



MOUNTAIN AMERICA
CREDIT UNION

2021
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.





TABLE OF CONTENTS

President’s Report4

Chairperson’s Report6

Supervisory Audits9

Board of Directors 10

Supervisory Committee 10

Improving Members’ Lives 12

Honoring Excellence 15

Consolidated Statements of Financial Condition and Income16

Branch Locations..... 18

Insured by NCUA

“With each interaction, we strive to earn your trust and business. We understand that you have choices. We are committed to being the best choice for you and your family throughout the entire financial journey.”



PRESIDENT'S REPORT

As you will see by the numbers in this report, 2021 was a fantastic year. We continued to adapt and cope with an ongoing pandemic, which required us to stay nimble. Now we are ready to move on and move forward.

I feel very fortunate to be part of Mountain America and the good our team does both in the community and in the financial lives of our members. As a not-for-profit cooperative, we don't have to focus on profits. We can instead focus on making a difference in our members' lives and in the communities in which we live.

Mountain America strives to enrich our communities through education, college athletics, the arts and charitable partnerships. We support many wonderful organizations, including Primary Children's Hospital, the Mountain America Center in Idaho Falls, the Mountain America Community Iceplex at Arizona State University, the Mountain America Performing Arts Centre near our headquarters and many others.

Financial education is an important part of what we do. Much of that education happens in our over 100 branches where members receive the individual help and personalized solutions they need to be successful. We are there to educate, help you save money and make your financial lives easier.

With each interaction, we strive to earn your trust and business. We understand that you have choices. We are committed to being the best choice for you and your family throughout the entire financial journey. We can start with that first savings account, debit or credit card, the purchase of your dream car or the home you always wanted. Perhaps you want to start a business, or you need a stable plan for retirement. This is what we are here to do.

We are also focused on convenience. We prioritize this by offering you many branch locations to choose from while also investing in the functionality and ease of our mobile and online offerings. Of course, our service center is also available anytime you need us.

You have my commitment that we will always focus first on our members, keeping your interests and needs as our top priority. We will do this together with our wonderful team of dedicated employees. They all understand that our members are why we are here.

Thank you for the trust and confidence you place in Mountain America Credit Union.

Sterling Nielsen
President/CEO





CHAIRPERSON'S REPORT

Mountain America Credit Union reached many milestones in 2021. We are now serving over one million members, have over 100 branches across six states, reached a capital level of 9% and have grown to over \$14 billion in assets. To put that in perspective, we ended 2017 with \$7 billion in total assets. In only four years, this asset size has doubled.

What does all this mean? It means we have maintained success during turbulent times. Some may say the size of our credit union doesn't matter, but in this environment, it makes all the difference. Scale matters in the financial marketplace. Organizations must have the resources to invest to stay relevant in this fast-paced economy.

Resources such as online and mobile banking along with robust security help Mountain America stay current in the technological arena. Protecting members' information and keeping them safe from fraudulent attacks is a continuous job. These strategic areas are addressed at the highest levels of the credit union with input from some of the best qualified resources in the country.

The initiative driving our success is our focus on members. Our number one priority has been and will continue to be "providing exceptional member experiences." It is truly what sets us apart from other financial institutions.

We know members are looking for a financial partner who is concerned about them and their financial well-being. Your willingness to share your Mountain America experiences with your family and friends is instrumental in our success. This past year, Mountain America employees helped members get a better rate on over \$800 million in loans—saving these members more than \$145 million in interest and lowering monthly payments to more manageable levels.

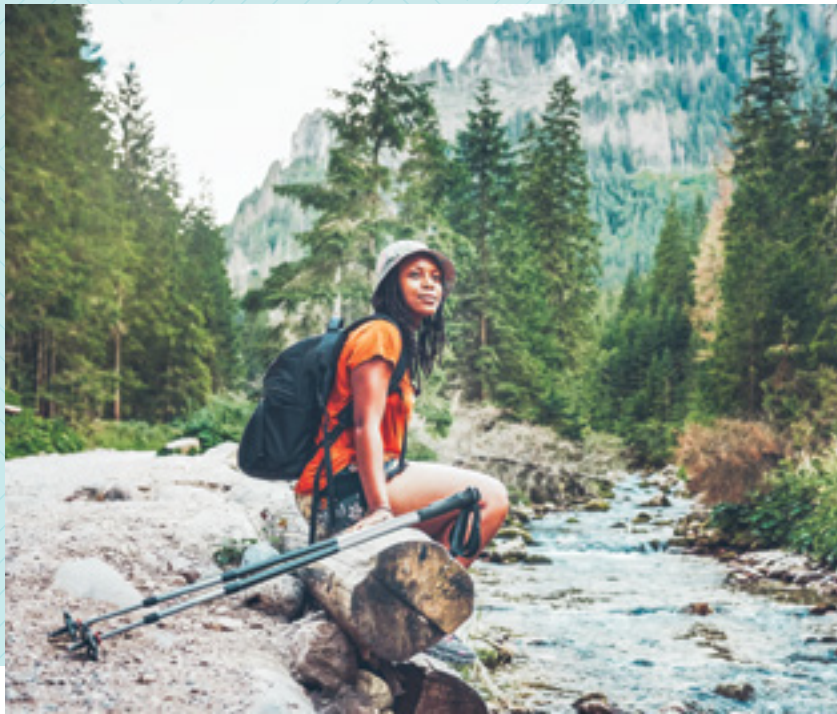
We will continue to prepare for what is ahead. Our current environment includes challenges with labor shortages, inflation and additional regulation. We are committed to overcoming these and other challenges through vision and hard work. The future is bright for Mountain America Credit Union.

The credit union belongs to all of us. It exists to help everyone overcome financial challenges and improve their lives. Thank you for the loyalty and support you give to this great financial institution.

The board of directors, management and employees are committed to continuing the path of success that has made Mountain America one of the most respected and successful credit unions in the country. I am confident we will remain strong for many years to come.

Scott J. Burt
Board Chair

“Our number one priority has been and will continue to be ‘providing exceptional member experiences.’ It is truly what sets us apart from other financial institutions ... The credit union belongs to all of us. It exists to help everyone overcome financial challenges and improve their lives.”







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 2021:

- ▶ Internal audit conducted 27 IT/operational/compliance audit engagements and 42 targeted/ad hoc reviews of various credit union areas.
- ▶ The credit union was examined by the National Credit Union Administration (NCUA).
- ▶ The financial statements were audited by an independent Certified Public Accounting firm.

BOARD OF DIRECTORS

Scott Burt, *Chair*

Lynn Ure, *Vice Chair*

Charlie Fulks, *Secretary*

Michael Allen

Sam Blundell

Bruce Reading

Joel Steadman

David Swan

Julie Wray

SUPERVISORY COMMITTEE

Matthew Taggart, *Chair*

Trent Bingham

J. Teresa Davis

Camille Mitchell

Melody Richardson

OUR VISION



We help members
define and achieve
their financial dreams.

“I continue to benefit from the step-by-step guidance I have received and am now making smart financial decisions that improve my life. I will forever be grateful to Mountain America and the amazing employees who helped me!”



IMPROVING MEMBERS' LIVES

We recognize that one of the best ways to serve our members is to ensure our employees are well trained and can assist members effectively. The following real-life stories provide meaningful examples of why this is a central goal for Mountain America now and in the future.

One member shared, “My overall financial situation has not been great. After recently experiencing a fraud issue, I came into a branch, and the teller directed me to your free financial guide service—I didn’t even know this was available! During the past few months, I have received so much good advice to improve my finances. In addition to the kindness, understanding and knowledge I have received, my credit score has increased close to 100 points, and I have been able to pay off and consolidate past debt.”

She further shared, “I continue to benefit from the step-by-step guidance I have received and am now making smart financial decisions that improve my life. I will forever be grateful to Mountain America and the amazing employees who helped me!”

A business member shared how the personalized interactions he experiences at Mountain America are hard to find elsewhere. “I first came in contact with Mountain America about ten years ago. It’s been a great resource for me. As a commercial real estate broker, when my reputation with a client is on the line, I’m able to hand over that opportunity, and Mountain America knocks it out of the park every time.”

He continues, “The opportunity we’ve had as a family to bank here reminds me of what banking was when I was a kid. When you walk through the front doors of a branch, you know there’s something different. You know that leadership is involved at the very core level, and it’s something that I want to model and mimic in my own business.”

Another member shared about how she came to Mountain America after the loss of her husband. The couple had recently purchased their dream car, a classic 1957 Chevrolet. Sadly, her husband passed away a short time later. She thought she would need to sell the car to manage debt, but Mountain America was able to help her keep this beautiful vehicle by refinancing her mortgage.

She shared, “It really saved me, because I was struggling. The whole process was easy, and it went fast. I’d recommend it to anybody. Now I have greater security and can do what I want to do, and that’s all because of Mountain America.”







HONORING EXCELLENCE

Mountain America continues to receive recognition and awards in a variety of categories:

- ▶ Best Companies to Work For (2,500+ employees), *Utah Business* magazine
- ▶ Best Credit Unions to Work For, *American Banker*
- ▶ Best Place to Work in New Mexico, *Albuquerque Business First*
- ▶ Best Places to Work in Idaho
- ▶ Best-In-State Credit Unions (Idaho, Utah and Arizona), *Forbes*
- ▶ Utah's Fast 50, *Utah Business* magazine
- ▶ Top Credit Union, *Idaho Business Review*
- ▶ Utah Worksite Wellness Council, Healthy Worksite Innovation Award, Platinum Level
- ▶ Top Credit Union Lender in Utah, Small Business Administration
- ▶ 2021 Community Lenders of the Year, Dale Fisher and Jared DeVroom, CCIM, Salt Lake Chamber
- ▶ CUNA Diamond Award recipient in five categories
- ▶ CUNA Excellence in Tech Award

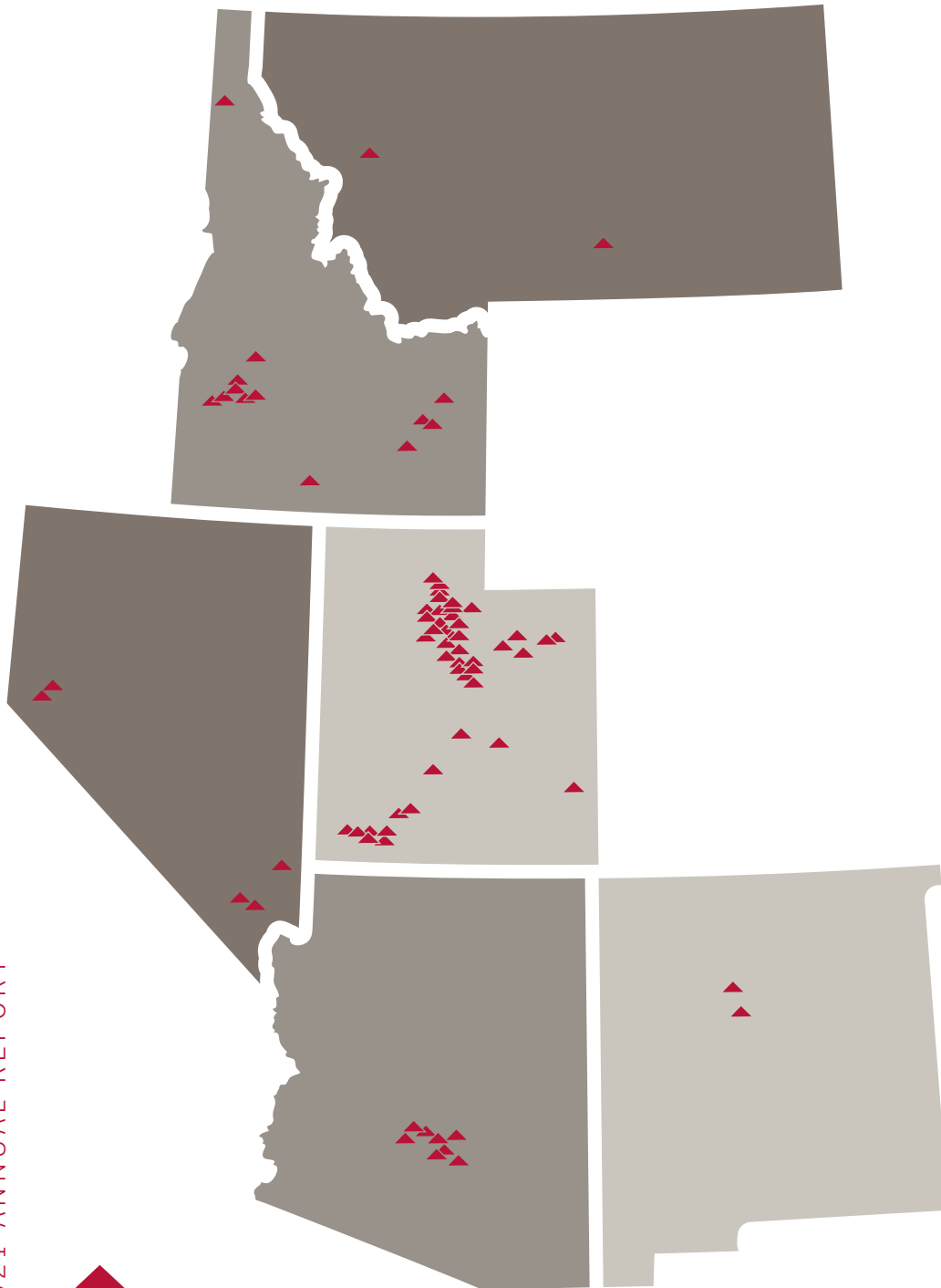
CONSOLIDATED STATEMENTS OF FINANCIAL CONDITION

	2021	2020
ASSETS		
Cash and cash equivalents	\$2,461,673	\$1,944,246
Interest-bearing deposits with other financial institutions	3,528	3,528
Securities available-for-sale, at fair value	301,713	87,986
Investments in membership stock, at cost	44,992	43,276
Loans held-for-sale	13,553	46,402
Loans, net	10,457,988	9,023,415
Accrued interest receivable	31,487	29,740
Premises and equipment, net	403,200	395,437
NCUSIF deposit	101,649	85,959
Prepaid expenses and other assets	200,110	326,210
TOTAL ASSETS	\$14,019,893	\$11,986,199
LIABILITIES AND MEMBERS' EQUITY		
Shares and deposits	\$12,385,672	\$10,567,187
Borrowed funds	235,000	285,000
Official checks	17,547	18,424
Other liabilities	98,894	76,759
TOTAL LIABILITIES	\$12,737,113	\$10,947,370
MEMBERS' EQUITY		
Regular reserve	\$63,045	\$63,045
Undivided earnings	1,220,345	973,120
Equity acquired in business combinations	2,463	2,463
Accumulated other comprehensive (loss) income	(3,073)	201
TOTAL MEMBERS' EQUITY	\$1,282,780	\$1,038,829
TOTAL LIABILITIES AND MEMBERS' EQUITY	\$14,019,893	\$11,986,199



CONSOLIDATED STATEMENTS OF INCOME

	2021	2020
INTEREST INCOME		
Loans, including fees	\$490,762	\$463,558
Other	6,035	4,518
TOTAL	\$496,797	\$468,076
DIVIDEND AND INTEREST EXPENSE		
Shares and deposits	\$59,390	\$80,522
Borrowed funds	5,427	5,598
TOTAL	\$64,817	\$86,120
NET INTEREST INCOME	\$431,980	\$381,956
Provision for loan losses	13,250	69,250
NET INTEREST INCOME AFTER PROVISION FOR LOAN LOSSES	\$418,730	\$312,706
NONINTEREST INCOME		
Fees and service charges	\$255,309	\$201,346
Net realized gain on sold loans	35,609	58,998
Gain on sale of Visa® shares	-	10,813
Gain on foreclosed and repossessed assets, net	-	1,378
Other	6,672	4,430
TOTAL	\$297,590	\$276,965
NONINTEREST EXPENSES		
Compensation and benefits	\$256,416	\$243,690
Loan servicing	75,496	58,110
Occupancy and equipment	48,620	47,524
Professional and outside services	28,042	28,387
Depreciation and amortization	25,259	25,583
Education and marketing	23,898	18,618
Loss on disposal of premises and equipment, net	381	475
Other	10,983	9,550
TOTAL	\$469,095	\$431,937
NET INCOME	\$247,225	\$157,734



BRANCH LOCATIONS

ARIZONA

Apache Junction
Chandler
Gilbert
Glendale
Goodyear
Mesa
Queen Creek
Tatum

IDAHO

Ammon
Boise—3rd Street
Boise—Ustick Road
Eagle
Garden City
Garden Valley
Idaho Falls
Meridian
Nampa
Pocatello
Post Falls
Rexburg
Twin Falls

MONTANA

Billings
Missoula

NEVADA

Henderson
Las Vegas
Mesquite
Reno
Sparks

NEW MEXICO

Albuquerque—
Golf Course Road
Albuquerque—
Paseo Del Norte Boulevard

Listing current as of December 31, 2021.

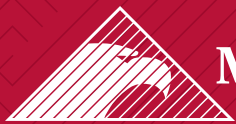
UTAH

Altamont
American Fork
Cedar City—Main Street
Cedar City—Providence
Centerville
Clinton
Cottonwood Heights
Draper
Duchesne
Ephraim
Farmington
Heber
Herriman
Holladay—Highland Drive
Holladay—Murray Holladay Road
Hurricane
Kanab
Kaysville

Kearns—4015 West
Kearns—5600 West
Kimball Junction
Layton
Lehi
Logan—706 South
Logan—1425 North
Magna
Midvale
Millcreek
Moab
Murray
Ogden—40th Street
Ogden—Five Points
Orem—North State Street
Orem—University Place
Payson
Pleasant Grove
Price

Provo
Richfield
Riverton
Roosevelt
Rose Park
St. George—River Road
St. George—Sunset Boulevard
Salt Lake—735 South State
Salt Lake—Redwood Road
Sandy—94th South
Sandy—9640 South State
Sandy—106th South
Santa Clara
Saratoga Springs
South Jordan—104th South
South Jordan—Daybreak
South Jordan—River Park
Spanish Fork
Springville
Stansbury Park
Sugar House
Taylorsville—47th South
Taylorsville—54th South
Tooele
Vernal—East Highway 40
Vernal—West Highway 40
Washington
Washington Fields
West Jordan—90th South
West Jordan—Jordan Landing
West Jordan—Redwood Road
West Valley
West Valley—3500 South
Woods Cross





MOUNTAIN AMERICA
CREDIT UNION

