

AltaOne
FEDERAL CREDIT UNION

THE POWER OF One

2022 ANNUAL REPORT



AltaOne's mission is to improve the inequalities that exist in income, wealth, and access to financial solutions.

THE POWER OF One



There is strength in numbers, especially when they come together as one. The Power of ONE speaks to the collective and positive influence of AltaOne on the residents and communities we serve. Beginning with a single mission and vision 75 years ago, our founders' legacy continues today. For three-quarters of a century, AltaOne has been part of the fabric of our communities, growing and providing support, and it all started with a single idea: to help each other.

Throughout our history, we have impacted the financial lives of tens of thousands of members. We have celebrated financial highs with some and helped others escape financial lows. Collectively, AltaOne has been a force for good, helping the areas we call home to survive and thrive regardless of economic conditions, weather patterns, earthquakes, the COVID pandemic, and the opening/closing of businesses.

Over the years, we have grown our service area to help our neighboring communities, each with a proud, rich history and dynamic, powerful story to tell. Every city is filled with hard-working families eager to find the best financial path for their lives.

Together, as one, our impact continues to be great.





THE CORE VALUE of One

Since 1947 we have been focused on serving you, our members, and being with you throughout your financial journey. We value our relationship with you, the community, our staff and volunteers. We are now, and continue to be, guided by our core values.



TEAMWORK

- Collaboration
- Role Clarity
- Responsibility
- Empowerment
- Execution
- Fun
- Crucial Conversations



SERVICE

- Maximizing Member Relationships
- Member Focused
- Positive Attitude
- Solution Oriented
- Personalized



ADAPTABILITY

- Continuous Improvement
- Willingness to Change
- Decision Making
- Open-Mindedness
- Learning
- Flexibility
- Patience



COMMITMENT

- Results Oriented
- Persistence
- Engagement
- Education
- Excellence
- Caring



INTEGRITY

- Respectful
- Ethical
- Compliant
- Credible
- Transparent
- Fiscally Responsible
- Financially Strong

AltaOne's vision is to be a relationship-focused credit union that develops communities through education.

Chairperson and CEO Report

On behalf of the Board of Directors, Supervisory Committee, and Staff of AltaOne Federal Credit Union, we are pleased to present the Annual Report for 2022. We are proud to report that your credit union continues to operate in a financially sound manner. AltaOne finished 2022 with over 55,000 members, \$619 million in loans, \$711 million in member shares, \$791 million in assets and we welcomed 1,783 new members.

Last year your credit union was focused on providing you better access. Better access to loans, educational resources, and physical touchpoints. Some of our accomplishments in 2022 include:

Lending

• CONSUMER LENDING

We increased lending by 206% in 2022 and were able to help 5,738 members with almost \$153 million dollars in consumer loans. With a focused effort to provide our members with reliable transportation to help them get to work and safely transport their families we were able to become the 2nd largest lender for new and used autos in Kern County. We saved our members over \$1 million collectively on their auto loans.

• REAL ESTATE LENDING

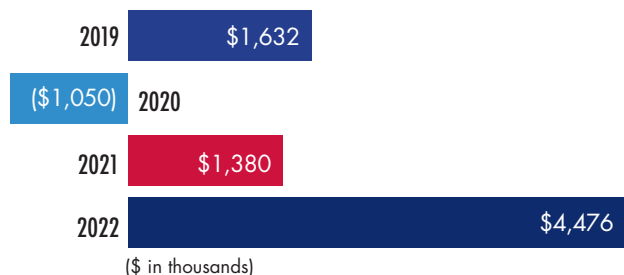
We were able to help our members with over \$47.9 million in new mortgages. We increased our lending by 54% year over year, assisting our members with affordable home loans to help them begin building equity.

• BUSINESS LENDING

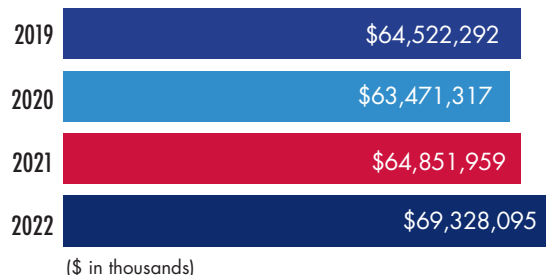
We were able to offer \$24.7 million in new business loans to our local business community, a 264% increase over 2021. We now serve over 125 businesses with over \$68.8 million in member business and commercial loans.

Overall, in 2022, we were able to save our members over \$5.8 million by offering lower rates than other financing options. Through our lending activities AltaOne accounted for over \$87.1 million in economic impact for our communities.

NET INCOME



NET WORTH





Financial Resources

- **ZOGO**

Introduced the Zogo financial literacy app that teaches how money is used in real life. Users earn pineapples that can be redeemed for gift cards or donated to charity. Over 17,200 modules were completed by over 1,000 AltaOne members in 2022.

- **GROW WITH GOOGLE**

Became an authorized Grow with Google partner to provide flexible online career training for jobs in high-growth fields.

- **BUSINESS WORKSHOPS**

In conjunction with the Kern County Hispanic Chamber of Commerce, we facilitated business workshops during their annual business expo. Topics covered were marketing, investing, taxes, and how to prepare your business to apply for credit.

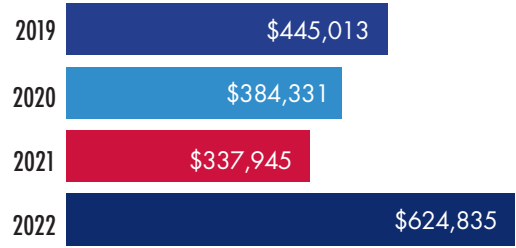
- **EDUCATIONAL SUMMITS**

Participated in various educational, business and leadership summits in Bakersfield, Bishop, Kernville, Lake Isabella, Ridgecrest, and Tehachapi as part of our vision to develop communities through education.

MEMBERS

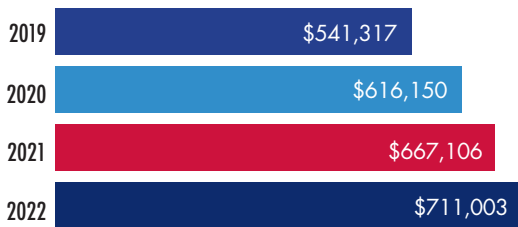


LOANS



(\$ in thousands)

DEPOSITS



(\$ in thousands)

ASSETS



(\$ in thousands)

Co-Op Network

We joined the Co-Op Shared Branching and ATM network. This allows you, our members, access to over **5,600 branches and over 30,000 surcharged-free ATMs** across the country and internationally. We believe that you should have access to your finances whether you are traveling within Californian or outside of the country.

New Branches

- **TEHACHAPI TUCKER ROAD BRANCH**

We opened in June at a location vacated by a large regional bank. The bank had left the market which created a need for a business banking financial institution. We took the opportunity to place a branch in the same location, with even better products and services to support the Tehachapi business community.

- **RIDGECREST NORTH BRANCH**

This branch was converted from an acquired Mission Bank branch. Like Tehachapi, a regional community bank was contemplating leaving the market. We saw the opportunity to purchase the branch and continue serving the Ridgecrest business community. This acquisition enabled us to expand our business banking, lending, and services to our whole membership.

Certified Community Development Financial Institution

We were recognized by the Department of the Treasury as a Certified Community Development Financial Institution (CDFI). We are now one of 480 credit unions operating nationwide that are certified mission-driven financial institutions, providing financial services to meet the needs of economically disadvantaged individuals within underserved communities. We remain committed to preventing “financial deserts” in our communities by providing services where other institutions won’t.

For more information on the impact the credit union has had for our members and communities, read the 2022 Impact Report on page 8 of this Annual Report.

Your credit union’s Board of Directors, Supervisory Committee and Staff would like to thank you for your continued support and membership with AltaOne. We look forward to continuing to bring financial freedom to you, our members, and our communities through new and innovative products, services, and educational opportunities.

You are the reason we exist.

Norman Alexander

Norman Alexander
Chairperson of the Board

Stephanie Sievers

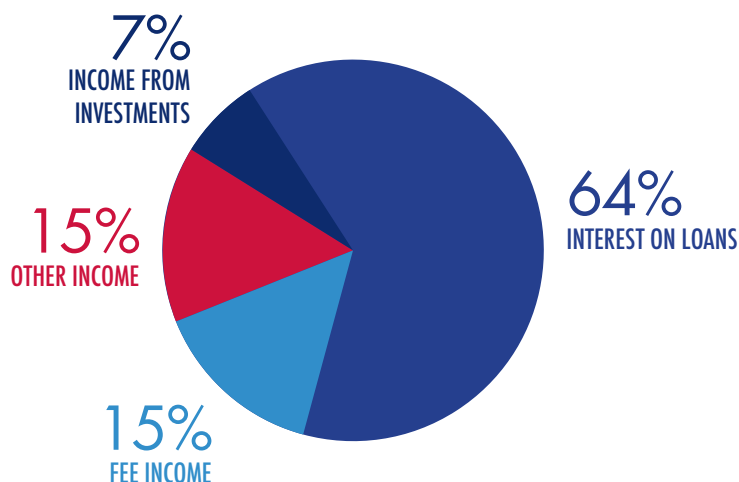
Stephanie Sievers
President/CEO



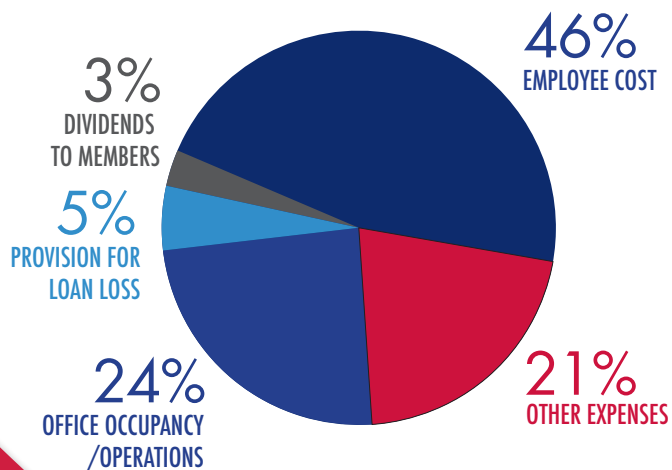
THE POWER OF Performance

2022 FINANCIAL STATEMENTS

HOW WE EARNED IT



HOW WE SPENT IT



STATEMENT OF CONDITION 2022

(in thousands)

ASSETS	
Loans to Members	\$624,835
Allowance for Loan Losses	\$(5,793)
Other Assets	\$172,446
Total Assets	\$791,488
LIABILITIES AND EQUITY	
Member Share Accounts	\$711,003
Other Liabilities	\$26,289
Equity	\$54,196
Total Liabilities and Equity	\$791,488
STATEMENT OF INCOME AND EXPENSE	
INCOME	
Interest on Loans	\$22,700
Income from Investments	\$2,342
Fee Income	\$5,422
Other Income	\$5,247
Total Operating Income	\$35,712
EXPENSES	
Dividends Paid to Members	\$1,031
Interest Expense on Borrowings	\$34
Provision for Loan Losses	\$1,666
Employee Costs	\$14,407
Office Occupancy/Operations	\$7,419
Other Expenses	\$6,678
Total Operating Expenses	\$31,235
Net Income	\$4,476



THE POWER OF **One**

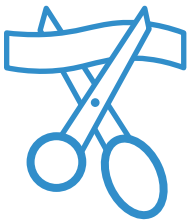
2022 HIGHLIGHTS

2022 proved to be a busy, productive and impactful year for both our members and the AltaOne Credit Union organization. We continued our award-winning ways, gained new certifications, received accolades and opened new offices. We also positively impacted the financial lives of thousand of members through new loan initiatives and financial education delivery.



AltaOne CEO, Stephanie Sievers, named one of American Banker's **MOST POWERFUL WOMEN** in Credit Unions

Milestone achievements in 2022:



Opened the **NEW** Tehachapi branch office



Welcomed a new commercial lending and member service branch office and team with the completion of the Mission Bank Ridgecrest location acquisition



Earned federal CDFI Certification as a Community Development Financial Institution, a designation held by less than **1,400** financial institutions nationwide and less than **150** in California. AltaOne is the only CDFI headquartered in Kern County, California.

Awards received:

Tehachapi
Best Financial Institution
Best Mortgage Professional



Kern
Favorite Financial Institution
2022 Kern River Valley Chamber of Commerce Business of the Year
2022 Ridgecrest Area Association of Realtors Affiliate of the Year



AltaOne

FEDERAL CREDIT UNION

2022

IMPACT REPORT

AltaOne's mission is to improve the inequalities that exist in income, wealth, and access to financial solutions.

As a leading not-for-profit cooperative, AltaOne has a responsibility and commitment to helping the communities we serve. Our focused mission is to support our members and their financial independence. We live, work, shop and raise our families in the same communities as our members. We give our time, expertise and financial support because we care!

This represents nearly **3x** the loans made in 2021, which was a record year!



We are focused on preventing "financial deserts" in our communities by providing services where other institutions won't.



AltaOne received its Certified Community Development Financial Institution designation in 2022.

There are only **1,396** certified CDFIs in the U.S. with **480** credit unions represented.

MEMBER IMPACT:

Recently, AltaOne had a conversation with a member lamenting their financial situation. Through a needs assessment, we discovered we could refinance their mortgage from another finance company and save them \$2,600 a month! The savings enabled the family to have more financial flexibility and assist their daughter through law school.

“Thank you, AltaOne, for helping me and my family find more financial freedom!”

— Herminia M.



Community IMPACT

In 2022, we continued to improve our members' lives, provide clear financial benefit and ensure sustainable support through new programs, initiatives and individual member connections.

We are especially proud of our CDFI certification, earned in 2022. As a Community Development Financial Institution designated by the U.S. Department of the Treasury, AltaOne serves many areas that have limited or no access to financial services.



On average, members saved **\$1,000** on their auto loans, totaling **\$1,063,091**



\$47,915,790

in new mortgages for **191** members



15 first-time buyer auto loans funded, totaling **\$273,742.92**



\$152,971,438

in new consumer loans for **5,738** members



Individually we saved our members **\$102** each, which adds up to saving AltaOne members

\$5,687,264



Additionally, we saved each member household **\$214**. The most active and loyal member households saved over **\$1,606** in 2022!

Bakersfield Ming



Bakersfield Riverwalk



Bishop



Boron



California City



China Lake-Base





Community ENGAGEMENT

AltaOne's vision is to be a relationship focused credit union that develops communities through education.

AltaOne has a long history of matching our mission and purpose with philanthropy to extend the impact and reach of our efforts. In 2022, that broad level of support for members, their families, our communities and community organizations reached new heights. Community engagement across all segments of our service area is truly part of our organizational DNA; it guides our purpose and creates energy for our efforts.

To those who have supported our various efforts with donations and contributions, we thank you for being a key part of our mission and taking the time to make a difference in someone's life. From providing financial education for life-long learning to assisting with financial assistance and guidance, we will continue to support those in need.

Voted Best Of in Readers' Choice Polls conducted by the *Bakersfield Californian* and the *Tehachapi News*.



Tehachapi 2022
Best Financial Institution
+ Best Mortgage Professional



Kern 2022
Favorite Financial Institution
+ 2022 Kern River Valley Chamber of Commerce Business of the Year
+ 2022 Ridgecrest Area Association of Realtors Affiliate of the Year



Provided holiday gifts for
400 children
through our Angel Tree program



AltaOne employees serve on
23 boards
of local charities and
community groups



\$80,000+
contributions to **120** local charities and
community groups were made in 2022

Kernville

Lake Isabella

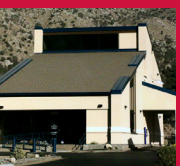
Lone Pine

Ridgecrest Corporate

Ridgecrest North

Tehachapi Albertsons

Tehachapi Tucker Road



Supporting OUR LOCAL BUSINESSES

In 2022, we added significant new resources to our business support team and expanded our line-up of financial tools and services available to our local business community. The economic impact of our efforts in supporting new and expanding businesses is estimated to be over \$87M.

Your
Business is
Our **Business**

Business Banking Solutions for Companies of Any Size:

BUSINESS LOANS AND LINES OF CREDIT

- SBA loans of all types
- Commercial real estate
- Business credit cards



BUSINESS CHECKING AND SAVINGS

CASH MANAGEMENT TOOLS

- Payroll services
- Merchant card services
- Wire transfer services
- Foreign currency exchange



We now serve over
125 businesses through
\$68,893,334
in member business and
commercial loans



54 businesses served with
\$24,760,583
in new loans

Supporting The Financial Needs of our Community:



125,466 Member Service calls
handled by our Call Center



Granted **186** Credit Builder
Loans for **\$166,900**

Leading **One**

LEADERSHIP AND VOLUNTEER TEAMS

Our sustainable strength and support of AltaOne's success comes from the 186 dedicated employees who give their all to make a difference for the entire membership.

SENIOR MANAGEMENT TEAM

Stephanie Sievers	President/CEO
Lloyd Gill	Executive Vice President
John Curl	Chief Financial Officer
Denise Mattice	Chief Operating Office

BRANCH LEADERS

Bakersfield Ming	Juan Villalobos
Bakersfield Riverwalk	Vickie Guinn
Bishop	Corinna Korpi
Boron, California City	Carol Hooks
China Lake Base, Ridgecrest Corporate, & Ridgecrest North	Niké Shelton-Romero
Lake Isabella, Kernville	Michael Taylor
Lone Pine	Valerie Diggs
Tehachapi Albertsons, Tehachapi Tucker Road	Jessica Lozano

Thank you to our wonderful and committed volunteers.

The success of AltaOne resides with the volunteer member guidance of our board of directors and supervisory committee. Their time, talent and commitment enable the senior management team to lead the organization forward effectively and efficiently.

BOARD OF DIRECTORS

Norman Alexander	Chair
Shirley Kennedy	Vice Chair
Kelley Vorpahl	Secretary
Elaine Janson	Treasurer
Don Cortichiato	Member
John Little	Member
Tim Jacobs	Member

SUPERVISORY COMMITTEE

Jay Chun	Chair
Kelly Younstrom	Secretary
Kathryn Killinger	Member
Ed Khatib	Member
Chris Harper	Member

EMPLOYEES WITH 20+ YEARS OF SERVICE

Gina Zwierzchowski	41 years	Cindi Bielins	24 years
Debbie West	39 years	Karrell Baer	24 years
Kelly Carroll	36 years	Bill Christensen	23 years
Yolanda Dahms	33 years	Kori Menzel	22 years
Tina Jose	31 years	Mariah Dyer	20 years
Linda Fisher	30 years	Elisa Zimmerman	20 years
Sheri Sunderland	25 years		

About Us

AltaOne Federal Credit Union is a federally chartered, full-service financial cooperative with over \$790 million in assets, serving over 55,000 members. Headquartered in Ridgecrest, California, AltaOne was organized as the NOTS Employees Federal Credit Union in 1947 at China Lake. Membership is open to those who live, work, worship, volunteer, or go to school in Kern, Inyo, and Mono counties, as well as select communities in northern San Bernardino County. Additionally, businesses located in these areas qualify for membership. Branches are located in Bakersfield, Bishop, Boron, California City, China Lake, Kernville, Lake Isabella, Lone Pine, Ridgecrest, and Tehachapi. Certified as a CDFI (Community Development Financial Institution) by the U.S. Department of the Treasury, AltaOne serves many areas that have limited or no access to financial services. The credit union's designated CDFI Target Investment areas include Kern, Inyo, Los Angeles, Mono, Orange, San Bernardino, and Tulare counties in California; Clark County, Nevada; and Mohave County, Arizona.

“They have a desk, a typewriter, and a waste basket and they call themselves a **CREDIT UNION.**”

– Lorraine McClung, 1947



A Cash Drawer Credit Union

1940s

- 1947** • Nine members of the Naval Ordnance Test Station Employees Welfare Association organize NOTS Employees Federal Credit Union in China Lake, California with less than \$300 in deposits in one cash drawer.
- The credit union is housed in the Old Training Building on base at China Lake.
- Original field of membership is limited to the Navy and government personnel of China Lake and their family members.
- Savings account limits are \$100 a month, maximum unsecured loan amount is \$50, and maximum secured loan amount is \$2,000.
- 1948** • NOTS Employees Federal Credit Union grows to 616 members with total assets of \$37,160.

A Permanent Foundation

1970s

- 1971** • Federal insurance is offered on share deposits.
- 1972** • The credit union builds its own permanent office at Richmond Road and King Street on base, no longer borrowing space from the Navy.
- 1975** • A mobile branch is introduced.
- A more accessible office is constructed in Ridgecrest at the Sierra Vista Shopping Center on North Norma Street and becomes known as the City Office.
- 1976** • Credit union adopts an expanded common bond definition to include all residents of Ridgecrest and surrounding areas, becoming a community-based credit union.
- 1978** • Credit union expands outside of the Indian Wells Valley to Boron through a merger with the U.S. Borax Boron Employees Federal Credit Union.
- Checking (share draft) accounts are introduced to the product line-up.

Milestones & Technology

1990s

- 1990** • ATMs are available at all branches.
- 1993** • California City Branch opens.
- 100,000th account is opened.
- 1995** • New computer systems are installed, leading to the introduction of online banking.
- 1997** • NWC Community Federal Credit Union celebrates the organization's 50th anniversary.
- Grocery store banking is introduced with the opening of a branch inside Stater Bros. in Ridgecrest.
- 1998** • Online loan applications are accepted for the first time.
- 1999** • We are Y2K capable campaign is rolled out for the year 2000 change.

Shaken, Not Stirred

2010s

- 2016** • Credit union installs a new online and mobile banking platform.
- 2017** • Credit union converts and upgrades its core operating systems to be better positioned for new technologies.
- Bob Boland, President and CEO of the credit union since 1991, retires, leaving a legacy of unparalleled growth and expansion.
- 2019** • On July 4 and 6, two earthquakes (M6.4 and M7.1) rock the Ridgecrest area and are felt as far away as northern California and Phoenix, Arizona. In the aftermath, the credit union adopts the Shaken, Not Stirred motto and implements the AltaCares project to provide food, resources and economic aid to members and the community at large.

1950s Becoming a True Resource

- 1953** • Credit union moves to the Old Byrnes Street School on base.
- 1957** • 3,269 members; assets approaching \$1 million.
- Membership broadens to include other federal employees and retirees living in the area, as well as the credit union's own employees.

1960s Gearing Up For Growth

- 1960** • Credit union moves to the Housing Building on base.
- 1963** • Employees of the City of Ridgecrest can join the credit union.
- 1965** • Credit union moves to Old Dorm 1 on base.
- 1968** • Name changes to Naval Weapons Center Federal Credit Union.

1980s Acquisition & Expansion

- 1980** • The deregulation of financial institutions opens more avenues for the credit union to serve its members. Product offerings expand to include IRA and share certificates, money market accounts, credit cards and 30-year mortgages.
- 1983** • Assets grow to \$137 million, with the help of a merger with the Kern Valley Community Federal Credit Union in Kernville.
- 1984** • The first ATMs are installed at Base and City branches.
- 1985** • Lake Isabella Branch opens.
- 1989** • Name changes to NWC Community Federal Credit Union to reflect the transition from an employee-based credit union to a community-chartered organization.
- A new corporate office is built on the corner of Rader Street and South China Lake Boulevard in Ridgecrest.

2000s New Millennium, New Opportunities

- 2000** • The name AltaOne Federal Credit Union is formally adopted.
- NCUA grants field of membership expansion, allowing the addition of Inyo County and northern San Bernardino County.
- 2001** • Bishop branch opens.
- Ridgecrest corporate office and branch are remodeled and expanded.
- 2002** • AltaOne begins offering financial planning and investment services to members through LPL Financial.
- 2003** • Business lending is introduced.
- 2004** • SBA (Small Business Administration) loans are offered for the first time.
- 2005** • Credit union's field of membership is expanded to include Mono County and western Kern County.
- 2006** • Lone Pine Branch opens.
- 2008** • Bakersfield Ming, Bakersfield Riverwalk, and Tehachapi Albertsons branches open.

2020s Refocusing in the Roaring 20s

- 2020** • The COVID-19 pandemic hits the nation, and AltaOne provides relief to members and the business community by processing over \$4.1 million in PPP (Paycheck Protection Plan) loans and Kern County Small Business Recovery Grants.
- 2021** • A comprehensive strategic plan for the credit union is developed and implemented by the board of directors, executive leadership, and employees.
- The first annual AltaOne Halloween Fall Festival is held at the corporate office. Games, candy and a haunted house are provided free of charge to the community.
- 2022** • AltaOne is certified as a CDFI (Community Development Financial Institution) by the U.S. Department of the Treasury. It is assigned a target investment area that includes Inyo, Kern, Los Angeles, Mono, Orange, San Bernardino, and Tulare counties in California; Clark County, Nevada; and Mohave County, Arizona.
- The Ridgecrest branch of Mission Bank is acquired. The new location is christened the Ridgecrest North Branch.
- Tehachapi Tucker Road branch opens in a building vacated by a large regional bank.
- Business banking and lending offerings are expanded to include a full line of products, services and loans.
- The credit union joins the Co-Op ATM and shared branch network providing over 30,000 ATMs and over 5,400 physical locations that members can use, coast to coast and in 10 foreign countries.
- A new mission statement is created to better communicate what we strive to do, each and every day: AltaOne's mission is to improve the inequalities that exist in income, wealth and access to financial solutions.



Historic TIMELINE



Bakersfield Ming
6501 Ming Ave.
Bakersfield, CA 93309



Bakersfield Riverwalk
11211 River Run Blvd.
Bakersfield, CA 93311



Bishop
462 N. Main St.
Bishop, CA 93515



Boron
27055 Twenty Mule Team Rd.
Boron, CA 93516



California City
9601 California City Blvd.
California City, CA 93504



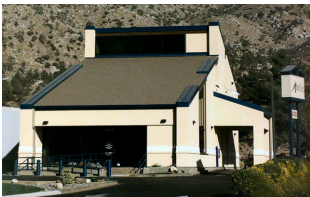
China Lake-Base
1115 King Ave.
Ridgecrest, CA 93555



Corporate Office
701 S. China Lake Blvd.
Ridgecrest, CA 93555



Kernville
44 Big Blue Rd.
Kernville, CA 93238



Lake Isabella
5946 Lake Isabella Blvd.
Lake Isabella, CA 93240



Lone Pine
111 Mountain View St.
Lone Pine, CA 93545



Ridgecrest North
1450 North Norma
Ridgecrest, CA 93555



Tehachapi Albertsons
775 S. Tucker Rd.
(Inside Albertsons)
Tehachapi, CA 93561



Tehachapi Tucker Road
665 Tucker Road
Tehachapi, CA 93561

ALTAONE FEDERAL CREDIT UNION
701 SOUTH CHINA LAKE BLVD
RIDGECREST, CALIFORNIA 93555

TOLL-FREE (800) 433-9727 • AltaOne.org

