



Gain
Better
Banking®

ANNUAL REPORT 2020



BOARD OF DIRECTORS

Kim Freed
Jess Talamantes
Joe Tersigni
Peggy Peters
Laura Brownell
John Ostly
Brenda Castaneda
Bill Smith - *Board Emeritus*

SUPERVISORY COMMITTEE

Darrin Borders
Justin Robertson
Julianne Ventura
Wendy DeLeon
Paula Ohan

COMMITTEE OF CREDIT UNION VOLUNTEERS

Polyna Berlin
Destiny Bowie
Kathy Bremmer
Larry Koch
Marvin Davis
Dee Smith
Barbara DeVall
Brianna Krejsa

EXECUTIVE

Darin Guggenheimer
Greg Marcella
Michelle Griffin
Maria Obeid
Eric Foster
Chris Barber

FINANCE AND ADMINISTRATION

Alan Pan - *not pictured*
Laurie Krattiger
Mercedes Espinosa
Yesika Vasquez
Katie Foy
Giovanna de Giorgio
Cheri Powell
Tammy Romero
Linda Melendez - *not pictured*

INFORMATION TECHNOLOGY

Douglas Jackman
Eric Yang
Jack Modic
Jaime Russell - *not pictured*
Kevin Foy

CONSUMER LENDING

Robert Lopez
Anna Escobar
Demecia Lee
Juanita Reyes
Louis Velazquez

LOAN SERVICING

Yvonne Boutte
Codie Beck
Karla Angel
Norma Lopez
Tina Rosas
Cristy Calove

BUSINESS DEVELOPMENT AND MARKETING

Brock Collins
Joanna Tomlinson
Michael Cardona
Rhune Kincaid

REAL ESTATE LENDING

Sharon Wilson
Karissa Corona
Lisa Donaldson
Wendy Ortiz
Cynthia McDonald
Mylene Lansang

SALES AND SERVICE

Paul Stewart
Linda Lewis
Anacely Manzo
Aracely Lupercio
Cesar Giombini
Christopher Bayona
Crystal Perryman
Despina Perera
Elizabeth Orozco
Jasmine Dixon

SALES AND SERVICE

Joseph Rodriguez
Kelly Kingman
Krystal Avila
Leigh Anne Pineda
Melanie Luz
Stephanie Flores
Stephanie Weitkamp
Stephen Flores

SALES AND SERVICE

Charli Cutright - *not pictured*
Esmeralda Hernandez - *not pictured*
Kathleen Argueta - *not pictured*
Nicole Gardner - *not pictured*
Sergio Morett - *not pictured*
Shannisha Donnerson - *not pictured*
Lindsey Skaggs - *not pictured*

SUPPORT SERVICES

Lupe Carrillo
Cielo Andrade
Naomi Warren
Jazmin Pelaez
Nairie Tarakhian

Stop Video Mute microphone Invite Participants Share Screen Chat Record Breakout Rooms

End Meeting



A Helping Hand

2020 was a year like we've never seen, in which our community bonds were tested like no other. That's why we were proud to team up with our community partners!

- Burbank Temporary Aid Center
- Family Promise of the Verdugos
- Burbank Educational Foundation
- M.E.N.D.
- The Boys & Girls Club of Burbank and the Greater East Valley
- Burbank Housing Corporation
- Providence High School
- American Cancer Society – Relay For Life
- El Nido
- Volunteers of the Burbank Animal Shelter
- Kids Community Dental Clinic
- Burbank Historical Society
- Family Service Agency of Burbank



Our staff rose to face the challenge of COVID-19



CHAIR & PRESIDENT/CEO REPORT

2020 was quite a year for everyone. While the majority of us experienced an overall inconvenience brought on by the events of this pandemic, many of us experienced something more. Whether it was job loss or temporary job suspension, being ill, taking care of someone who was ill or the more painful experience of losing a friend or loved one during the last year, it's been emotionally trying for so many.

At Gain, in addition to events personally impacting many of our staff, we had the added challenge of trying to manage service to our Members in the midst of compliance requirements directed by city, county and state officials. While hindsight gives us the benefit of reevaluating the choices made in the last year, we prefer to look forward to the future knowing that we did everything possible to follow necessary protocols and ensure availability to our Members during this difficult year.

Low interest rates, brought on by actions of the Federal Reserve in March, gave us the unexpected opportunity to serve a strong demand for Mortgage business. We more than doubled the 2019 numbers for First Mortgage origination, taking 337 applications and funding over \$72 million in 2020.

Many Members, faced with uncertainty, asked for help in paying their loans. Benefiting from the government's relaxation of certain accounting standards during this period, we were able to help hundreds of Members in need. We deferred payments on over \$17 million in loan balances, ranging from one to nine months. We are pleased to report that at the time of this writing, remaining deferments total approximately \$330 thousand, belonging to only a handful of Members. We truly appreciate the support of our Members to work with us as we have worked with those in need.

2020 also marked a unique time where a typically good outcome became too much of a good thing. Your Credit Union grew almost \$50 million as a result of strong deposit growth throughout the year. Our positive net income of \$1.1 million was a better than expected result given the circumstances, but our growth has outpaced our ability to generate income. We continue to work on ways to increase income and reduce expenses to offset this overwhelming growth in the current year.

One of the biggest frustrations in the last year was not being able to engage with our Members and the communities we serve with the in-person events we normally host. Despite the pressures of the pandemic, we reinvented ways to support events in new formats. An example of this was our reimagined Shred Day Event. After skipping our April date for safety concerns, we came back in the fall with a transformed version designed to reduce the risk of transmitting COVID-19. Our Contactless Shred Day in October allowed Members to drop off their confidential documents while safely seated in their vehicles. While it didn't allow staff to mingle and engage as before, Members appreciated not having to lug their shreddables while standing in line.

Gain also presented our first virtual Annual Business Meeting, hosted a number of online financial education seminars and laid the groundwork to debut our Independent Advantage program with completely virtual sessions. We are also looking to host more virtual seminars and participate in online hosted events as we work to get back to normal, while working within the limits that are still in place. As we produce more of these events, we are preparing for a time when we can add more attendees using a hybrid format allowing both online and in-person participation.

We close with an acknowledgment of thanks to the entire Membership which has stood by us, as well as the Gain Credit Union staff which was able to overcome unforeseen rules and orders while continuing to serve our Members.

We also tip our hat to those essential workers who labored tirelessly throughout the year, including our very own "frontline" tellers, member service reps, and lending personnel.

We may all agree the phrase "Hindsight is 2020" will now take on a new meaning, yet Gain continues to look forward, and will always do our best to take great care of our Members.

Darin Guggenheimer,
President/CEO



Kim Freed,
Chair, Board of Directors



SUPERVISORY COMMITTEE REPORT

In accordance with the Federal Credit Union Act, the Supervisory Committee is appointed by your Board of Directors and is given the responsibility of determining that the operations of the Credit Union are carried out in accordance with the Act and the regulations of the National Credit Union Administration.

We are assigned the responsibility of determining that your Credit Union is operating in a safe and prudent manner, and in the best interest of the Membership. To fulfill our responsibilities, we engaged the services of Nearman, Maynard, Vallez CPAs to conduct the annual audit of the Credit Union.

We are pleased to report that Gain Federal Credit Union continues to maintain the adequate levels of financial safety and soundness while continuing to provide quality member service.

As your Supervisory Committee Chair, I would like to thank Committee members Julianne Venturo, Justin Robertson, Paula Ohan, and Wendy DeLeon for their commitment and outstanding service.

I speak on behalf of all Committee members when I say that we are proud to volunteer our time and serve the Members of Gain Federal Credit Union.



Darrin Borders,
Supervisory Committee Chair

TREASURER'S REPORT

To the right is the condensed 2020 financial report of Gain Federal Credit Union.

Some of the key points of our financial statements include the increase in total assets for 2020 of \$49.6 million, a 13.4% improvement over 2019. Total loans outstanding to Members increased \$17.3 million, an 8.4% increase over 2019. Membership deposits increased at a rate of 14.3%, or \$48.1 million over 2019. Throughout 2020, we funded \$104.2 million in new loans for Members.



Peggy Peters,
Treasurer

FINANCIAL STATEMENT

Assets	Audited December 31, 2020	Audited December 31, 2019	Change
Loans	223,818,024	206,535,122	17,282,902
Investments	161,932,888	129,712,560	32,220,328
Other Assets	33,121,818	33,029,206	92,612
TOTAL ASSETS	418,872,730	369,276,888	49,595,842
Liabilities			
Notes Payable	-	-	-
Other Liabilities	3,144,168	3,039,992	104,176
Member Deposits	385,311,632	337,184,695	48,126,937
Reserves & Retained Earnings	30,416,930	29,052,201	1,364,729
TOTAL LIABILITIES & EQUITY	418,872,730	369,276,888	49,595,842
Income & Expenses			
Gross Income	15,385,185	15,841,872	(456,687)
Expenses	(11,368,918)	(11,843,787)	474,869
Provision for Loan Loss	(1,201,320)	(525,000)	(676,320)
NCUSIF Impairment & Corp CU Recap.	-	-	-
Dividends to Members	(1,714,878)	(1,715,697)	819
Interest on Borrowed Funds	(69)	-	(69)
NET TO RESERVES & RETAINED EARNINGS	1,100,000	1,757,388	(657,388)
Members	21,072	21,435	(363)



Gain Federal Credit Union Established in 1940 in Burbank, CA
Make: Annual Report. Model No. 2020.
Burbank Branch: 1800 W. Magnolia Blvd., Burbank, CA 91506 • Pacoima Branch: 13168 Van Nuys Blvd., Pacoima, CA 91331