

HELPING YOUR DOLLARS MAKE SENSE SINCE 1969

## MESSAGE FROM THE PRESIDENT

Dear Members,

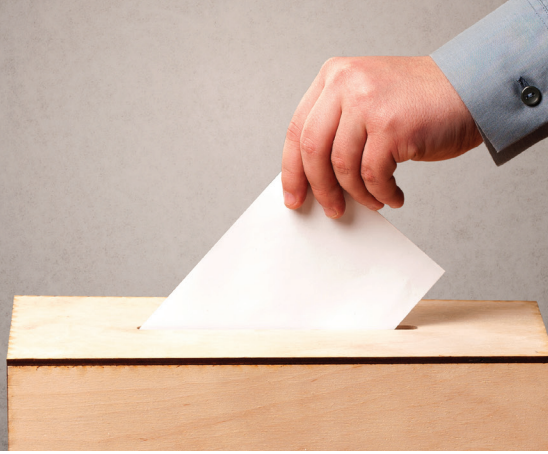
Thank you for being a member of iTHINK Financial Credit Union. We know 2020 certainly had many challenges. We mourn with those who have lost loved ones this past year and empathize with those that are struggling with the impact of the pandemic, job loss, or inequities. You are a valued member and owner of your Credit Union. We are here for you anytime, especially in your time of need. You have many options for your financial services, and we appreciate you trusting us with this great responsibility.

Despite the turmoil of 2020, financially, your Credit Union had another great year. We increased total assets nearly 12% up to \$1.712 billion. We originated \$637 million in loans, an increase of 61% over 2019, as we strived to meet all your home, auto, credit card and business loan needs. With that record loan growth, our income was strong, and our net worth position is more than adequate. Our net worth ratio is 8.5%, which keeps us in the “well-capitalized” category with over \$145 million in reserves. Our loan delinquency and net charge-off ratios continue to be in a very acceptable range. No matter the numbers, above all else, we make sure to take care of YOU, the member, who is at the top of our mind in every decision we make.

Financially, YOUR Credit Union is a very sound financial institution. Unfortunately, there are areas out of our control; cyber-attacks, security breaches, or a member’s identity being stolen are a primary concern and areas we approach with constant vigilance. We are working hard to continue keeping your identity and personal data safe and secure. We pledge to continue improving our systems to maintain the highest level of security. Maintaining your trust by protecting your hard-earned money is another way we say thank you for using YOUR Credit Union.

While 2020 will be remembered in the history books for many reasons, we are striving to improve for our members in 2021. Our 2021 goals include maintaining a safe and clean environment for you to perform transactions in person and continuing to improve our Online and Mobile Banking for you to do ALL your business in the comfort of your own home or wherever you are.

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## MESSAGE FROM THE PRESIDENT *continued from previous page*

2021 is going to be another challenging year; however, we want to keep showing you how we are improving and “Moving YOU Forward.” We view these challenges as opportunities for us to showcase our Service Excellence to you. Meeting our members’ needs is another way we say thank you for being a member; all within the framework of delivering the personalized member service that you have come to expect, and most certainly deserve. We will never miss an opportunity to stop and listen to you about your wants and needs. Our pledge to you is our commitment to our Core Values: Trust, Respect, Accountability, Compliance and Compassion. We have a tremendous staff that lives these Core Values with every transaction and interaction you have with YOUR Credit Union. Thank you for your membership, and thank you for being the best part of YOUR Credit Union, iTHINK Financial.

**Michael L. Miller, President/CEO**

## ELECTION NOTICE

The Nominating Committee is accepting applications for the 2021 election. If you have an interest in being considered for election to the Credit Union Board of Directors, an information package is available from the Nominating Committee. This package, among other items, describes the responsibilities of a Director and the qualifying requirements considered by the Nominating Committee in selecting candidates for nomination.

### **To obtain a copy of the information package or application form, please contact:**

Marie Mascaro  
Nominating Committee Chairman  
[nominatingcommittee@ithinkfi.org](mailto:nominatingcommittee@ithinkfi.org)  
561.982.4712  
iTHINK Financial, P.O. Box 5090  
Boca Raton, FL 33431-0890

Completed applications must be received by  
Tuesday, March 2, 2021.

### **Annual Member Verification**

The Audit Committee of iTHINK Financial will be conducting the annual audit of the records of your Credit Union. You may receive an account verification notice in January 2021, and we ask you to completely review all of the information for accuracy. If any discrepancies are found, please fully explain them on the form and be sure to sign your name and date before returning your response to the auditors in the enclosed self-addressed prepaid envelope. Kindly return any discrepancies within 20 days from receipt of your notice so that questions can be promptly resolved. We appreciate your attention to this matter.





## IMPROVED FINANCIAL EDUCATION TO ALL OUR MEMBERS

The iTHINK Financial Wellness Center is your go-to financial education resource with a full article library, online courses, and personal credit counseling agents that can meet with you on your time.

Visit the link below. Click on the blue button “Financial Wellness Center” to launch the site. Click “Member Log in” and use program code “CUMEMBER” to register for access.

**Learn more today at [ithinkfi.org/financial-wellness-center](https://ithinkfi.org/financial-wellness-center)**



## MOVING THE MEMBER EXPERIENCE FORWARD THROUGH MX

The success of our Credit Union begins with the commitment of our employees. That’s why we developed the Member Experience Program (MX) to strengthen the member experience.

Every member may qualify to take a Member Experience (MX) survey up to three times per year.\* If you receive a short transactional survey from us in your email box, please take five minutes to complete it. This is your opportunity to share your valuable opinions and feelings with us.

By providing us with your feedback, we can make improvements where needed and recognize employees, branches and departments for their outstanding service delivery when deserved. Through MX, we ensure that each and every experience you have with your Credit Union is a joyful one and that you are treated the way you deserve to be treated, like our most valuable asset!

If you have any questions or concerns, contact us at [survey@ithinkfi.org](mailto:survey@ithinkfi.org) or call our Member Insights Manager at 800.873.5100, ext. 8732.

\*We’ve partnered with Second To None to administer our surveys and collect your feedback. We don’t share any personal information with third party vendors.





## IMPROVING LIVES OF CHILDREN IN OUR COMMUNITIES

iTHINK Financial's mission is to deliver Service Excellence to our membership and the communities we serve while ensuring the safety and soundness of the Credit Union. We are proud to support our local communities.

Do you know about our 501(c)3 non-profit organization, the iTHINK Community Foundation? Our foundation's mission is to improve the lives of children and families in the communities we serve. Visit the community tab on our website to see how we support the communities we are in:

[ithinkfi.org/foundation](http://ithinkfi.org/foundation)



Our Foundation also strongly believes in investing in the success of young minds. Through the iTHINK Community Foundation Scholarship Program, we reward select students scholarships that will give them the assistance and motivation to further their education.

## TAKE YOUR EDUCATION ONE STEP FURTHER

The iTHINK Community Foundation, founded by iTHINK Financial, gives Credit Union members the opportunity to apply for a scholarship every year. Graduating high school seniors or currently enrolled college or trade school students can apply by writing an essay or creating a video that describes your career goals.

2021 applications will be accepted beginning in March 2021.



## TURBOTAX DISCOUNT

**iTHINK Financial has partnered with TurboTax to get you your biggest possible refund, plus receive a discount of up to \$15 on TurboTax federal products!**

Grab your W-2s, file now with TurboTax, and get your guaranteed maximum refund fast. And with TurboTax Absolute Zero, you can file your simple federal and state taxes for \$0.

\* Visit [turbotax.intuit.com/lp/yoy/guarantees](http://turbotax.intuit.com/lp/yoy/guarantees) for TurboTax product guarantees and other important information. Limited time offer for TurboTax 2021. Discount applies to TurboTax federal products only. Terms, conditions, features, availability, pricing, fees, service and support options subject to change without notice. Intuit, TurboTax and TurboTax Online, among others, are registered trademarks and/or service marks of Intuit Inc. in the United States and other countries.

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