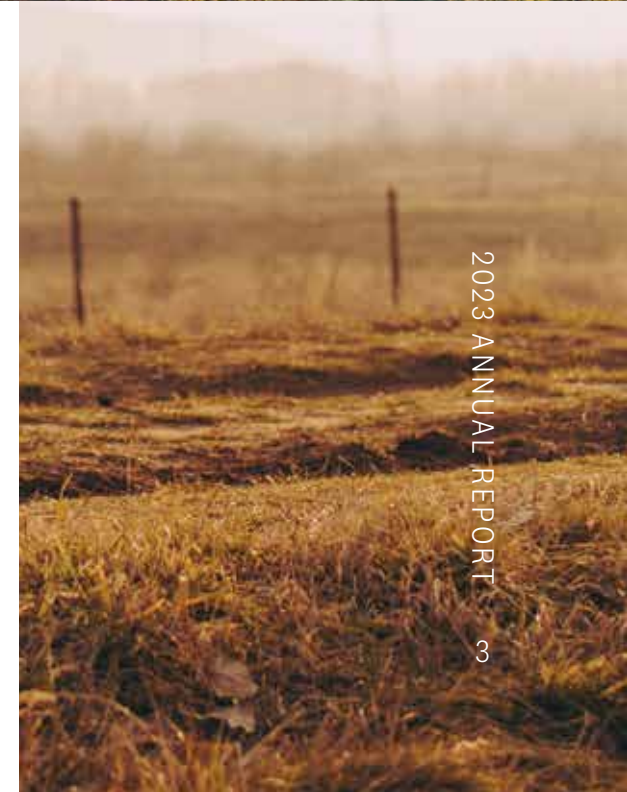
MOUNTAIN AMERICA DIFFERENCE

I hope you see the Mountain America difference in each and every interaction. We realize you have choices about where you do your financial business. The credit union is committed to being the first and best choice for you and your family.

Thank you for your membership and trust in us.

Sterling Nielsen
President/CEO

“It is our privilege to help members create a plan to improve and reshape their financial future. I hope you see the Mountain America difference in each and every interaction.”



CHAIRPERSON'S REPORT



2023 WAS ANOTHER OUTSTANDING YEAR FOR MOUNTAIN AMERICA CREDIT UNION. OUR AMAZING TEAM MEMBERS AND MANAGEMENT NAVIGATED CHALLENGES OF TIGHT LIQUIDITY, THE THREAT OF RECESSION, A MAJOR UPTICK IN FRAUD AND CONTINUED HIGH INTEREST RATES. THESE HURDLES WERE HANDLED WELL, IF NOT BETTER THAN ANY OTHER FINANCIAL INSTITUTION IN THE INDUSTRY.

OUR PRIORITY

Mountain America is now the ninth largest credit union nationwide and is approaching \$20 billion in asset size. With this growth comes added complexities and regulations. To continue operating successfully and maintaining our upward trajectory from the past ten years, we have prioritized an investment in our people and the efficiency of our systems.

Our executive team and board of directors routinely review where the credit union is currently and where we are going. During 2023 the organization spent a great deal of time working with management and employees to define our strategy and business model.

Architect Ludwig Mies van der Rohe is famous for the saying, “less is more,” which in the business world signifies the advantages of simplicity, efficiency and strategic focus. Our intention moving forward is to adopt this principle to enhance productivity, streamline processes and improve overall performance.

FORWARD FOCUS

Mountain America strives to hire and retain the most talented people and develop the next generation of leaders for our organization. Our member and employee satisfaction ratings continue to improve and are among the best in the country. We have simplified decision making to avoid unnecessary complexities and allow our team to respond more swiftly and effectively.

The credit union continually evaluates our technology and delivery systems to ensure our tools and resources are providing an exceptional member experience while keeping our eyes on new ideas and enhancements. Mountain America is committed to using smart, well-crafted products and services to enhance the member experience. We present financial solutions in a friendly, caring and straightforward way to build relationships based on honesty, integrity, mutual trust and respect.

The credit union's financial performance is strong, and we continue to provide a safe-and-sound platform for our members to define and achieve their financial dreams.

Through our efforts to simplify, enhance efficiencies and strategically define who we serve and what we offer, we have made great progress in positioning Mountain America as a leading financial institution dedicated to improving members' lives for years to come.

Scott J. Burt
Board Chair

“We present financial solutions in a friendly, caring and straightforward way to build relationships based on honesty, integrity, mutual trust and respect.”



SUPERVISORY AUDITS

THE SUPERVISORY COMMITTEE OVERSEES ONGOING CREDIT UNION AUDITS TO ENSURE THAT INTERNAL CONTROLS ARE IN PLACE AND FOLLOWED. THE AUDITS ALSO ENSURE THAT ACCOUNTING RECORDS AND REPORTS ACCURATELY REFLECT THE CREDIT UNION'S FINANCIAL POSITION AND OPERATIONS, THUS PROTECTING OUR MEMBERS' ASSETS.

DURING 2023:

- Internal audit conducted 32 IT/operational/compliance audit engagements and 48 targeted/ad hoc reviews of various credit union areas. Assurance testing concentrated on controls designed to mitigate operational, compliance, liquidity and cybersecurity risks.
- Internal audit engaged the Institute of Internal Auditors (IIA) to complete an external quality assessment (EQA) and Mountain America achieved the highest possible rating.
- The credit union was examined by the National Credit Union Administration (NCUA).
- The credit union's financial statements were audited by an independent certified public accounting firm.



OUR VISION

We help our members define and achieve their financial dreams.



BOARD OF DIRECTORS

Scott J. Burt, *Chair*
Lynn Ure, *Vice Chair*
Charlie Fulks, *Secretary*
Michael Allen
Sam Blundell

Joel Steadman
David Swan
Matthew Taggart
Julie Wray

SUPERVISORY COMMITTEE

Melody Richardson, *Chair*
Mark Ashby
Trent Bingham

Mark Shaffer
Laura Stireman



IMPROVING MEMBERS' LIVES

WATCHING OUR MEMBERS' DREAMS COME TRUE IS WHAT INSPIRES US TO BE YOUR DEDICATED FINANCIAL PARTNER. WE VALUE THE TRUST YOU PLACE IN OUR TEAM TO CONFIDENTLY GUIDE YOU THROUGH IMPORTANT DECISIONS ON YOUR FINANCIAL JOURNEY. HEARING INSPIRATIONAL STORIES FROM OUR MEMBERS MAKES EVERYTHING WE DO WORTHWHILE.

One member runs a local children's theater. Through the theater's arts program, youth are taught critical life and leadership skills to help motivate them to pursue their ambitions and goals. Due to the support her business received from Mountain America during the pandemic, she became a loyal member for life.

"We love our relationship with Mountain America. The team [is] extremely responsive and helpful. We are grateful that we share a vision with our financial partner—a vision to make our community the best it can be."

Another small-business member had a dream to build a dance studio that offered free classes specifically for children with cancer or autism. After the pandemic shut down her business, she decided to pursue her aspiration. Mountain America came through with a construction loan to make her dream a reality.

"For me, it comes down to trust and relationships. I can 100% say after working with Mountain America that I personally would go back, and I would recommend the credit union to anybody who asks me."

A dedicated police officer, this member partners with Mountain America in his mission to combat financial fraud. As a member for more than 20 years, he knows how important it is to work with an organization he can count on.

"I've recommended so many people to Mountain America because of the relationship of trust I have with them and the knowledge that they'll make it happen for me and anybody else no matter the situation. Mountain America has been my go-to financial resource, especially when I'm working with people who have experienced fraud and lost money."



This small-business member turned to Mountain America to help facilitate a financial education program at the vocational training school where he serves as executive director. The credit union's money-management resources have been life-changing for many students.

"It's hard to articulate what Mountain America has done for our organization, my students and my staff. Not every financial institution would be willing to partner with an organization like ours. They didn't run [away]—they listened."

When her life circumstances changed, this member's boss recommended that she reach out to a Mountain America financial guide to help get her finances back on track. With our support, she took the necessary steps to align her priorities with her financial goals. She has since taught these principles to her children by helping them open their own savings accounts, learn about budgeting and begin to establish their own healthy spending habits.

"Instead of feeling embarrassed, I felt empowered."

A Mountain America account was opened for this member shortly after he was born. Now a long-time member, he chooses to stay with the credit union because of the consistent and reliable service he receives each time he interacts with our team members.

"I love the experience I have when I work with folks from the branches. I love how easy the Mountain America mobile app makes it for me to manage my financial affairs. We are always taken care of when we need support or help."

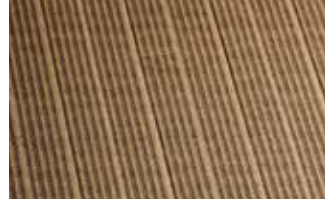


No matter how Mountain America may grow or change, our top priority will remain the same. We will continually strive to provide our members with the services and support they need to achieve their dreams. At the center of it all is trust—the trust you place in us to safely guide you forward on your financial journey.

HONORING EXCELLENCE

**MOUNTAIN AMERICA
CONTINUES
TO ACHIEVE
DISTINGUISHED
RECOGNITION IN
A VARIETY OF
CATEGORIES:**

- Best Banks and Credit Unions, *Money*
- Best-In-State Credit Unions (Utah), *Forbes*
- Best Places to Work Idaho®, Large Employers
- Boise and Treasure Valley Top Workplaces (Idaho)
- Cathy Smoyer, CXO of the Year, *Utah Business*
- BEST Award, Association for Talent Development
- Healthy Worksite Innovation Award, Platinum Level, Utah Worksite Wellness Council
- Top Small Business Administration (SBA) Lender Nationwide for Credit Unions, Callahan and Associates
- Diamond Award recipient in two categories, including one Category's Best, Credit Union National Association (CUNA)
- Best of State® Award winner in five categories (Utah)



CONSOLIDATED STATEMENTS OF FINANCIAL CONDITION

	2023	2022
ASSETS		
Cash and cash equivalents	\$2,023,347	\$914,871
Interest-bearing deposits with other financial institutions	3,528	103,528
Debt securities available-for-sale, at fair value	279,467	316,602
Investments in membership stock, at cost	66,770	57,380
Loans	15,334,989	13,807,137
Allowance for credit losses on loans	(170,778)	(95,016)
Loans, net	15,164,211	13,712,121
Accrued interest receivable	79,033	54,832
Premises and equipment, net	439,525	417,516
NCUSIF deposit	128,194	111,345
Prepaid expenses and other assets	218,063	152,168
TOTAL ASSETS	\$18,402,138	\$15,840,363
LIABILITIES AND MEMBERS' EQUITY		
Shares and deposits	\$16,048,854	\$13,802,175
Borrowed funds	435,000	385,000
Official checks	29,046	25,066
Other liabilities	208,472	132,607
TOTAL LIABILITIES	\$16,721,372	\$14,344,848
MEMBERS' EQUITY		
Regular reserve	\$63,045	\$63,045
Undivided earnings	1,632,584	1,455,878
Equity acquired in business combinations	2,463	2,463
Accumulated other comprehensive loss	(17,326)	(25,871)
TOTAL MEMBERS' EQUITY	\$1,680,766	\$1,495,515
TOTAL LIABILITIES AND MEMBERS' EQUITY	\$18,402,138	\$15,840,363

CONSOLIDATED STATEMENTS OF INCOME

	2023	2022
INTEREST INCOME		
Loans, including fees	\$954,259	\$613,753
Other	70,406	22,732
TOTAL	\$1,024,665	\$636,485
DIVIDEND AND INTEREST EXPENSE		
Shares and deposits	\$351,707	\$91,536
Borrowed funds	11,996	7,787
TOTAL	\$363,703	\$99,323
NET INTEREST INCOME	\$660,962	\$537,162
Provision for credit losses	154,454	56,500
Reversal of provision for unfunded lending commitments	(85)	-
Provision for credit losses	154,369	56,500
NET INTEREST INCOME AFTER PROVISION FOR CREDIT LOSSES	\$506,593	\$480,662
NONINTEREST INCOME		
Fees and service charges	\$264,212	\$262,371
Net realized gain on sold loans	4,301	2,080
Other	8,442	9,465
TOTAL	\$276,955	\$273,916
NONINTEREST EXPENSES		
Compensation and benefits	\$299,045	\$275,310
Loan servicing	101,109	93,713
Occupancy and equipment	63,081	52,869
Professional and outside services	32,873	31,110
Education and marketing	31,934	27,076
Depreciation and amortization	29,283	25,440
Other	29,201	13,527
TOTAL	\$586,526	\$519,045
NET INCOME	\$197,022	\$235,533

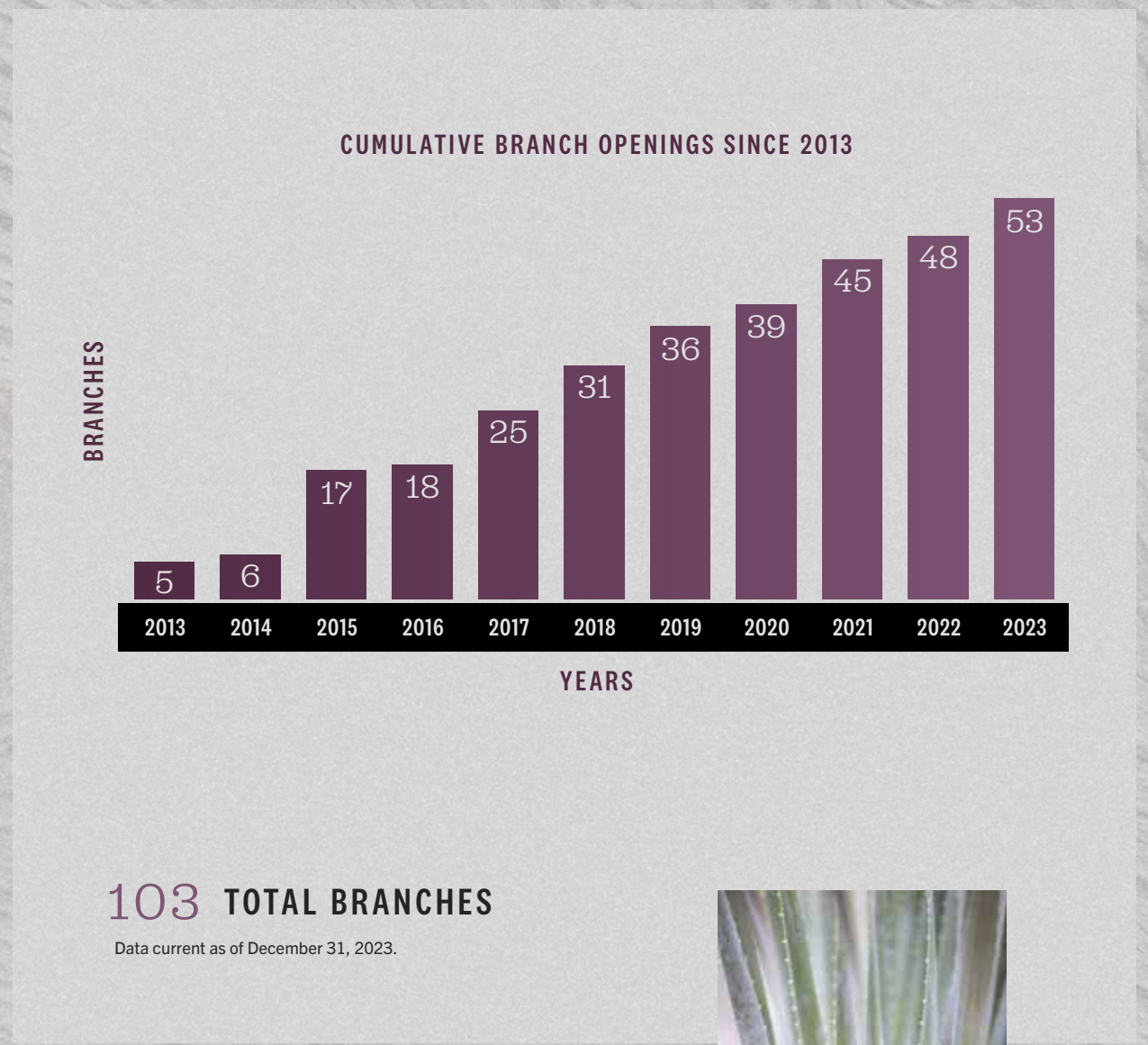
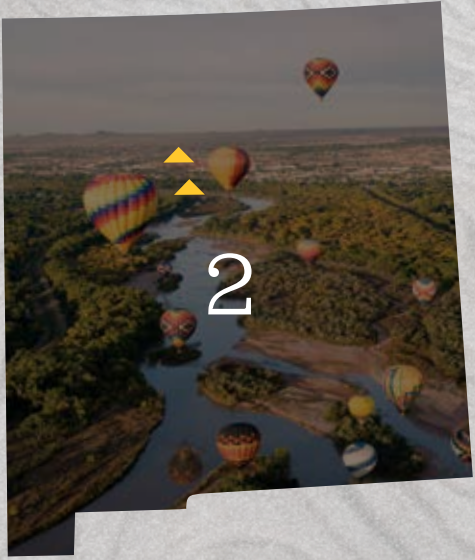
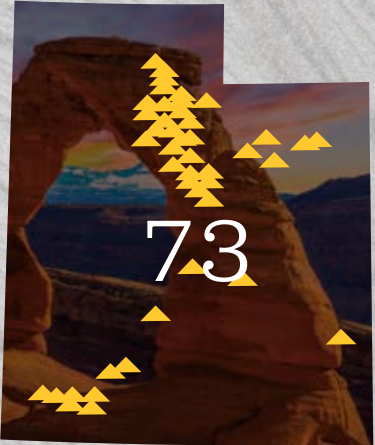


BRANCH GROWTH



BRANCHES BY STATE

- MONTANA
- IDAHO
- NEVADA
- UTAH
- ARIZONA
- NEW MEXICO





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