

BUILDING BRIGHTER TOMORROWS

Midwest Community was founded in 1954 by a small group of General Motors employees whose purpose was to help one another ensure their vital needs were met. They liked the idea of friends & coworkers pooling their resources into a cooperative, not-for-profit financial institution they would own and manage themselves.

That same philosophy still guides us today with our focus on promoting our members' financial health. As a financial cooperative, we work to steward our members' funds and provide access to relevant & helpful products, services and resources. Our members are more than numbers, and we encourage more people to join us so we can continue to grow our programs & resources to improve their financial well-being. When our membership is healthy, MCFCU is healthy, and we contribute to the health of the communities around us.

We appreciate your commitment to Midwest Community FCU, and we'll remain dedicated to supporting the members and communities we serve. Together, we're building brighter tomorrows, all in the spirit of People Helping People.



MCFCU AT A GLANCE	2020	2021
Members	14,032	13,389*
Cash	6,061,739	2,281,635
Investments	67,770,957	76,677,711
Loans	117,980,611	134,945,834
Total Assets	202,764,081	225,514,583
Undivided Earnings	14,623,099	14,406,487
Total Income	9,328,243	9,527,385
Total Operating Expense	(7,514,123)	(7,969,031)
Provision for Loan Loss	(687,000)	(175,000)
Dividends	(818,902)	(518,549)
Net Income after Dividends	308,218	864,805
Increase in Assets	14.54%	11.22%
Increase in Loans	11.08%	14.38%
Increase in Shares	15.44%	12.37%
Increase in Undivided Earnings	6.79%	(1.48%)

*Lower number reflects change in what constitutes a "member" after implementing new system.

NET PROMOTER SCORE	2020	2021
Annual NPS	+76.75	+76.17

Net Promoter Score is a measure of customer loyalty. A score between +50% and +80% is considered best in class.

We're providing a highlight of our 2021 accomplishments here. You can find our full Report to Membership online at midwestcommunity.org/reports.



midwestcommunity.org | 419.783.6500
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2021 ANNUAL REPORT SUMMARY

2021 HIGHLIGHTS

As a not-for-profit co-op, Midwest Community's growth helps us reinvest our profits back into the financial health of our members and communities.

13,389 MEMBERS

\$225.51 MILLION
IN ASSETS

11.22% ANNUAL GROWTH

\$208.28 MILLION
IN SHARES

12.37% ANNUAL GROWTH

\$135.24 MILLION
IN LOANS

14.38% ANNUAL GROWTH

\$107,500
IN GRANT FUNDS DISTRIBUTED TO
NEW HOME OWNERS

ON 21 NEW HOME LOANS THROUGH THE WELCOME HOME GRANT PROGRAM

MEMBER EXPERIENCE



+76.17%

NET PROMOTER SCORE

NET PROMOTER SCORE IS A MEASURE OF CUSTOMER LOYALTY. A SCORE BETWEEN +50% AND +80% IS CONSIDERED BEST IN CLASS.

MEMBER EFFORT SCORE 5.99/6
TOTAL EXPERIENCE SCORE 4.29/6



CORE SYSTEM UPGRADE

COMPLETE OVERHAUL OF CORE SYSTEM, IMPLEMENTING NEW USER-FRIENDLY TOOLS AND SERVICES



NEW APPLICATION PORTAL

NEW PORTAL ALLOWS USERS TO OPEN NEW ACCOUNTS, APPLY FOR DIFFERENT TYPES OF LOANS AND CREDIT CARDS, EASILY UPLOAD THE NECESSARY DOCUMENTS, AND CHECK THE STATUS OF THEIR APPLICATIONS IN REAL-TIME



UPDATED ONLINE & MOBILE BANKING

SEAMLESS, USER-FRIENDLY PLATFORM PROVIDING THE DIGITAL BANKING EXPERIENCE OUR MEMBERS DESERVE

COMMUNITY SUPPORT & IMPACT



\$42,000+

IN DONATIONS & COMMUNITY SPONSORSHIPS



PEOPLE HELPING PEOPLE

\$4,000+

IN STAFF DONATIONS THROUGH OUR EMPLOYEE ENGAGEMENT COMMITTEE AND GIVING TUESDAY



FINANCIAL EDUCATION

670 STUDENTS

EDUCATED THROUGH FINANCES 101 PROGRAM (NWOCUOA EVENTS)



SPREADING THE LOVE

SEVERAL LOCAL ORGS AND FAMILIES RECEIVING STAFF DONATIONS OR VOLUNTEER HOURS