

Delivering the best member experience

OnPoint Community Credit Union Annual Report 2016

"Kalista needs to be commended for her dedication to members at the Gresham branch. We've been dealing with her for years. She goes out of her way to help. Validate her, folks. She IS deserving!"

~ **Erina G.**

"You seriously have the nicest people working for you and answering phones. All customer service should be like yours!"

~ **@Nil******

"Brandy, many thanks for your professional help today. I admire your longevity with OnPoint and am grateful for the trust and confidence I have in you for accomplishing today's transaction. Your ability to listen and respond accordingly in the best interests of the client is a rarity in this day and age! Thank you!"

~ **Sarah W.**

"Matthew worked with me on a car loan and credit card. He explained each step, and followed up the next week. He made buying my first car so easy!"

~ **Alyssa B.**

"I am writing to commend your downtown branch manager, Gina. While solving my problem, she was calm and professional, and went the extra mile to see my transaction through. She's a jewel."

~ **Scott B.**

"Your customer service is excellent. Your people are friendly, knowledgeable and helpful."

~ **Lee F.**

"I love how the staff always tries to do their best to keep their customers happy. Thank you, best bank by far!!"

~ **@Alp*******

"I truly feel they value my business and care about me as a customer."

~ **Rose E.**

"Bre is positive, helpful and very knowledgeable. She acted like we were important and really made us appreciate our credit union."

~ **Billie W.**

"Dustin, thanks for getting back to me so quickly. By the way, we are happy OnPoint members. The people who work here are always so helpful, friendly and professional."

~ **Yvonne W.**

"We got a fabulous rate on our car loan. The process was quick and painless. We're so pleased with everything."

~ **Dolan M.**

"Shoshonna is a jewel. She was friendly, polite, helpful and offered specific suggestions on getting information more rapidly for my taxes. Gold stars to her. Make sure her supervisor knows she's doing a great job and is a wonderful representative for OnPoint."

~ **Penny P.**

"It's always a pleasure to call OnPoint Community Credit Union and get great customer service. As usual!"

~ **@Dad*******

"OnPoint cares about members and goes out of their way to help. I was recently out of town but needed to do some banking. Akacia took great care of me and solved my problem!"

~ **Kristin F.**

"We had a problem the night before Thanksgiving. OnPoint staff stayed late to solve it. Who does this? Not big banks. We are so grateful for your kindness."

~ **Anna S.**


There's something different here

There's a difference in the way we serve our members at OnPoint Community Credit Union. It's not just providing the best products and services to help you reach your financial goals. It's how we deal with each member and your individual situation, taking great care and consideration with every transaction and interaction to make sure you have the best member experience on your way to success. From what members tell us, we're on the right track.

Personal means a lot to us. So we make a point of knowing our members and what you need to make your financial journey achievable. Then we create products and services to match your goals. We work one-on-one with you to offer advice and guidance while tailoring products and services for your specific circumstance. Always striving to make things accessible and convenient, yet assuring a seamless interaction between all channels, whether personal or digital.

The difference here also includes OnPoint's commitment to the community. Members tell us how much you value that. We strengthened our commitment in 2016 through increased donations, sponsorships and employee volunteer time.

Striving to deliver the best every day — the best member experience.

It's the OnPoint difference. 

**Products
that deliver**

Our formula for the best experience starts with products created to help our members reach their financial goals and realize their dreams.

Top

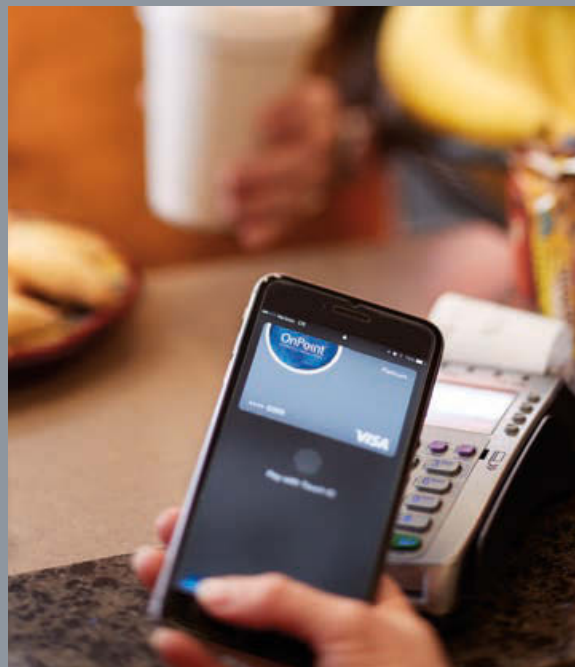
Member Brandy Pestka bought her first home thanks to "Just for Starters". The mortgage product features no down payment. "I'm so thankful to be in my own home!"

Left

Apple Pay® is part of OnPoint's completed full digital wallet. As well, all credit card holders now have EMV chip cards, while EMV debit cards are being rolled out.

Right

Business members feel the OnPoint difference. Steve Harms, owner of Crown Landscape, says his big bank experience wasn't working. OnPoint's personal attention is the difference.



Delivering the best experience

"How friendly and accommodating OnPoint is! They work with you and your current life situation." ~ Elizabeth N.

Hearing from members that we help make life a bit easier means the world to us. It says we're doing what we come to work to do, deliver the best member experience.

From a performance standpoint, that meant successful results in all areas in 2016. Assets reached \$4.6 billion, up 17%. Deposits increased 14% to \$3.9 billion. Loans rose 20% to \$2.9 billion. Membership grew 7% to 315,619. More than 3,500 members financed their homes and over 23,000 financed their auto loans. OnPoint is safe, sound and secure.

Always working to enhance our lines of products and services is part of OnPoint's best experience formula. This year we completed our full lineup of digital wallet options. Now Apple Pay®, Android Pay™, Samsung Pay and Visa Checkout are available with any OnPoint card. We prioritized EMV security. All credit card holders now have an EMV credit card. EMV debit cards are currently being rolled out—the last piece of our EMV program.

We enriched our complimentary retirement workshops with featured programs on PERS and Social Security. Our free home buyer seminars continue to be very popular.

Key to delivering the best member experience is the care that OnPoint staff offers our members every day. "Extra mile" attention, genuine kindness and determination to help each member find the best solution — our employees live it to the core.

OnPoint realizes the same care for the community too. Our community involvement grew in 2016 and will continue. Our commitment is resolute.

Many thanks to our board of directors, executive team, dedicated employees and loyal members for another successful year.



Rob Stuart

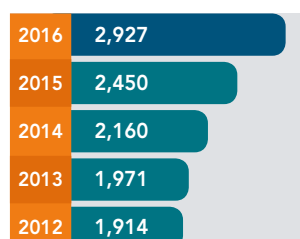


Tom Tsuruta

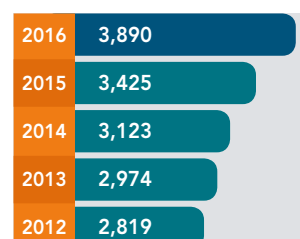
Rob Stuart, President/CEO

Tom Tsuruta, Chair/Board of Directors

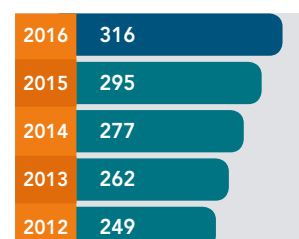
Total Loans \$ In Millions



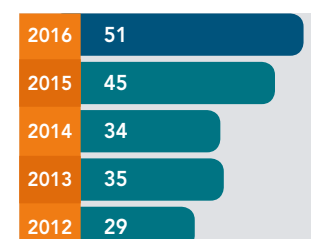
Total Deposits \$ In Millions



Total Members In Thousands



Net Income \$ In Millions



Services to talk about

In addition to the best products, members deserve information, support and confidence to determine just what's right for you and your particular situation. OnPoint goes the extra mile to enhance the services we provide members.

Top

Free retirement workshops include new sessions on PERS and Social Security, and are very popular. Workshops are open to the public.

Left

Our relationship with Raymond James Financial Services, Inc. gives members wealth management solutions as well as investment services.

Right

Insurance Services has a full range of products for your car, home, life or your business. They see that you have the right coverage for what you need.



Securities offered through Raymond James Financial Services, Inc., Member FINRA/SIPC and are not insured by credit union insurance, the NCUA or any other government agency, are not deposits or obligations of the credit union, are not guaranteed by the credit union, and are subject to risks, including the possible loss of principal. OnPoint Community Credit Union and OnPoint Wealth Management & Investment Services® are independent of Raymond James Financial Services, Inc. Investment advisory services offered through Raymond James Financial Services Advisors, Inc.

Our numbers speak for themselves

Statements of Financial Condition

As of December 31	2016	2015
(\$ In thousands)		
ASSETS		
Cash and cash equivalents	\$525,920	\$453,776
Available-for-sale investments	924,547	920,692
Other investments	12,519	10,051
Loans held for sale	23,840	7,707
Loans, net	2,916,900	2,439,933
Accrued interest receivable	9,688	8,251
Property and equipment, net	12,662	10,427
National Credit Union Share Insurance Fund (NCUSIF) deposit	35,249	31,939
Other assets	99,729	23,311
Total Assets	\$4,561,054	\$3,906,087
LIABILITIES AND NET WORTH		
Deposits	\$3,889,961	\$3,425,443
Borrowings	122,227	—
Accrued expenses and other liabilities	66,597	46,183
Total Liabilities	4,078,785	3,471,626
Net Worth	482,269	434,461
Total Liabilities and Net Worth	\$4,561,054	\$3,906,087

Statements of Income

For the Years Ended December 31	2016	2015
(\$ In thousands)		
INTEREST INCOME	\$115,535	\$102,159
INTEREST EXPENSE	6,855	6,751
Net Interest Income	108,680	95,408
PROVISION FOR LOAN LOSSES	1,989	1,136
Net Interest Income After Provision for Loan Losses	106,691	94,272
NON-INTEREST INCOME		
Interchange income	27,036	23,745
Net gain on sale of loans	14,368	12,738
Fee income	11,966	11,490
Other non-interest income	6,428	8,978
Total Non-Interest Income	59,798	56,951
NON-INTEREST EXPENSE		
Compensation and benefits	55,702	52,387
Professional and outside services	24,319	20,531
Office operations	11,954	11,436
Occupancy	7,330	7,172
Promotional	6,045	6,621
Other non-interest expense	9,817	7,599
Total Non-Interest Expense	115,167	105,746
Net Income	\$51,322	\$45,477

The
community
we share

Members can feel good about OnPoint's commitment to our community. Making a difference only makes the member experience better.

Top

The OnPoint Prize for Excellence in Education is awarded annually to two area teachers. OnPoint pays their mortgages for one school year and gives \$2,500 to their respective schools.

Left

Our employee run Community Relations Committee awards OnPoint's grants and donations during the year. Over \$1.1 million has been granted since the committee launched in 2002.

Right

Employee Amanda Theod became our United Way coordinator in 2009 when participation was at 5%. Under her leadership employee involvement took off, now hovering at 40%.



2016 Prize winners Doug Beardsley and Emily Ferguson.



"I really appreciate you going the extra mile. I can tell already that I made the right decision signing up with OnPoint!"
 ~ Brandi M.

Board of Directors	Executive Management		Supervisory Committee
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