



2025

Annual Report



CREDIT UNION
of America

A Message from the CEO

At Credit Union of America, our purpose is simple yet powerful: **“We come to work every day inspired to make a difference in our members’ lives.”** This year was a testament to that commitment, from helping members achieve their financial goals to giving back to the communities we serve.

Celebrating 90 Years of Service

Credit Union of America celebrated its 90th anniversary in 2025. For nine decades, we have stood by our members, adapting and innovating to meet changing needs while staying true to our mission. This anniversary represents more than a milestone. It reflects the trust you have placed in us and the lasting relationships we have built together.

Putting Members First

We are proud to share that Callahan & Associates, an independent and nationally recognized analytics firm, ranked CUA number one among 208 credit unions nationwide in our asset category for Return to Members. This recognition reflects our unwavering dedication to delivering exceptional value and service to every member.

Our lending team continued to lead the way, maintaining the position of number one auto lender in the state of Kansas. This achievement underscores our commitment to offering competitive, member-focused solutions that make life’s big moments possible.

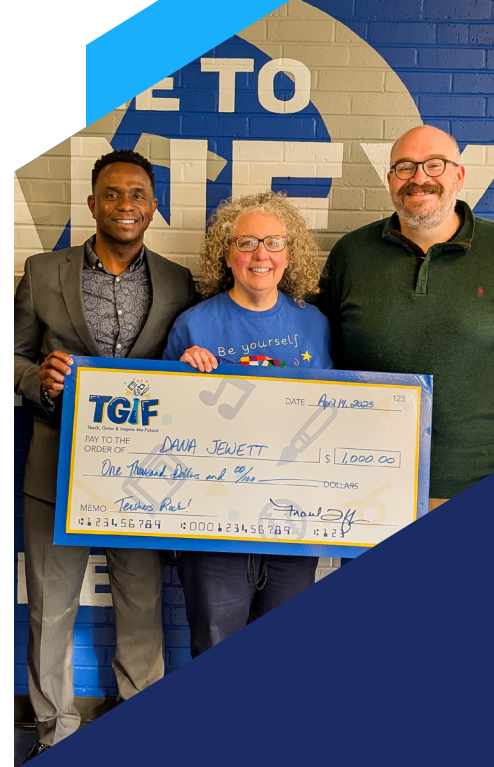
CUA ended 2025 with an outstanding 4.73 out of 5 member satisfaction score, based on feedback from our member service surveys. This result highlights our commitment to delivering exceptional experiences at every touchpoint.

Making Business Easier for You

Whether you prefer visiting a branch, managing your finances online, or using our mobile tools, we are committed to making it easier for you to do business with us on your terms. Convenience and flexibility are at the heart of our service philosophy, ensuring that every interaction is simple, secure, and personalized.



Frank Shoffner
CHIEF EXECUTIVE OFFICER



2025 at a Glance

#1 Auto Lender
in Kansas

#1 In the Nation for **Return to Members**

New Standard for **Member Satisfaction**
 with a Score of **4.73/5**

Contributed Over **\$945,000** to Local Initiatives

Celebrated our **90th** Anniversary

Investing in Communities

Beyond financial services, we invested in the communities that matter most to you. In 2025, CUA contributed more than \$945,000 to support educators, schools, and local initiatives that strengthen our communities. These efforts reflect our ongoing promise to create opportunities and foster growth where our members live and work.

Looking Ahead

We are excited to expand our reach with a new branch opening in Hays, Kansas, in the first quarter of 2026. This expansion reflects our vision to bring personalized service and innovative solutions to even more members across the state.

Thank You

Thank you for being part of the CUA family. Your trust and loyalty inspire us every day, and we look forward to continuing this journey together as we build stronger communities and make a difference in every member's life.

Frank Off



Chairman's Report

Hello Fellow Members,

As you will hear from the other presenters, this has been another highly positive and productive year for your credit union. For those of you that are long term members, you know that this is a common message.

This year I thought you might be interested in a behind the scenes peek at how the CUA Team works to make sure that Credit Union of America continues to be ranked as one of the top credit unions in the country.

I think the foundation of our success is our organizational culture, which of course is a reflection of our incredible employees. I have yet to meet a member of the CUA team that is not fully focused on making sure you have the most positive credit union experience possible.

Add to this, the collaborative efforts of our talented and dedicated management team and we have a winning recipe. This amazing group lives and breathes your best interest 24/7. They are constantly trying to figure out ways to help you with your financial needs in a way that is just a little bit faster, easier, and more satisfying than anyone else in the industry.

I would be remiss if I didn't also give a nod to the volunteers that you have elected as your representatives. The Board of Directors and the Supervisory Committee help set the general direction and policies that ensure that the credit union is well managed, in compliance with regulatory requirements, and focused on the ever-changing needs of our members. In addition to their monthly participation on various boards, committees, and sub-committees, they also spend a day or more each year working with management to review, challenge, and tweak the credit union's strategic plan.

And of course, the cornerstone of our success is our members. None of our efforts to provide competitively priced financial services and support to those in need in our communities would be possible without the continued support, engagement, and commitment of you, our members.

As we look ahead to 2026, we do so from a position of strength and optimism. With a clear vision, solid foundation and engaged membership, we are well prepared for another successful year.

Thank you for being part of this journey.



Richard Gilstrap
CHAIRMAN OF THE BOARD



Treasurer's Report

It is my great privilege to serve as treasurer of the Credit Union of America Board of Directors. I am pleased to report that our credit union had another year of strong financial performance.

CUA ended the year with over \$1.75 billion in total assets, an increase of 6.7% from 2024. Member deposits were up 8.2% and loans to members increased 7.2% over the year. Our credit union ended the year with over \$17.5 million in net income, which translated into a stunning 1.02% return on total assets.

Credit Union of America is incredibly strong and safe.

Our net worth rose by \$17.5 million last year, leaving us with a remarkably strong net worth capital ratio of 12.8%, well above that of our peer institutions.

Because we are member-owned, this strong financial performance means that you and I as members reap the benefits. In fact, the independent rating firm Callahan & Associates ranked CUA's "return to members" as the BEST compared to 208 similarly sized credit unions across the United States. That means CUA is giving our members the best interest rates on their deposits and the lowest interest rates on loans.

As you can see, the credit union has continued its remarkable financial performance, all while living the motto of "Welcome to Friendly." We owe everyone on the team – every employee who works for CUA – a huge round of thanks for their hard work for us as members.



Stan Longhofer
BOARD TREASURER



Supervisory Report

The volunteer Supervisory Committee provides independent oversight of the credit union's operations and financial statements. The committee oversees the Risk Management functions of the credit union, including Internal Audit, Compliance, Vendor Management, and Security. In collaboration with the Risk Management department, the committee assists the Board of Directors by:

- Reviewing the effectiveness of internal controls related to financial reporting
- Engaging an independent audit of the credit union's financial statements
- Evaluating internal control systems to protect member assets
- Confirming compliance with state and federal regulations
- Ensuring compliance with Board policies and operating procedures

2025 projects included:

- External CPA firm performed a financial statement audit as of December 31, 2024. The audit expressed an unmodified opinion on the financial statements.
- Independent audit performed on CUA's Information Technology. The results confirmed that CUA infrastructure provides appropriate security.
- The routine 2025 annual exam by the Kansas Department of Credit Unions and the National Credit Union Administration verified that CUA continues to be well managed.

On behalf of the Supervisory Committee, I am pleased to report that your credit union continues to be a solid and stable financial cooperative.



Joy McLain
CHAIRPERSON,
SUPERVISORY COMMITTEE



2025 TOTAL GIVING: **\$945,000+**



\$611,000+

IN EDUCATIONAL GIFTS

- **\$122,327** to Educator Projects, Support, and Supplies
- **\$110,846** to Wichita State University
- **\$90,770** to TGIF Grant Winners (Spring & Fall)
- **\$85,864** to Wichita USD 259 & Foundation
- **\$41,361** to K-State College of Education
- **\$24,000** to Michener Scholarships
- **\$16,366** to Maize USD 266 & Foundation
- **\$15,000** to Haysville/KU Med
- **\$15,000** to Project Teacher
- **\$14,409** to Goddard USD 265 & Foundation
- **\$14,067** to Pando Initiative
- **\$12,500** to WSU Tech Foundation
- **\$10,600** to Andover USD 385 & Foundation



\$218,000+

IN COMMUNITY GIFTS

- **\$32,519** to United Way (Staff giving)
- **\$11,800** to United Way (5 Markets)
- **\$25,650** to Air Capital Charities
- **\$23,929** to Misc. Community Projects
- **\$20,109** to Cha. of Commerce (12 Markets)
- **\$12,500** to Greater Wichita Partnership
- **\$10,000** to Greater Wichita YMCA
- **\$7,099** to Community Shred Days
- **\$7,000** to In-Community Operations
- **\$5,500** to Exploration Place
- **\$5,000** to Leukemia & Lymphoma Soc.
- **\$5,000** to Wichita Animal Action League
- **\$5,000** to Botanica
- **\$5,000** to Humankind Ministries



\$115,000+

IN HEALTHCARE GIFTS

- **\$95,515** to Children's Miracle Network Hospitals
- **\$5,000** to American Cancer Society
- **\$4,391** to Salina Regional Health Center
- **\$3,200** to Hutch Regional Medical Foundation
- **\$3,000** to Nurse Exam Grants
- **\$2,500** to Via Christi Foundation
- **\$2,250** to Misc. Healthcare Projects



344 Hours

IN GIFTS OF TIME

- Feed My Starving Children
- Habitat for Humanity
- HumanKind Ministries
- Kansas Food Bank
- Kansas Humane Society
- Ronald McDonald House
- Salvation Army

Statement of Condition

(UNAUDITED)

Dec. 31, 2025

ASSETS

Loans & Loans Held for Sale	\$ 1,461,745,274
Less: Allowance for Loan Losses	(9,327,000)
Net Loans	1,452,418,274
Investments	194,137,799
Premises & Equipment	32,834,937
Other Assets	72,237,606
Total Assets	1,751,628,616

LIABILITIES, SHARES & EQUITY

Liabilities	89,404,836
Member Shares	
Membership & Other Shares	125,528,097
Money Markets	340,560,847
Share Certificates	653,971,132
IRA	105,166,818
Checking	215,872,447
Total Shares	1,441,099,341
Reserves	5,623,179
Undivided Earnings	215,501,260
Total Equity	221,124,439
Member Shares & Equity	1,662,223,780
Total Liabilities, Shares & Equity	1,751,628,616

Statement of Operations

(UNAUDITED)

For the Period
Jan. 1 - Dec. 31, 2025

Operating Income	
Interest from Loans	\$ 93,305,114
Interest from Investments	6,559,552
Non-Interest & Misc. Income	25,221,015
Total Operating Income	125,085,681
Operating Expenses	
Compensation & Benefits	28,509,291
Provision for Loan Losses	7,469,839
Office Operations	8,295,812
Checking, Debit Card & ATM	4,288,131
Loan Servicing	4,567,262
Professional & Data Services	6,325,124
Member Education & Marketing	2,829,341
Office Occupancy	3,904,887
Interest on Borrowed Funds	3,593,155
Other Expenses	1,220,261
Total Operating Expense	71,003,102
Net Operating Income	54,082,578
Non-Operating Gain (Loss/Expense)	1,271,162
Net Income Before Dividends	55,353,740
Member Dividends	37,776,049
Net Income	\$ 17,577,691



CREDIT UNION
of America

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