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Mountain America Credit Union consistently ranks among the top credit unions in the country. The overwhelming success is because we have the best employees and the best members in the country. We don’t take your trust for granted. We strive to earn that trust with every interaction. We are also committed to providing the membership with great value through competitive rates, a variety of product offerings, convenient locations and world-class service.

Our philosophy has been to attract and retain great employees that provide the membership with the best service. The new Mountain America Center has already helped the credit union attract and retain top talent. This is so important to the future success of the credit union. The new building is something the membership can be proud of because it represents our commitment to our employees, the membership and the community.

“Credit unions are the best value in the financial industry. Yet, many are still unaware of the credit union difference. The real difference is ownership. We don’t have stockholders or investors to worry about. Our focus is on taking care of the membership.”
As other financial institutions are closing branches to save on costs, Mountain America continues to branch out and open new facilities. We look at those areas where the demand and opportunities are greatest to ensure the membership has convenient access to personalized service. The branch is the best place to receive advice and guidance to help you achieve success in your financial goals.

Many of our members prefer to conduct financial interactions with the credit union through online or mobile applications. Each month, millions of transactions are completed with Mountain America’s mobile banking tools. We have made some significant improvements to our online banking in 2018. As we continuously improve the quality of our offerings in the coming year, we plan to make additional enhancements to both the online and mobile platforms. We are committed to making your interactions with the credit union efficient and convenient regardless of how you interact with us.

Credit unions are the best value in the financial industry. Yet, many are still unaware of the credit union difference. The real difference is ownership. We don’t have stockholders or investors to worry about. Our focus is on taking care of the membership. You are our best ambassadors to let people know how credit unions have improved your life. Be sure to send your family and friends to Mountain America so we can assist them on their financial path as we have done for you.

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

Sterling Nielsen  
President/CEO
2018 was an outstanding year for Mountain America Credit Union. As Chairman of the Board of Directors, it is my privilege to thank you for your membership, loyalty and confidence. Our volunteers and employees strive every day to meet your financial needs and help you achieve your dreams.

We are well positioned for the future. We reached $8.2 billion in total assets with nearly 800,000 members who utilize Mountain America’s services. We added more branches, 93 in total, to serve a five-state region. Mountain America also added more service center agents and digital tools, as well as additional levels of security, to better safeguard your financial assets.

Your financial needs are our most important commitment, and we take member satisfaction very seriously. One way we evaluate this is through our net promoter score. This score evaluates how likely our members are to refer our products and services to others. Overall, our branches averaged 85 percent, and our service center averaged 79 percent. These ratings are outstanding in the financial industry and have increased over our 2017 levels. Nationally, banks average 50 percent and credit unions average 62 percent.
The future is bright for our members. The Mountain America Center, our new corporate headquarters, opened in December. This building will support operational goals to better serve our members and their needs. We are continually reviewing processes, upgrading services and adding technologies that will help to serve you more efficiently where and when you need us.

It is the individual attitudes of the people in our organization that make Mountain America so special. The employees really do care about you, our members, and go out of their way to help you solve your financial problems and guide you forward on your financial path. This process is driving our growth and success.

Members should know that Mountain America is committed to improving our community and making a meaningful difference in the lives of others. This year, Mountain America employees volunteered thousands of service hours to promote greater good in our world. The credit union also made meaningful financial contributions to support charitable organizations, schools, communities, hospitals, the arts, financial literacy, scholarships and many more projects.

Thank you, once again, for the loyalty and trust you place in us as employees, managers and the board of this great credit union. We know there are challenges ahead and we are preparing to meet them. This year has helped us position the credit union for the future. Just as where we are now and where we come from are far different, where we are going will be far different as well. Together we will meet the challenges and continue on the path to success.

Scott J. Burt
Board Chair
Supervisory Audits

The Supervisory Committee oversees ongoing credit union audits to ensure internal controls are in place and followed. The audits also ensure accounting records and reports accurately reflect the credit union’s financial position and operations, thus protecting our members’ assets.

During 2018:

- Internal audit conducted 102 branch audit engagements, 33 IT/operational/compliance audit engagements and 135 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 the independent certified public accounting firm of Moss Adams LLP.
- A successful external audit exam was conducted by the U.S. Small Business Administration (SBA).
Board of Directors

Scott Burt, Chair
Lynn Ure, Vice Chair
Charlie Fulks, Secretary
Bruce Reading
Michael Allen
Sam Blundell
Julie Wray
Joel Steadman
Marla Spear

Supervisory Committee

David Swan, Chair
Kelly Holt
David Kwant
Matthew Taggart
Improving Members’ Lives

Member stories highlight how Mountain America impacts people’s lives by offering personalized service and support—giving them a pathway to achieve their dreams.

We hear numerous stories from members who have improved their financial situation through the guidance they received. These members are often facing difficult decisions or dealing with a personal setback. Mountain America employees offer support by helping these members transfer high-rate credit card balances, refinance loans and create a financial plan.

One member commented, “In just over six months, my credit score has increased almost 200 points and I have saved thousands of dollars in interest … I feel cared for as a person. It’s so refreshing to have found a credit union that I trust has my best interests at heart.”

Another member utilized an auto loan from Mountain America to generate profitable expansion opportunities for her small business. With the purchase of a van, she is now able to transport her product to pop-up shops along the Wasatch Front. This increases the potential for many more people to enjoy her product and gives the company ongoing prospects for growth in the years to come.
Honoring Excellence

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

- 2018 Best Credit Union to Work For, *Credit Union Journal*
- Large Employers, Best Places to Work in Idaho™
- Best Workplaces in Financial Services & Insurance, Great Place To Work®
- 2018 Best Credit Union, *Utah Valley Magazine*
- Utah Best of State, Financial Services category
- Return of the Member Index in Utah, Callahan & Associates
# Consolidated Statements of Financial Condition

**ASSETS**

<table>
<thead>
<tr>
<th>Description</th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash and cash equivalents</td>
<td>$646,194</td>
<td>$515,399</td>
</tr>
<tr>
<td>Interest-bearing deposits with other financial institutions</td>
<td>54,036</td>
<td>4,010</td>
</tr>
<tr>
<td>Securities available-for-sale, at fair value</td>
<td>11,927</td>
<td>21,337</td>
</tr>
<tr>
<td>Federal Home Loan Bank stock, at cost</td>
<td>23,512</td>
<td>27,271</td>
</tr>
<tr>
<td>Loans held-for-sale</td>
<td>9,993</td>
<td>11,223</td>
</tr>
<tr>
<td>Loans, net</td>
<td>6,940,319</td>
<td>6,093,422</td>
</tr>
<tr>
<td>Accrued interest receivable</td>
<td>25,414</td>
<td>19,634</td>
</tr>
<tr>
<td>Foreclosed and repossessed assets, net</td>
<td>5,709</td>
<td>6,250</td>
</tr>
<tr>
<td>Premises and equipment, net</td>
<td>347,184</td>
<td>273,183</td>
</tr>
<tr>
<td>NCUSIF deposit</td>
<td>60,506</td>
<td>50,795</td>
</tr>
<tr>
<td>Goodwill, net</td>
<td>1,197</td>
<td>1,396</td>
</tr>
<tr>
<td>Prepaid expenses and other assets</td>
<td>86,192</td>
<td>76,726</td>
</tr>
<tr>
<td><strong>TOTAL ASSETS</strong></td>
<td><strong>$8,212,183</strong></td>
<td><strong>$7,100,646</strong></td>
</tr>
</tbody>
</table>

**LIABILITIES AND MEMBERS’ EQUITY**

<table>
<thead>
<tr>
<th>Description</th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shares and savings accounts</td>
<td>$6,999,452</td>
<td>$5,889,684</td>
</tr>
<tr>
<td>Borrowed funds</td>
<td>375,000</td>
<td>500,000</td>
</tr>
<tr>
<td>Official checks</td>
<td>10,462</td>
<td>14,088</td>
</tr>
<tr>
<td>Other liabilities</td>
<td>61,510</td>
<td>45,962</td>
</tr>
<tr>
<td><strong>TOTAL LIABILITIES</strong></td>
<td><strong>$7,446,424</strong></td>
<td><strong>$6,449,734</strong></td>
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</tbody>
</table>

**MEMBERS’ EQUITY**

<table>
<thead>
<tr>
<th>Description</th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular reserve</td>
<td>$83,045</td>
<td>$83,045</td>
</tr>
<tr>
<td>Undivided earnings</td>
<td>700,718</td>
<td>586,121</td>
</tr>
<tr>
<td>Equity acquired in business combinations</td>
<td>2,463</td>
<td>1,928</td>
</tr>
<tr>
<td>Accumulated other comprehensive loss</td>
<td>(467)</td>
<td>(182)</td>
</tr>
<tr>
<td><strong>TOTAL MEMBERS’ EQUITY</strong></td>
<td><strong>$765,759</strong></td>
<td><strong>$650,912</strong></td>
</tr>
<tr>
<td><strong>TOTAL LIABILITIES AND MEMBERS’ EQUITY</strong></td>
<td><strong>$8,212,183</strong></td>
<td><strong>$7,100,646</strong></td>
</tr>
</tbody>
</table>

*As of December 31, 2018 and 2017 (Dollars in thousands)*
## Consolidated Statements of Income

### INTEREST INCOME

<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Loans, including fees</td>
<td>$351,172</td>
<td>$271,232</td>
</tr>
<tr>
<td>Other</td>
<td>9,822</td>
<td>6,401</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>$360,994</strong></td>
<td><strong>$277,633</strong></td>
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</tbody>
</table>

### INTEREST EXPENSE

<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shares and savings accounts</td>
<td>$55,620</td>
<td>$33,763</td>
</tr>
<tr>
<td>Borrowed funds</td>
<td>6,577</td>
<td>7,126</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>$62,197</strong></td>
<td><strong>$40,889</strong></td>
</tr>
</tbody>
</table>

**NET INTEREST INCOME**

<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provision for loan losses</td>
<td>51,750</td>
<td>34,000</td>
</tr>
<tr>
<td><strong>NET INTEREST INCOME AFTER PROVISION FOR LOAN LOSSES</strong></td>
<td><strong>$247,047</strong></td>
<td><strong>$202,744</strong></td>
</tr>
</tbody>
</table>

### NON-INTEREST INCOME

<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fees and service charges</td>
<td>$136,964</td>
<td>$118,356</td>
</tr>
<tr>
<td>Realized gain on sold loans, net</td>
<td>10,968</td>
<td>17,078</td>
</tr>
<tr>
<td>Gain (loss) on disposal of premises and equipment, net</td>
<td>325</td>
<td>(1,271)</td>
</tr>
<tr>
<td>Gain (loss) on foreclosed and repossessed assets, net</td>
<td>108</td>
<td>(1,091)</td>
</tr>
<tr>
<td>Other</td>
<td>31,555</td>
<td>24,616</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>$179,920</strong></td>
<td><strong>$157,888</strong></td>
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</tbody>
</table>

### NON-INTEREST EXPENSES

<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Compensation and benefits</td>
<td>$169,462</td>
<td>$143,054</td>
</tr>
<tr>
<td>Loan servicing</td>
<td>43,210</td>
<td>35,731</td>
</tr>
<tr>
<td>Occupancy and equipment</td>
<td>33,380</td>
<td>28,522</td>
</tr>
<tr>
<td>Depreciation and amortization</td>
<td>19,386</td>
<td>17,006</td>
</tr>
<tr>
<td>Education and marketing</td>
<td>19,154</td>
<td>17,908</td>
</tr>
<tr>
<td>Professional and outside services</td>
<td>18,282</td>
<td>17,531</td>
</tr>
<tr>
<td>Other</td>
<td>9,496</td>
<td>6,535</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>$312,370</strong></td>
<td><strong>$266,287</strong></td>
</tr>
</tbody>
</table>

**NET INCOME**

<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>$114,597</strong></td>
<td><strong>$94,145</strong></td>
</tr>
</tbody>
</table>
BRANCH LOCATIONS

IDAHO
Ammon
Boise—3rd Street
Boise—Ustick Road
Chubbuck
Eagle
Garden City
Garden Valley
Idaho Falls—
    Sunnyside Road
Meridian
Nampa
Pocatello—
    Yellowstone Avenue
Rexburg
Twin Falls

ARIZONA
Gilbert
Goodyear
Mesa
Phoenix
Queen Creek

NEVADA
Las Vegas
Mesquite
Reno
Sparks

NEW MEXICO
Albuquerque—
    Golf Course Road
Albuquerque—
    Paseo Del Norte Boulevard
## UTAH

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Altamont</td>
<td></td>
</tr>
<tr>
<td>American Fork</td>
<td></td>
</tr>
<tr>
<td>Cedar City—Main Street</td>
<td></td>
</tr>
<tr>
<td>Cedar City—Providence</td>
<td></td>
</tr>
<tr>
<td>Centerville</td>
<td></td>
</tr>
<tr>
<td>Clinton</td>
<td></td>
</tr>
<tr>
<td>Cottonwood Heights</td>
<td></td>
</tr>
<tr>
<td>Draper</td>
<td></td>
</tr>
<tr>
<td>Duchesne</td>
<td></td>
</tr>
<tr>
<td>Ephraim</td>
<td></td>
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<tr>
<td>Farmington</td>
<td></td>
</tr>
<tr>
<td>Heber</td>
<td></td>
</tr>
<tr>
<td>Herriman</td>
<td></td>
</tr>
<tr>
<td>Holladay—Highland Drive</td>
<td></td>
</tr>
<tr>
<td>Holladay—Murray Holladay Road</td>
<td></td>
</tr>
<tr>
<td>Hurricane</td>
<td></td>
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<tr>
<td>Kanab</td>
<td></td>
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<tr>
<td>Kaysville</td>
<td></td>
</tr>
<tr>
<td>Kearns—4015 West</td>
<td></td>
</tr>
<tr>
<td>Kearns—5600 West</td>
<td></td>
</tr>
<tr>
<td>Kimball Junction</td>
<td></td>
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<tr>
<td>Layton</td>
<td></td>
</tr>
<tr>
<td>Lehi</td>
<td></td>
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<tr>
<td>Logan—706 South</td>
<td></td>
</tr>
<tr>
<td>Logan—1425 North</td>
<td></td>
</tr>
<tr>
<td>Magna</td>
<td></td>
</tr>
<tr>
<td>Midvale—Fort Union</td>
<td></td>
</tr>
<tr>
<td>Millcreek—33rd South</td>
<td></td>
</tr>
<tr>
<td>Moab</td>
<td></td>
</tr>
<tr>
<td>Murray</td>
<td></td>
</tr>
<tr>
<td>Ogden—40th Street</td>
<td></td>
</tr>
<tr>
<td>Ogden—Five Points</td>
<td></td>
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<tr>
<td>Orem—North State Street</td>
<td></td>
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<tr>
<td>Orem—University Place</td>
<td></td>
</tr>
<tr>
<td>Payson</td>
<td></td>
</tr>
<tr>
<td>Price</td>
<td></td>
</tr>
<tr>
<td>Provo</td>
<td></td>
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<tr>
<td>Richfield</td>
<td></td>
</tr>
<tr>
<td>Riverton</td>
<td></td>
</tr>
<tr>
<td>Roosevelt</td>
<td></td>
</tr>
<tr>
<td>Rose Park—700 North</td>
<td></td>
</tr>
<tr>
<td>St. George—River Road</td>
<td></td>
</tr>
<tr>
<td>St. George—Sunset Boulevard</td>
<td></td>
</tr>
<tr>
<td>Salt Lake—325 South State</td>
<td></td>
</tr>
<tr>
<td>Salt Lake—735 South State</td>
<td></td>
</tr>
<tr>
<td>Salt Lake—County Building</td>
<td></td>
</tr>
<tr>
<td>Salt Lake—Redwood Road</td>
<td></td>
</tr>
<tr>
<td>Sandy—94th South</td>
<td></td>
</tr>
<tr>
<td>Sandy—9640 South State</td>
<td></td>
</tr>
<tr>
<td>Sandy—106th South</td>
<td></td>
</tr>
<tr>
<td>Santa Clara</td>
<td></td>
</tr>
<tr>
<td>Saratoga Springs</td>
<td></td>
</tr>
<tr>
<td>South Jordan—104th South</td>
<td></td>
</tr>
<tr>
<td>South Jordan—River Park</td>
<td></td>
</tr>
<tr>
<td>Spanish Fork</td>
<td></td>
</tr>
<tr>
<td>Stansbury Park</td>
<td></td>
</tr>
<tr>
<td>Sugar House—21st South</td>
<td></td>
</tr>
<tr>
<td>Taylorsville—47th South</td>
<td></td>
</tr>
<tr>
<td>Taylorsville—54th South</td>
<td></td>
</tr>
<tr>
<td>Tooele</td>
<td></td>
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<tr>
<td>Vernal—East Highway 40</td>
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</tr>
<tr>
<td>Vernal—West Highway 40</td>
<td></td>
</tr>
<tr>
<td>Washington</td>
<td></td>
</tr>
<tr>
<td>Washington Fields</td>
<td></td>
</tr>
<tr>
<td>West Jordan—90th South</td>
<td></td>
</tr>
<tr>
<td>West Jordan—Jordan Landing</td>
<td></td>
</tr>
<tr>
<td>West Jordan—Redwood Road</td>
<td></td>
</tr>
<tr>
<td>West Valley</td>
<td></td>
</tr>
<tr>
<td>Woods Cross</td>
<td></td>
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</table>