



ARLINGTON COMMUNITY  
FEDERAL CREDIT UNION

# 2024 Community Impact and Financial Report



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## Our Vision

To be the preferred financial partner for everyone who wants to be part of a thriving community.



## Our Purpose

ACFCU exists to financially empower our members through **REMARKABLE SERVICE**: We hear the story, find solutions, and create positive change in the community we **LOVE**.

# A Letter from Your CEO & Board Chair

**It is inspiring to look back at the impact ACFCU made in our members' lives and in our community over the past year and to share it with you, our members.**

The credit union industry was built on the cooperative movement to give individuals more say and benefits in their banking experience. ACFCU has been delivering those benefits to our members for 74 years, and being part of a credit union continues to be one of the best ways to bank and support your community at the same time.

Each day, our team aims to **deliver remarkable service** with every interaction by hearing the member's story and finding solutions in order to **create positive change in the community we love**. This approach informs everything from our long-term strategy, to hiring the right people, to day-to-day operations. It keeps us focused on what's truly important: our members' financial prosperity.

We are pleased to report that 2024 was a year of growth and success for ACFCU. Our financial performance was strong throughout the year, and we outperformed our peers in many areas. The financial reports included here

demonstrate how your loyalty, trust, and feedback allow us to deliver new products, services, and solutions to further enhance your banking experience. That's the power of our cooperative, and we're grateful to our members for being part of it.

We invite you to read the highlights in this report and take pride in how your credit union is making a difference. We are proud to expand our impact through financial education partnerships with local schools, county programs, and nonprofits, as well as through volunteering our time where our community needs us most. Because a thriving community uplifts us all.



**KAREN L. ROSALES**  
President & CEO



**DAN MURRAY**  
Chair, Board of Directors



# Financially Empowering Members Through Remarkable Service

At ACFCU, we listen thoughtfully to our members' stories to find personalized solutions, no matter where they are on their financial journeys. This approach to service cultivates members who are empowered to pursue their financial goals, as part of a thriving community.

## Fostering a Culture of Service

With remarkable service at the heart of ACFCU, we prioritize continual training, professional development, and a collaborative culture.

In 2024, our workforce of 100 employees achieved:

**723**

instructor-led learning hours

**418**

e-learning training hours

**66**

e-learning assignments

**70 hours**

of custom micro-learning and e-learning content developed

These investments in staff training result in high retention and employee advancements:



**15**

employees were promoted in 2024



**61**

current employees have been promoted from within



**11%**

of staff are in ACFCU's "10 Year" club for employees with a ten-year or longer tenure

Team members enjoyed coming together for offsite professional development sessions.



Fifteen employees gathered in 2024 to celebrate their tenures of ten years or longer.



## Service as a Standard

We measure member satisfaction in several ways, aiming to deliver Remarkable Service with every interaction and transaction. Successful measures for 2024 include:



**93%**

Member-rated service score



**4.8 / 4.82**

iOS and Android app ratings



**\$676K**

Member funds saved by fraud prevention



Right, top: ACFCU once again was voted Best Community Bank by Arlington Magazine readers, reflecting our high service delivery and community commitment.

Right, middle: Team members celebrated the Best of Arlington win with community leaders at the annual party.

Bottom: The entire staff gathered for fun day of team-building and learning together.



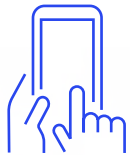
## Innovating for our Members

We continually strive to make banking easier, more convenient, and more secure for our members. Tracking member adoption of new technologies and features directs us toward more innovation.



**47%**

increase in members using SavvyMoney, our free credit score monitoring in the mobile app



**78%**

of members who use digital banking use ACFCU mobile app



### The following products and services were launched, upgraded, or enhanced in 2024, many based on our members' requests!

- Expanded ACH functionality in online and mobile banking for business members
- Domestic wire transfer seamlessly integrated into mobile widget
- Increased options for receiving one-time passcodes to verify accounts in authenticator apps
- New account and loan application and processing platform origination system to streamline processes for both members and employees, including seamless online applications
- A new ACH resolution service that enables ACFCU to trace the origin of ACH transactions, improving support for members
- In-branch credit and debit card instant issue machines upgraded to give members better options to receive new cards immediately
- Retirement planning portal to empower members in planning their financial futures
- New member survey system to increase real-time service feedback and collect member ideas for future innovations
- Member application for Fast Cash with a new app in mobile and online banking
- New process for requesting wire transfers to ensure seamless service for members
- Enhanced SavvyMoney, the free credit score monitoring service for members
- A new and improved checking deposit widget in the mobile app with real-time fraud mitigation tools
- Google Identity Verification for Mobile Apps to provide an extra layer of security by requiring biometric authentication for sensitive settings and actions



ASK HOW WE CAN  
reach your  
financial goals

Welcome to Arlington Community

# Creating Positive Change in the Community We Love

Our team's passion goes way beyond delivering remarkable service to our members. Our year-round efforts to serve, support, and find solutions make a measurable difference and leave us all feeling good to be a part of ACFCU and this community we love.

## Community Engagement for Good

Each year, ACFCU builds partnerships to combine expertise and resources and make the most impact. We partner with dozens of nonprofits, county programs, schools, civic groups, and other entities to ensure we know what challenges our neighbors are facing and how we can make a difference through financial empowerment.

### Our life-changing partnerships in 2024 included:

- We formed a partnership to hold Individual Development Accounts, or IDA accounts, for the clients of **True Ground Housing Partners** (formerly Arlington Partnership for Affordable Housing), who are experiencing homelessness and other life challenges. These special savings accounts encourage members to save, with a matching program by True Ground's corporate sponsors of up to \$500 per participant.
- We created a financial education program for detainees at Arlington County Detention Center in partnership with the **Arlington County Sheriff's Department** to increase financial literacy and help create bright financial futures for all.



*Right, top: We were proud to celebrate True Ground Housing Partners' 35th anniversary and our successful partnership!*

*Right, bottom: We attended the Ethiopian Community Development Council (ECDC) gala to recognize their impactful work supporting our Arlington neighbors.*



# Empowering our Neighbors Through Financial Education

We expanded our education programs to include more in-person seminars than ever, plus webinars, in-school branches, and online curriculum in schools.

Our financial experts provided:

**25**  
financial education  
sessions  
to  
**626**  
participants

**1,020**  
online financial  
literacy lessons  
for  
**455**  
students

Our financial education programs serve all ages, with topics ranging from saving for a financial goal and budgeting to homebuying and preparing for retirement.



Right, top: The financial education team kicked off the new school year with a grand opening of the In-School Branch at Dr. Charles R. Drew Elementary School.

Right, middle: Our financial counselors join a roundtable discussion with the MD/DC Credit Union Association.

Left, bottom: Our partnership with local nonprofits, like Together We Bake, includes customized financial education sessions to empower our neighbors at each important stage of their financial journeys.



## Giving Back Where it Matters Most

ACFCU employees are passionate about volunteering their time and expertise to their communities.

In 2024, the staff:



Volunteered

**414**

hours with nonprofits and schools



Leaders served on

**10**

boards and committees

*Right, top: ACFCU was the Grand Sponsor at Arlington's Best Business Awards for the second year, proudly supporting the local business community.*

*Right, middle: Staff gathered to decorate and stuff holiday snack bags for youth that are part of community partner Affordable Homes & Communities' (AHC) programs.*

*Right, bottom: The member solutions team helps distribute food at the monthly Carlin Springs Elementary Family Market.*

*Left, bottom: Our team showed up in force for Arlington Volunteer Day, hosted by the Arlington Chamber of Commerce's Community Action Committee.*





# Reports & Financials

# Supervisory Committee Report

The Supervisory Committee is appointed by the ACFCU Board of Directors to perform the following critical functions:

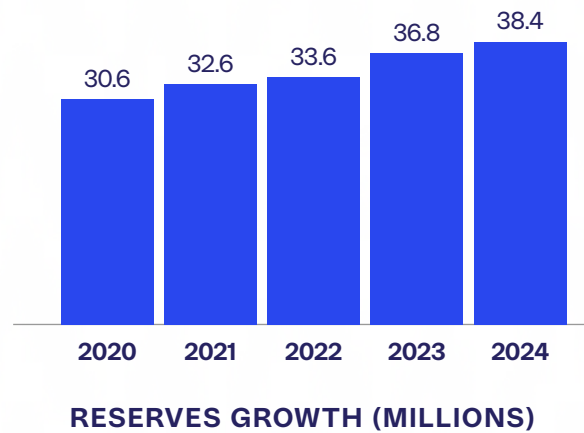
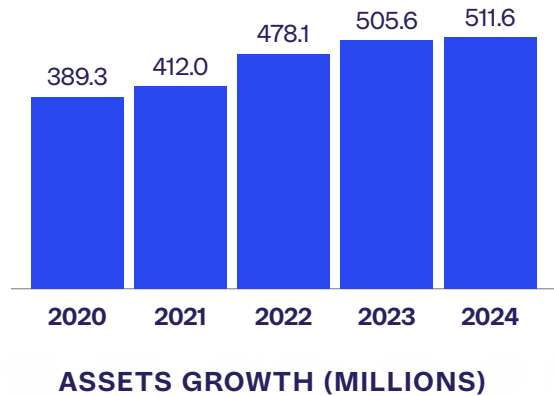
- confirm adherence to established policies, procedures, and regulations
- monitor the effectiveness of internal control systems
- arrange for annual audits of the financial statements
- review member feedback

Your Supervisory Committee members for 2023–2024 were Troy Houston, Max Montague, and Stephen Vu.

The committee retained accounting firm Doeren Mayhew to perform the annual financial audit for 2024 in accordance with generally accepted auditing standards. Doeren Mayhew’s CPAs determined that ACFCU’s financial statements fairly represent the financial condition of the credit union in conformity with generally accepted accounting principles. Additionally, other firms were engaged to determine compliance with various regulations and assess the credit union’s information security.

Upon review of the various audit reports, reviews, and assessments, the Supervisory Committee is pleased to report that the credit union is handling the operations of the credit union with accuracy, professionalism, and within all regulations and guidelines. The committee lauds the management, staff, and volunteer Board of Directors for their diligence in maintaining the integrity and financial stability of your credit union.

**MAX MONTAGUE**  
Chair, Supervisory Committee



# Treasurer's Report

**2024 proved to be a challenging year for consumers and our community of members due to steady inflation and economic uncertainty. Despite these challenges, ACFCU lived into its purpose to deliver remarkable service and create positive change, supporting our members when they needed it most.**

We offered industry-leading deposit rates to help members make the most of their savings and remained a trusted resource for loans. As a result, members placed their trust in their credit union and ACFCU grew to 24,187 members and \$516 million in assets.

Our 2024 growth is reflected in the following five categories:

↑ **Assets increased by**  
**1.19%**

↑ **Member Share Deposits increased by**  
**8.72%**

↓ **Loans decreased by**  
**3.35%**

↑ **Membership increased by**  
**1.32%**

↑ **Net Worth Grew by**  
**3.73%**

As financial cooperatives, credit unions acquire assets from member owners. Those funds are redeployed into the community through loans to other members and local businesses or placed in investments. ACFCU passionately believes in keeping those funds local and supporting our members, in the form of mortgages, auto loans, credit cards, and business loans, to strengthen our neighbors and communities. While our peer credit unions reinvest 82% of their member deposits in loans to their members, Arlington Community has loaned 92% of deposits back into our community to help improve the financial lives of our members.

While lending 92% of deposits, ACFCU strategically decreased the total amount of funds loaned out for the first time since 2011. This reduction was intentionally built into the 2024 budget to balance the amount of loans and deposited funds and rebalance the mix of loan products. The balance sheet and liquidity were strengthened with these efforts, and the credit union resumed stronger lending initiatives in the 4th quarter.

ACFCU remained a “well capitalized” credit union in 2024, as defined by the National Credit Union Administration (NCUA). NCUA measures the ratio of a credit union’s capital to its total assets in determining safety and soundness. A net worth ratio over 7% is considered “well capitalized.” ACFCU’s credit union’s net worth ratio was 7.97% at the end of 2024.

As the credit union’s financial steward, I am grateful to our members, volunteer, and staff for your loyalty to ACFCU and passion for making a difference in our greater Arlington community. Together, we are creating bright financial futures.

**LUIS ARAYA**  
Treasurer

# Financials

Statement of Condition			
	2022	2023	2024
<b>Assets</b>			
Cash	\$19,808,087	\$27,327,307	\$54,092,419
Auto Loans	\$63,889,458	\$68,031,053	\$65,674,410
Real Estate Loans	\$283,505,245	\$300,936,580	\$294,258,588
Credit Card Loans	\$14,157,124	\$15,232,416	\$15,420,677
Business Loans	\$22,157,408	\$20,248,165	\$16,008,949
Personal & Other Loans	\$21,320,820	\$23,525,625	\$22,282,879
Less: Allowance for Loan Losses	\$(1,427,280)	\$(1,265,102)	\$(1,336,778)
Net Total Loans	\$403,602,775	\$426,708,736	\$412,308,725
Investments	\$22,169,807	\$203,571,67	\$14,334,211
Land & Buildings	\$17,346,385	\$17,150,483	\$16,973,214
Furniture & Equipment	\$654,733	\$475,610	\$417,487
All Other Assets	\$14,568,017	\$13,620,474	\$13,526,300
<b>Total Assets</b>	<b>\$478,149,804</b>	<b>\$505,639,778</b>	<b>\$511,652,358</b>
<b>Liabilities/Reserves</b>			
Prime Shares	\$129,632,035	\$113,919,622	\$107,306,175
Money Market Shares	\$50,081,660	\$36,894,075	\$32,941,820
Checking Accounts	\$85,853,734	\$83,201,750	\$84,281,874
Holiday Club	\$78,825	\$83,332	\$91,253
IRAs	\$11,111,655	\$12,332,179	\$13,605,310
Certificates of Deposit	\$102,876,423	\$166,687,620	\$210,925,296
Borrowed Funds	\$60,000,000	\$51,000,000	\$19,500,000
Other Liabilities	\$4,841,156	\$4,678,773	\$4,551,874
<b>Total Liabilities</b>	<b>\$444,475,488</b>	<b>\$468,797,353</b>	<b>\$473,203,603</b>
Regular Reserves	\$2,036,933	\$2,036,933	\$2,036,933
Other Reserves	\$31,637,384	\$34,805,493	\$36,411,822
<b>Total Reserves</b>	<b>\$33,674,317</b>	<b>\$36,842,425</b>	<b>\$38,448,755</b>
<b>Total Liabilities &amp; Reserves</b>	<b>\$478,149,804</b>	<b>\$505,639,778</b>	<b>\$511,652,358</b>

Statement of Income			
	2022	2023	2024
Interest on Loans	\$16,753,2780	\$24,256,904	\$26,496,528
Income from Investments	\$480,276	\$1,023,242	\$2,040,244
<b>Total Interest Income</b>	<b>\$17,233,556</b>	<b>\$25,280,145</b>	<b>\$28,536,772</b>
Other Non-Interest Income	\$5,472,475	\$5,844,236	\$5,459,208
<b>Total Income</b>	<b>\$22,706,031</b>	<b>\$31,124,381</b>	<b>\$33,995,980</b>
<b>Total Dividend Expense</b>	<b>\$2,223,239</b>	<b>\$8,446,477</b>	<b>\$11,556,765</b>
Salaries & Benefits	\$9,571,461	\$10,150,317	\$10,811,797
Other Operating Expenses	\$7,677,824	\$8,395,143	\$8,335,027
Provision for Loan Loss Expense	\$-	\$1,005,979	\$1,827,398
<b>Total Expenses &amp; Losses</b>	<b>\$19,472,524</b>	<b>\$27,997,916</b>	<b>\$32,530,987</b>
<b>Net Income</b>	<b>\$3,233,508</b>	<b>\$3,126,465</b>	<b>\$1,464,993</b>



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