

**Contact Center**

800.255.1513

Monday - Friday: 8:00 AM to 6:00 PM

Saturday: 9:00 AM to 12:00 PM

**Self Service 24-hour Phone Banking**

800.366.4725

**Self Service 24-hour Online Banking and Bill Pay**

**cpmfed.com**

CPM Anytime Online Banking & CPM Mobile Banking

**Branch Network**

North Charleston at Park Circle – 1066 E. Montague Ave.

Summerville at Nexton® – 165 Brighton Park Blvd.

Beaufort – 3481 Trask Parkway

Port Royal – 100 Midtown Drive

Bluffton – 95 Buckwalter Place Blvd.

Orangeburg – 1174 Boulevard Street NE

Greer – 1445 Hwy 101 South

Simpsonville – 307 Harrison Bridge Road

Spartanburg – 240 East Blackstock Road

Greenville at Butler Rd – 1270 East Butler Road

Greenville at Augusta – 1111 Augusta Street



**2022 Annual Report**



*Message from the Board Chair*

I'm honored to stand before you today as we reflect on the achievements of the past year and as we set our sights on the future of CPM. I'd like to extend a warm welcome to the esteemed members of our board, to our dedicated staff, and to the valued CPM members who have joined us today.

Looking back, 2022 was a year filled with success and accolades. We are proud to announce that CPM was recognized as one of the Best Places to Work in South Carolina for 2022. This achievement is a testament to the incredible efforts and dedication of each and every member of our team. It is through your commitment to excellence and to the fostering of a positive work environment that we continue to thrive and exceed expectations.

We continue to strive for an elite "best in state" rating for our digital banking app. During 2022, the rating of our app in the Apple app store bounced between 4.8 stars (very good) and 4.9 stars (elite and best in state!). We are currently at 4.8 stars and working to again achieve 4.9 stars. Only one other financial institution we track achieved 4.9 stars in 2022. 4.9 stars beats all the big banks including Chase, Wells Fargo, and Bank of America.

In addition to our digital advancements, we successfully integrated card activation and PIN changes for both debit and credit cards, providing our members with a more convenient, secure member experience. This integration extends to the cards issued on-the-spot at our local branches, ensuring that our members can access and manage their finances effortlessly.

CPM remained committed to encouraging the educational pursuits of our young adult members by not only raising the number of scholarship recipients we award, but also raising the monetary amount granted to each recipient. We are proud to report \$9,000 was presented to six promising CPM students.

With each passing year, we strive to push boundaries, enhance our services, and to elevate the credit union experience for our members. It is through your support and dedication that we continue to evolve and to make a meaningful impact on the lives of those we serve.

Thank you for joining us today as we celebrate our achievements, and as we work together to build an even brighter future. Together, we can continue to build a credit union that sets the standard for excellence and empowers our members to thrive.

Sincerely,



*Michael Chodnicki*

Michael Chodnicki, Chair

*All One Team  
All About the Member  
Deliver Service and Value Every Day*

## Message from the Supervisory Chair >>>

The Credit Union operates under the laws of the United States of America and is regulated by the National Credit Union Administration (NCUA), an agency of the federal government. Examiners of the NCUA make periodic examinations to ensure proper operation of the Credit Union. The Credit Union's Board of Directors appoints a Supervisory Committee responsible for safeguarding the Credit Union's assets and protecting the interests of the members. The Committee engaged the certified public accounting firm CliftonLarsonAllen LLP to perform an independent audit. In the opinion of the auditors, the Credit Union's Balance Sheet, which is not presented in this report, presents fairly, in all material respects, the financial position of the Credit Union as of September 30<sup>th</sup>, 2022. In this report, we present the unaudited calendar year-end results. The Committee meets monthly to review independent and internal audits and to ensure the safety and soundness of the Credit Union. We are pleased to present the 2022 report.

Sincerely,



**Ardith Rossignol, Supervisory Committee Chair**



### Comparative Balance Sheets >>>

	<u>2021</u>	<u>2022</u>
Gross Loans	269,361,107	369,705,970
Allowance for Loan Loss	<u>(1,524,473)</u>	<u>(1,827,723)</u>
Net Loans	267,836,634	367,878,247
Cash/Investments	232,697,445	172,067,672
Net Fixed Assets	20,212,109	18,949,596
Total Other Assets	<u>20,582,954</u>	<u>23,943,261</u>
<b>Total Assets</b>	<b><u>541,329,142</u></b>	<b><u>582,838,776</u></b>
Accrued Dividends	2	6
Accrued Expenses/Accounts Payable	<u>4,718,922</u>	<u>5,918,667</u>
Total Liabilities	4,718,922	5,918,673
Total Shares	488,679,279	523,566,042
Regular Reserve	4,481,474	4,481,474
Undivided Earnings	45,898,612	50,874,966
Other Comprehensive Equity	<u>(2,449,145)</u>	<u>(2,002,380)</u>
Total Shares and Members Equity	536,610,220	576,920,103
<b>Total Liabilities and Equity</b>	<b><u>541,329,142</u></b>	<b><u>582,838,776</u></b>

### Statement of Income >>>

	<u>2021</u>	<u>2022</u>
Interest on Loans	10,989,846	14,459,631
Interest on Investments	<u>1,154,869</u>	<u>2,074,021</u>
<b>Total Interest Income</b>	<b><u>12,144,715</u></b>	<b><u>16,533,652</u></b>
Dividends	722,282	1,288,976
Cost of Borrowed Funds	0	0
<b>Total Interest Expense</b>	<b><u>722,282</u></b>	<b><u>1,283,976</u></b>
Net Interest Income	11,422,434	15,249,676
Provision for Loan Losses (PLL)	<u>(129,907)</u>	<u>(767,819)</u>
<b>Net Interest Income after PLL</b>	<b><u>11,292,527</u></b>	<b><u>14,481,857</u></b>
Non-Interest Income	14,808,329	16,119,253
Total Operating Expenses	22,619,546	25,682,402
Non-Operating Losses	<u>(98,459)</u>	<u>57,646</u>
<b>Net Income</b>	<b><u>3,382,851</u></b>	<b><u>4,976,354</u></b>

***“We continue  
to be safe  
and sound.”***

**Ralph Micalizzi, CFO**

#### Board Members

Michael Chodnicki, Chair  
Randall Trigg, Vice Chair  
James Jeffries, Secretary  
Alicia Webb, Treasurer  
Herbert N. Glaze  
Ardith Rossignol  
Esther Wilkins

#### Supervisory Committee Members

Ardith Rossignol, Chair  
Victoria Montgomery, Secretary  
John Brisini  
Cameron Duthie  
Louise Connell

## Year in Review >>>

We are a local, member-owned institution and we take great pride in our mission to serve you. The financial results below are for the 12 months ending April 30, 2023. The other accomplishments are since our last annual meeting:

- We continue to be financially strong and again earned a 5-star rating from the independent rating firm Bauer Financial. Some of the big banks earning fewer than 5-stars include: Bank of America, Wells Fargo, Truist, and Regions Bank.
- We proudly did not engage in the kind of balance sheet mismanagement that occurred at Silicon Valley Bank.
- You continued to trust us with your deposits and direct deposits and our total deposits grew to a record \$532.5 million.
- We were again incredibly busy extending affordable credit, and our total loans grew to a record \$389.7 million.
- We added over 1,200 net new members and increased our total membership to a record 62,145.
- Our Total Members' Equity increased by 11.4% and reached a record \$54.9 million.
- We were quick to answer the phone when you called us. For the first 4 months of 2023 we answered over 94% of the calls to our main phone queue in under 30 seconds. That was a lot of quick answering as you called our main queue over 15,000 times per month!
- We achieved status as a Community Development Financial Institution and were awarded a grant for 2023 which will help us even better serve our members of modest means.
- We launched a new loan as an alternative to payday loans. Members love their MyCash loans as the process is incredibly fast and convenient and relies on a member's direct deposit history and not their credit report.
- We revamped and improved our offering to our teenage members aged 14-17 by introducing our NeXGen program.
- We updated the look and feel of our website.
- We introduced new tools to support financial wellness education for our members.
- We significantly increased our lending to members most at risk from predatory lenders.
- We eliminated our fee for overdraft transfers. Members can link their accounts together and we will automatically transfer money to a linked account with a shortfall.
- We stopped charging overdraft fees for items of \$5.00 or less and we put a cap on the daily total of NSF and Courtesy Pay fees we charge.
- We installed 18 new ATMs, improved the drive-up lanes at our Greenville-Butler Road and Greer branch ATMs, and we stopped putting \$50 bills in our ATMs. We heard you. You don't want anything larger than a \$20 denomination.
- We now support preferred first names on debit cards, so we can emboss your nickname or other preferred first name on your card.
- We very recently launched residential construction loans. We offer a package that provides both the construction financing as well as the permanent financing.

I am deeply grateful to our cherished staff for the above results. I work alongside dedicated and talented individuals who come together as a team to deliver results for you and they impress me every day! On behalf of all of our staff I thank you for your continued membership and loyalty! We have the best members! I also thank our all-volunteer Board of Directors and Supervisory Committee. We have the best volunteers! Their wisdom, guidance, and support continue to inspire us on our mission to deliver service and value every day.



Be Well,



**James Gergen**

Chief Executive Officer