



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 2021 certainly had many challenges and difficulties. We want you to know that you are a valued member and owner of your Credit Union. We are here for you anytime, but 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 2021, your Credit Union had another strong financial year. We increased total assets nearly 10% up to \$1.870 billion. We originated \$775 million in loans, an increase of 18% over 2020, as we strived to meet all your personal and business loan needs. With that loan growth, our income was strong, and our net worth position is stable. Our net worth ratio is 10%, which keeps us in the “well-capitalized” category with nearly \$183 million in reserves. Our loan delinquency and net charge-off ratios are excellent by industry standards. No matter the numbers, our mission is to make sure we take care of YOU, the member.

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 remain a primary concern and areas we approach with constant vigilance. We are working hard to continue keeping your identity and your 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.

Our pledge to you this year is that we will continue to improve our services. Our 2022 goals include maintaining a safe and clean environment for you to perform transactions in person. We are also improving our digital channels, Online and Mobile Banking, so you can continue to do ALL your business in the comfort of your own home or wherever you are. We want to meet all your financial needs and allow you to pick the way you want to conduct your business.

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MESSAGE FROM THE PRESIDENT *continued from previous page*

2022 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. We will be available at every 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 being a member, and the best part of YOUR Credit Union, iTHINK Financial.

Michael L. Miller, President/CEO

ELECTION NOTICE

The Nominating Committee is accepting applications for the 2022 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:

Johnny Bennett
Nominating Committee Chairman
nominatingcommittee@ithinkfi.org
561.982.4712
iTHINK Financial, P.O. Box 5090
Boca Raton, FL 33431-0890

Completed applications must be received by
Wednesday, March 2, 2022.

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 2022, 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.



FINANCE YOUR NEXT VEHICLE WITH iTHINK FINANCIAL AND UNLOCK REWARDS

When you use the iTHINK Financial Auto Buying Service and finance your next vehicle loan with us, you'll receive a free, lifetime myEZ Car Care membership with travel and vehicle maintenance discounts and more! Also, try SiriusXM free for 3 months! Enjoy commercial-free music, performances and interviews, plus comedy, talk, sports and more! Activate your myEZ Car Care Program membership to receive your free SiriusXM 3-month trial today! Shop New and Used Vehicles at ithinkfi.org/auto-buying.

iTHINK FINANCIAL HAS PARTNERED WITH TURBOTAX AND H&R BLOCK THIS TAX SEASON TO GET YOU YOUR BIGGEST POSSIBLE REFUND!

Get the tax help you need and special member savings with TurboTax and H&R Block. TurboTax allows you to file with the #1 best-selling tax software, to help you get your taxes done right, and get your maximum refund, guaranteed. PLUS, as a credit union member you can save up to \$15 when you file with TurboTax. With H&R Block, whether you want to meet with a tax pro in-office, via drop off, or send your documents virtually, let the tax pros do the rest. H&R Block will always get your biggest possible refund, guaranteed. PLUS, credit union members who are first-time filers will receive \$25 off their expert tax prep and returning customers get the Tax Identity Shield* add-on for free.



IF YOU'RE IN THE MARKET FOR INTERNET, TV, HOME PHONE OR HOME SECURITY—YOU CAN CASH IN ON SOME GREAT DEALS

iTHINK Financial has partnered with Xfinity to offer special deals for you, plus you can get an exclusive credit union member cash reward of up to \$150 from Love My Credit Union Rewards when you purchase and connect select Xfinity services. Visit LoveMyCreditUnion.org to find the services that are right for you and connect to cash with the latest deals and rewards.



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



THE iTHINK COMMUNITY FOUNDATION INC. IS A 501(C)3 NON-PROFIT ORGANIZATION REGISTERED IN THE STATE OF FLORIDA, REGISTRATION #CH47200. A COPY OF THE OFFICIAL REGISTRATION AND FINANCIAL INFORMATION MAY BE OBTAINED FROM THE DIVISION OF CONSUMER SERVICES BY CALLING TOLL-FREE (800-435-7352) WITHIN THE STATE. REGISTRATION DOES NOT IMPLY ENDORSEMENT, APPROVAL, OR RECOMMENDATION BY THE STATE. FEDERALLY INSURED BY NCUA. AN EQUAL HOUSING LENDER.

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 their career goals.

2022 applications will be accepted beginning in March 2022.

EARN MORE WHILE GIVING BACK TO THE COMMUNITY WITH A myCHOICE CHECKING ACCOUNT

myChoice Checking is a great option to earn money on your deposits while protecting your identity. This account offers 3.00% Annual Percentage Yield* up to first \$3,000 in deposits and myChoice Checking also includes 0.05% APY* on balances above \$3,000. Dividends are compounded and paid quarterly. Fees could reduce earnings. Identity Theft Protection Services and Credit Monitoring from the three major consumer credit bureaus are included for one individual in the household. And now \$1 of the \$1.90 monthly service fee will be donated to the iTHINK Community Foundation to further improve the lives of the children and their families in the communities we serve. Choose to move to better checking today. Open your myChoice checking account in Online Banking today! Federally insured by NCUA.

*APY = Annual Percentage Yield. Rates subject to change. iTHINK Financial accounts are subject to qualification. Please refer to ithinkfi.org or contact a Member Service Advisor for terms, conditions and fees. Message and data rates may apply for text banking. International Service Assessment (ISA) fees may apply to non-U.S. Debit card transactions. All checking accounts include free eStatements, with paper statements available for a monthly fee; see the current fee schedule for details. A \$1.90 monthly service fee will be assessed each month on all personal Checking accounts except for myWallet Free Checking. Limit (1) monthly service fee per membership, even if you have more than one Checking account. Federally insured by NCUA. Limit (1) myChoice Checking account per member.



INTRODUCE YOUR FRIENDS AND FAMILY TO OURS!

Receive \$50 for each referred
member who joins iTHINK Financial.

Our members tell us how much they love banking with iTHINK Financial. So, why keep it a secret? Share us with your loved ones. Through our FamilyPlus Program, you can share your membership benefits and earn a \$50 reward for each member who joins!

If you have friends or family members who would benefit from an iTHINK Financial Membership, submit your form here:
ithinkfi.org/familyplus.



TESTIMONIAL

We are grateful for the time you invested this week learning more about Highland Rivers Health and the Highland Recovery Center Men's Residential Treatment program. We've been excitedly reviewing the fine ideas that arose in our meeting. Melanie, Ryan, Kathleen, and I are assessing our organizational capabilities and discussing how to incorporate these ideas into our existing strategic plan.

Thank you generously for your interest and support. We're looking forward to building our new partnership with iTHINK Financial.

—SHERRY MCGEE, HIGHLAND RIVERS HEALTH