

A year of
uncertainty.
A foundation
of progress.





#CUHAPPY

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MESSAGE FROM OUR
BOARD CHAIRMAN &
PRESIDENT / CEO

DEAR FELLOW MEMBERS,

2020 was an unprecedented year—of both challenge and opportunity. At First Commonwealth, we worked tirelessly to turn every challenge into opportunity by looking for ways to do better and give back more for our employees and the many individuals, families, businesses, non-profits, and communities we serve throughout the Lehigh Valley.

Your credit union continues to be strong, committed to you, and focused on meeting your needs today and into the FUTURE. We persevered—together—through continuous change in 2020. We're growing stronger together as we all work to adapt to the world after COVID-19. We focused on making doing business with First Commonwealth easier, more convenient, more affordable, more personalized, and remote and contactless whenever possible.

Our digital transformation was accelerated to better serve you and make our business as efficient and optimized as possible. We re-imagined the way we work, operate, and serve your needs. We're communicating

and collaborating more efficiently and effectively. Our member feedback technology is helping us remain laser-focused on delivering exceptional member experiences at every touchpoint. We work toward living our core values every day to better serve you—honesty, innovation, generosity, humility, excellence, and respect.

Above all, our commitment to the Lehigh Valley remains steadfast, while growing and evolving our business to meet the continually changing needs of our diverse communities. Throughout 2020, we built and moved into a new headquarters, opened two new financial centers in Trexlertown and Downtown Allentown, launched a new digital banking



WILLIAM EHRTIZ
CHAIRMAN



DONNA LOSTOCCO
PRESIDENT / CEO

platform, and opened a new dedicated Small Business Center. Our future is bright, and we look forward to growing stronger together. Our commitment to you and our community is being recognized by our members, community, and industry by being named the #1 CU in PA (again) by Forbes and receiving the Excellence in Business Award from the Greater Lehigh Valley Chamber of Commerce.

Being an essential business, we maintained continuous operations and kept our employees' pay whole—with no furloughs or layoffs during the global pandemic. With both financial center and digital banking expansions, as well as extending our Drive-Up/ITM hours, we were able to provide expanded financial services in contactless, personalized, and more convenient ways to support and serve our more than 68,000 members and 1,500 employer partners.

We found ways to support employees and their families in balancing the new demands of work and home (and school at home). We deferred \$60+ million of consumer loans for members who were out of work and provided 120 PPP loans to local businesses to help them continue to pay employees. We supported our healthcare partners and essential community organizations by

providing thousands of PPE (procuring protective gowns, KN-95 masks, gloves and eyewear, as well as handsewn masks and headbands made by our generous employees). We're now focused on finding new and better ways to help our communities get through the economic downturn so even more individuals, families, non-profits, and businesses can start to grow and thrive again.

In 2021, we are embarking on a new strategic imperative—to WIN the VALLEY. As an Executive Leadership Team and Board of Directors, we are responsible for developing and ensuring implementation of the credit union's long-term strategy. This means ensuring that YOUR credit union is operating in a solid, stable, and reliable way that benefits our member/owners (YOU). As we begin to execute on our new strategic direction for the next five years, we are positioning First Commonwealth for the future so that we can do more good for more people throughout the Greater Lehigh Valley.

We will be focused on leveraging our new financial centers, enhanced technology, and account accessibility to grow our business and make banking more convenient and personalized. We will remain invested in process improvement, continuously seeking

ways we can become more efficient and improve the member and employee experience. We're committed to our new Banking for Good initiative to be a beloved and inclusive partner for everyone in the Lehigh Valley and beyond by offering access to affordable products and services that people need to grow, thrive, and achieve financial happiness—with trusted guidance, insights, and education from people who genuinely care about YOU and the community we call home.

Together, we'll continue to grow stronger so we can give back more. We'll empower the pursuit of financial happiness for MORE individuals, families, businesses, and community organizations throughout the Lehigh Valley, BECAUSE that is our mission. We'll continue to keep our employees, members, and our community as safe and healthy as possible. Together, we're working tirelessly to strengthen our communities by empowering positive change, making quality, affordable financial services more accessible, and serving the evolving financial needs of the diverse Lehigh Valley community.

On behalf of our entire Executive Leadership Team, Board of Directors, Associate Board, and Supervisory Committee, THANK YOU for your membership, your loyalty, and choosing to be a part of our family. We welcome your feedback on ways we can help YOU thrive.

With Gratitude,



WILLIAM EHRTZ

Chairman, Board of Directors
wehrizt@firstcomcu.org



DONNA LOSTOCCO

President / CEO
dlostocco@firstcomcu.org

“The strength and resilience of our First Commonwealth family is remarkable. We didn’t let a global pandemic get in the way of accomplishing our goals or making sure we kept our members and employees safe, secure and financially well.”

—DONNA LOSTOCCO, PRESIDENT / CEO

“Throughout 2020, we focused on continuing our transformation and growth initiatives while adjusting our operations to help those who needed us most—how, when and where they needed our help. We’ll continue to be steadfastly committed to planning for the future and offering affordable, inclusive financial services to all individuals, families and businesses in the Lehigh Valley in a more personalized way than ever before.”

—BILL EHRTZ, *BOARD CHAIRMAN*

As a thriving not-for-profit cooperative, First Commonwealth has a volunteer Board of Directors, Associate Board and Supervisory Committee.

Each year our volunteer members dedicate thousands of hours of their personal time in guiding our organization, working with our Executive Leadership Team to set strategic direction, participating in conferences and staying abreast of industry trends.

BOARD OF
DIRECTORS



WILLIAM EHRTZ
CHAIRMAN



VINCENT GORMAN
VICE CHAIRMAN



EUGENE AUMAN
TREASURER



PETER HANCE
SECRETARY



STEPHEN BESZ
DIRECTOR



GARY MATIKA
DIRECTOR



RITCHEY RICCI
DIRECTOR



ERIC SCHANTZENBACH
DIRECTOR



STEPHEN SIESSMAYER
DIRECTOR

ASSOCIATE BOARD
OF DIRECTORS



NGOZI BELL
ASSOCIATE DIRECTOR



QIANA CRESSMAN
ASSOCIATE DIRECTOR



AMANDA SEDDON
ASSOCIATE DIRECTOR

The Supervisory Committee is a statutorily required committee for all federally chartered credit unions. It consists of member volunteers appointed by the Board of Directors. Its primary functions are:

- To ensure that First Commonwealth Federal Credit Union's financial statements accurately represent the condition of the credit union.
- To confirm that operations are in compliance with all applicable laws and regulations.

- To ensure that reasonable internal controls are in place in all departments.
- To verify that members' accounts match the credit union's records.

These functions are performed by both the internal audit department and outside independent firms contracted by the Supervisory Committee. The internal auditor is responsible for conducting internal operational audits and compliance reviews and for reporting findings to the committee. The certified public accounting firm of CliftonLarsonAllen (CLA) was contracted to perform the annual audit of First Commonwealth's 2020 financial records. CLA rendered a clean, unqualified opinion on the 2020 records, meaning the records accurately reflect the condition of the credit union.

The National Credit Union Administration, the credit union's federal regulator and insurer of deposits, also performs regular examinations to assess the credit union's financial condition, management and operations to ensure that the risks associated with operating this financial institution are properly measured, monitored and mitigated. An examination was conducted in 2020, and the report was positive, with no material issues to be addressed.

SUPERVISORY COMMITTEE



STEVEN FARNESI
CHAIRMAN



JULIE MOAKLEY



JAMES STEELE



SUNDAR VEDANTHAM



DAVID ZULLO

“We continue to operate in compliance and with solid internal audit and overview processes in place.

Representing that our member’s financial assets are safe and secure is what we provide oversight to secure. As a Supervisory Committee, we have the utmost confidence that First Commonwealth is operating in the best interest of our membership.”

—STEVEN FARNESI,
SUPERVISORY COMMITTEE CHAIRMAN



EXECUTIVE LEADERSHIP TEAM



DONNA LOSTOCCO

PRESIDENT / CEO



TRICIA SZURGOT

CHIEF OPERATING OFFICER



KEVIN BROWN

CHIEF LENDING OFFICER



JAMES GAGLIANO

CHIEF EXPERIENCE OFFICER



JOHN MELCHER

CHIEF PEOPLE OFFICER



KIM DUHAMEL-MURRAY

CHIEF FINANCIAL OFFICER



KARLA TRUMBAUER

CHIEF INFORMATION &
TECHNOLOGY OFFICER



At First Commonwealth,
we are committed to
providing our members with
the resources they need to
reach their goals and pursue
financial happiness.

Which is why we have a team of 28 Certified Credit Union
Financial Counselors (CCUFC) to help guide, counsel, and help
our members move toward that success.

The CCUFC designation is given out by the Credit Union National Association (CUNA). To earn the prestigious designation, individuals must participate in the CUNA Financial Counseling Certification Program (FICEP), which consists of a curriculum involving 30 to 40 hours of study and two comprehensive exams. Throughout their involvement with the program, CCUFCs acquire the specialized knowledge they need to better assist members in achieving their financial goals.

Good advice and sound planning is more important than ever before; and we are so proud of our associates for going above and beyond, and being fiercely dedicated to support our members, employer partners and communities. To further celebrate these integral members of our team, we are honored to extend our congratulations to the following First Commonwealth associates who have earned the CCUFC designation:

- Bobbie Alestas
- Heather Andrew
- Yamilette Ayala
- Sarah Burke
- Veronica Chavez
- Jordan Claudio
- Kim Condrack
- Natasha Coyago
- Lisa Deutsch
- Cindia Diaz
- Ashley Exner
- Pamela Fimiano
- Melissa Gaton
- Deborah Gross
- Terry Ingraffea
- Stacie Jones
- Rhonda Lauer
- Jacqueline Morey
- Aimee Pfeiffer
- Tracy Pierson
- Jordyn Pitre
- Orlando Pitre
- Rania Raffoul
- Brian Reilly
- Caroline Rodriguez
- Doug Snellen
- Brenda Stopay
- Evelyn Vazquez

Statements of Income

	2020	2019
INTEREST INCOME		
Loans	\$31,992,132	\$31,228,110
Securities, Interest Bearing Deposits, and Cash Equivalents	1,014,908	2,463,462
Total Interest Income	33,007,040	33,691,572
INTEREST EXPENSE		
Members' Share and Savings Accounts	3,118,888	3,827,012
Interest on Borrowed Funds	—	225,973
Total Interest Expense	3,118,888	4,052,985
Net Interest Income	29,888,152	29,638,587
Provision for Possible Loan Losses	4,574,492	4,119,814
Net Interest Income After Provision for Loan Losses	25,313,660	25,518,773
NON-INTEREST INCOME		
Service Charges and Fees	4,022,847	4,575,005
Other Non-Interest Income	6,397,727	5,755,216
Gain on Sale of Investments	31,835	—
Gain on Sale of Loans	506,653	446,711
Net Gain on Disposition of Assets	434,987	7,720
Total Non-Interest Income	11,394,049	10,784,652
NON-INTEREST EXPENSES		
General and Administrative:		
Employee Compensation and Benefits	16,209,031	14,949,519
Office Occupancy and Operations	10,952,033	10,111,761
Other Operating Expenses	4,295,849	4,611,604
Total Non-Interest Expense	31,456,913	29,672,884
NET INCOME	\$5,250,796	\$6,630,541

Statements of Financial Condition

	2020	2019
ASSETS		
Cash and Cash Equivalents	\$110,481,040	\$54,632,435
Securities—Available-for-Sale	82,467,789	65,988,200
Securities—Held-to-Maturity	106	7,777
Other Investments	840,426	814,433
Loans to Members, Net	660,339,621	617,185,840
Accrued Interest Receivable	2,006,457	1,952,939
Foreclosed and Repossessed Assets	53,487	133,091
Premises and Equipment, Net	38,957,382	32,055,474
NCUSIF Deposit	7,617,183	6,673,614
Credit Union Owned Life Insurance	13,284,657	—
Other Assets	3,076,556	2,460,962
Total Assets	\$919,124,704	\$781,904,765
LIABILITIES AND MEMBERS' EQUITY		
LIABILITIES		
Members' Share and Savings Accounts	\$814,790,580	\$685,977,100
Accrued Expenses and Other Liabilities	10,176,285	8,172,203
Total Liabilities	824,966,865	694,149,303
MEMBERS' EQUITY		
Regular Reserves	6,641,979	6,641,979
Undivided Earnings	86,721,567	81,470,771
Accumulated Other Comprehensive Loss	794,293	(357,288)
Total Members' Equity	\$94,157,839	\$87,755,462
TOTAL LIABILITIES AND MEMBERS' EQUITY	\$919,124,704	\$781,904,765

We welcomed 201 new Employer Partners to the Family!

1130 HAMILTON PA INVESTMENTS LLC
12 HUNDRED BLOCK, LLC
122 SOUTH SIXTH LLC
137 SOUTH 17TH, LLC
1988 PROPERTY SOLUTIONS LLC
1ST OUT 24/7 BAIL BONDS, LLC
235 N. 4TH ST., LLC
304 WATER ASSOCIATES, LLC
521 WEST CENTRAL LIMITED
612 NORTHAMPTON, LLC
624 OPPORTUNITIES FUND, LLC
A & R TRUCKING, LLC
A 1 PRIME PROPERTIES LLC
AA ALMONTE REAL ESTATE INVESTMENTS, INC.
ABE INVESTORS, LLC
ADVANCED PRIMARY CARE ASSOCIATES, LLC
AGE IN PLACE HOMECARE
AHA TRUCKING, LLC
ALENA ESTATE LLC
ALEXIS OAKLEY, LLC
ALLSTATE TRUCKING OF PA, INC.
AMATO CHIROPRACTIC GROUP, LLC
AMERICAN CANCER SOCIETY-NORTHEAST PA
ARRENDONDO TRUCKING LLC
ASHWOOD CONSTRUCTION LLC
ATM AFFILIATES, LLC
B & B CONSTRUCTION SERVICES, LLC
B AND B CONTRACTING SERVICES, LLC
BALBOA ACQUISITIONS, LTD.
BAREFOOT EXCURSIONS, LLC
BC RUNNING INC
BEACHBUDDIES REALTY, LLC
BELTRAN REAL ESTATE INVESTMENTS LLC
BELZNER'S RESIDENTIAL SERVICE, INC
BETHLEHEM BICYCLE LIMITED
BHJH REALTY, LLC
BIERY'S PORT BODYWORKS, INC
BOROLAS TRUCKING, INC
BROTHERS BARBERSHOP 2 UNISEX SALON, LLC

BROTHERS MUSIC SHOP
CAR MART AUTO CENTER II, LLC
CATNIP VETERINARY CARE LLC
CBC PROPERTY MANAGEMENT, LLC
CENTER STAGE LIGHTING & RIGGING, INC.
CIVILCO LLC
CRAIG WINSTONS BARBER COMPANY
CURT WEIHZ CONSTRUCTION, LLC
CYNTHIA'S CYNFUL STYLES LLC
DEERING GROUP, LLC
DEWALT PLUMBING, INC.
DHS TRUCKING L.L.C.
DIRECT INC.
DMR AUTOMOTIVE LLC
DMR TOOLS, LLC
DNJ PROPERTY GROUP, LLC
DON ANTONIO FOOD DISTRIBUTORS LLC
DT CAPITAL INVESTMENTS, LLC
DURAN BARBERSHOP LLC
DWILLIAMS PROPERTIES LLC
EAST ALLEN CHIROPRACTIC AND REHABILITATION CENTER, INC.
EASTERN HOLDINGS, LTD
EDWIN CORREA REALTY, INC.
ELLIES PLAYGROUND LLC
EMERY COFFEE, LLC
ENJ INVESTMENTS, LLC
FELLOWSHIP COMMUNITY
FETHERMAN PROPERTY MANAGEMENT LLC
FIVE LLC
FRANCISCO ESPINAL LLC
FREIGHT LINE LLC
G & G UNITED ENTERPRISES, LLC
G & S WHOLESALE DISTRIBUTION COMPANY
G ONE ENTERPRISES, LLC
GDK DEVELOPMENT, INC.
GENESIS COACH LINE, LLC
GNW EXPRESS CORP
GOLIATH CAPITAL LLC
GOMEZ TRANSPORT, LLC

GRILL N CHILL SPOT LLC
HEADQUATERZ UNISEX STUDIO 13, LLC
HEAVEN EXPRESS LLC
HIDDEN TALENT ENTERPRISES, LLC
HIGH POINT SELECT SERVICES, LLC
HONOR INSPECTION SERVICES, LLC
IFFY AND SHAZY CORPORATION
IGLESIA PENTECOSTAL VASIJAS EN LAS MANOS DE DIO
IMPERIAL INVESTMENT GROUP DDSK, LLC
J R AND L LLC
JACK DILLON HANDYMAN LLC
JADE'S GENERAL CONTRACTOR, LLC
JAKE'S TREE SERVICE LLC
JAMES N SEIP AND ASSOCIATES, LLC
JANO'S DELIVERY, INC
JASMIN NAILS L. L. C.
JAYZIEL TRUCKING LLC
JD POLANCO, LLC
JEMS TRANSPORT LLC
JIM THORPE MASSAGE THERAPY, LLC
JLU EVENT SERVICES INCORPORATED
JPM TOWING AND AUTOMOTIVE REPAIR, LLC
JTS PLUMBING & HEATING, INC.
KARAFAM, LLC
LA CASA DEL SAZON, INC.
LA FRIKITONA LLC
LAFAYETTE PARK VILLAGE COMMUNITY ASSOCIATION
LEAP YEAR TRUCKING LLC
LEASE OWN NOW LLC
LEHIGH REAL ESTATE INVESTMENT LLC
LEHIGH VALLEY RESALE, LLC
LEITZEL LOGISTICS COMPANY
LEWIS 516 LLC
LIBERTASCA BEST SERVICE IN TOWN, LLC
LONGO CREATIVE, LLC
LULU'S
LUMAGLOW, LLC
M & J CARRIER, INC.

M2 CONSTRUCTION AND RENOVATIONS LLC
MADERIC ENTERPRISES, LLC
MAKHOUL ELECTRIC, LLC
MARK HARTMAN, LLC
MATHAUDA, INC.
MAX MEANO TATTOO, LLC
MEND SOUL ARTS LLC
MID-ATLANTIC TECHNOLOGY PROFESSIONALS, LLC
MINNICH'S LAWN SERVICE LLC
MISSION PENNSYLVANIA II, LLC
MJB CLEANING COMPANY
MLG ENTERPRISES, LIMITED LIABILITY COMPANY
MOBILE FIREHOUSE FITNESS, LLC
MORGAN ADVANCED CERAMICS
MULLANEY FINANCIAL GROUP
NACCI PRINTING
NARSUN PROPERTIES, LLC
NDS PROPERTY, LLC
NEW YORK CONNECTION BARBERSHOP LLC
NGPNLP, LLC
NOMAD CARPENTRY LLC
P & G AUTOWORKS SERVICE, INC
PALLET OUTFITTERS LIMITED LIABILITY COMPANY
PAUL LICATA, INC
PEMBROKE MUSIC GROUP, LLC
PENN QUAKER SITE CONTRACTORS, INC
PERSIST, LLC
PLAN B CONSULTING SOLUTIONS
POST STAMP AUTOMOTIVE LLC
PROPERTY THREE, LLC
PUERTO RICAN CULTURE PRESERVATION
PUKKA MUSE
PURE PRESERVATION LLC
QUADZEE VENTURES, LLC
R & D OFFICE INSTALLATIONS, LLC
R. PERSING, LLC
R. PERUZZI CONSULTING, INC.
REPH'S COMPLETE AUTO REPAIR, INC.

RESPLENDECE DOMINICAN BEAUTY SALON, LLC
RET AND ASSOCIATES, LLC
RICK'S PROPERTIES, LLC
RM CONSULTING GROUP, LLC
RODRIGUEZ & FAMILY LLC
RUNNING WITH TWINS, LLC
S & S RV ASSOCIATES, LLC
SAGEFASHIONS.CO LLC
SAKAE, LLC
SATORI INK, LLC
SCALING CREATIVE LLC
SEAFOODS INTERNATIONAL, INC
SEALEY UNCLAIMED FUNDS LLC
SELVAGGIO AND SONS PLUMBING & HEATING, INC.
SELVAGGIO EXCAVATING, INC.
SILENT OWL REAL ESTATE, LLC
SILVER KEY, LLC
SOLDIER A 1, INC.
SOPHIE'S CHOICE UNLIMITED, LLC
STANFORD REAL ESTATE HOLDINGS, LLC
STEVE'S PAINTING SERVICE, LLC
STOUDT ASSOCIATES, LLC
STRATEGIC WEALTH ALLIANCE GROUP, LLC
SUOZY'S LAUNROMAT, LLC
SUPERCON SOLUTIONS, LLC
TAPS S TREES LLC
TBC REAL ESTATE LLC
THE GUERRO FAMILY COMPANY
THIRD HORIZON FOODS, INC
THORNE BROTHERS AND SONS HOME IMPROVEMENT & LANDSCAPING LLC
TIME 2 TALK THERAPY SERVICES, LLC
TIME WITH A FRIEND, LLC
TITAN 123 LLC
TLG CAPITAL INVESTMENTS, LLC
TRAVIS ASSOCIATES, PC
TSG MOBILE NOTARY LLC
ULLOA CLEANING, LLC
UNITED CARE COMMUNITY HOME, LLC
VAIBHAV LAXMI LLC
VARGAS NATION LLC
VENNY STAR PIZZA LLC
VPGORMAN, LLC
WATSON CONSULTING LLC
WENNER CLINICAL SUPPLY CONSULTING LLC
WHITE DOG PROPERTIES
WOODED RIDGE MANAGEMENT, LLC
YOUTH & TEEN RENOVATIONS LLC
ZEMA I, LLC



Given the difficulties and challenges seniors faced this past year, our commitment to providing opportunities to promising students was high on our list of priorities. After such an emotionally taxing year navigating the global pandemic, it's never been more important to give back, shine a spotlight on students, and do our part to help them achieve their goals.

As we've done in previous years, we offered scholarships to members to pursue educational opportunities to help them grow, thrive and discover their passion. We believe successful communities are comprised of individuals who are engaged, hard-working, and committed to making a positive difference in the lives of others.

With that mind, we asked our scholarship applicants about their school and public service activities, employment/internships, awards/recognition, challenges, leadership skills, future career plans and how their career will impact the community and/or society as a whole. Each winner received a \$1,000 scholarship to be applied towards college education expenses.



ASSATA ALLAH-SHABAZZ

MILTON HERSHEY SCHOOL (BOARDING)

Assata is no stranger to the business world. In her youth, she started her own jewelry company. Now, she runs another company, designing digital logos and flyers for her clients. Going forward, she hopes to apply her entrepreneurial skills to the sports world as a Stadium Marketing Manager and is planning to pursue a degree in Digital Marketing and Communications as a means to achieve her goal. Assata has participated in varsity basketball, artistic endeavors, Model UN, and global outreach projects. Assata is a winner of the NAACP Distinguished Youth Award and numerous other awards.



MARIE FRITTS

EASTON AREA HIGH SCHOOL

Marie comes from a family of educators and shares a desire to work with children. She plans on becoming a special education teacher to help make a difference in her students' lives. Marie already has a wealth of experience caring for and educating children including babysitting, participating in the YMCA Child Watch program, and working as a swim instructor. She has had a lifetime of positive experiences with her teachers and wants to share this with future generations. Marie has participated in Future Educators and numerous charitable endeavors.



DREW CLEARIE

NAZARETH AREA HIGH SCHOOL

Drew looks forward to his collegiate studies in both Economics and Political Science to advance his desire to give others a chance to achieve their own goals. An exceptional wrestler, Drew has taken part in athletics for four years as well as being involved in Future Business Leaders of America. He hopes to share the gift of entrepreneurialism to other youths and has already started a non-profit organization with friends that seeks to help inner city youths realize their dreams.



JULIEN VARGAS

LEHIGHTON AREA HIGH SCHOOL

Julien has taken the challenges in his life and used them as motivation to succeed. While he struggled with ADHD in his youth, he found focus and structure working on cars. He is channeling this passion for working on automobiles into his plans to study and become an Automotive Technician. Throughout high school, Julien devoted much of his free time to caring for a family member with Alzheimer's. He also has worked as a peer mentor and volunteered at a psychologist's office to provide a teenager's perspective.



LAUREN CLYMER

KUTZTOWN AREA HIGH SCHOOL

Lauren plans to pursue a career in research sciences, most likely Chemistry or Biochemistry, to continue a life-long fascination with the sciences. She is also interested in public policy and would like to combine these two interests into advocating for legislation to help bridge the communication gap between scientists and laypersons. Lauren was a co-captain of the tennis team and competed in science competitions as well as taking part in many volunteer activities.

Through our Corporate Social Responsibility and Wellness & Engagement programs we are living our mission by **DOING GOOD** and **BEING WELL**.

It's an honor and privilege to play a positive role in the lives of our members, employer partners, associates and to help strengthen our communities.

Critical to our business and building FCFCU's purpose-driven brand and culture, our volunteer teams empower employees to work together outside their role in support of our mission and give back to the communities we serve.

2020 VOLUNTEER TEAMS:

Corporate Social Responsibility

- Community Events & Engagement
- Contributions & Partnerships
- Diversity, Equity & Inclusion
- Financial Wellness
- Sustainability
- Scholarships

Wellness & Engagement

- Staying Active & Mindful
- Preventative Care & Nutrition
- Recognition



#doing **GOOD** #be **WELL**

2020

DIVERSITY, EQUITY, & INCLUSION



Created a **RISE MX (Real Inclusivity & Service Excellence) Taskforce**.



Created **"Open Conversation and Employee Roundtable"** series and held **4** open conversations.



Opened a **"Corporate Library"** in our new HQ, stocked with numerous books on DEI leadership and development topics for employees.



Participated in numerous cultural celebrations such as **Juneteeth, Black History, Hispanic Heritage, Women's History, and LGBTQ Month**.

SUSTAINABILITY



Eliminated **9,282 lbs** of environmental waste by utilizing DocuSign for loan closings and account openings.



Shredded **7,738 lbs** of paper at our **3** free Shred Events.



Incorporated numerous smart and sustainable features into our new HQ including high efficiency glass on exterior windows; interior and exterior lighting with dimmer switches;



environmentally-friendly and efficient HVAC, water irrigation, rain chain/water collection, hydronic re-heating systems; Dyson hand dryers;



biodegradable paper products and utensils in kitchen and cafes; and organic soap.

COMMUNITY ENGAGEMENT & CONTRIBUTIONS



Partnered with **Reprocity of Allentown** to provide internet services to families in need so their children can continue with virtual learning.



Donated **150** new children's books and puzzles to **St. Luke's University Health Network**.



Sourced **27 laptops** for employees' children to support virtual learning.



Collected **8 units** of Blood Drive through Miller Keystones "**Bleed Local**" campaign.



Donated Easter eggs to the **Sixth Street Shelter** for an Egg Hunt with their **90** children.



Donated miscellaneous items and office supplies to the **Volunteer Center of the Lehigh Valley, Goodwill, and Allentown Rescue Mission**.



Collected **250** pet care and food items for the **Carbon County Friends of Animals and Carbon County Animal Shelter**.



Partnered with **LVHN Cancer Institute's Mobile Mammography Coach** to provide **31** preventive care screenings to women.



Hosted a **virtual scavenger** hunt to celebrate Credit Union month with **20** teams participating.



Donated **46** Holiday Hope Chests to the **Volunteer Center of the LV**



Through our COVID-19 Relief Programs, we were able provide **3,501** payment deferrals, **120** PPP loans totaling **\$7 million** and protecting **917** jobs for our valued members and businesses.



Delivered over **980** protective gowns, **600** masks and **75** headbands to local healthcare for our healthcare partners at **St. Luke's University Health Network** and **Lehigh Valley Health Network**.



\$32,500 in support of **31** charitable organizations and **43** community events throughout the Greater Lehigh Valley.



21 employees have contributed a total of **\$3,285** to the **FCFCU Employee Assistance Fund**.

WELLNESS & ENGAGEMENT

POWERFUL COLLECTIVE OF THREE SUB-TEAMS



Staying Active
& Mindfulness



Preventive Care
& Nutrition



Recognition &
Engagement



Reviewed analytics from Work Human and made changes that support **increased awareness** and **acknowledgment**.



Expanded **BRAVO** awards to have a **\$50, \$75, \$100, and \$250** options (in addition to the "Cheers" and \$25 awards).



Participated in **2** virtual walks, raising: **\$600** for the **American Heart Association** and **\$1000** for the **Autism Speaks**.



Organized **Winter Wellness Weight Loss Challenge**. Community scales were provided at every Financial Center for weigh-ins. Over **50** employees participated.



Supported the **Engagement Survey** communication and facilitated Focus Groups to provide feedback.



Awarded employees with **additional vacation time** for attending preventive care visits.

FINANCIAL WELLNESS



Hosted **40 FREE Financial Wellness Events** for members, youth, small businesses and community groups.



Celebrated **14** employees obtaining their **Certified Credit Union Financial Counselor** designation, bringing our total number of certified counselors to **28**.



Closed on **\$44,000** in **First Front Door Grants**.



Developed a bi-lingual virtual financial wellness series hosting **13** webinars, **13** Facebook Live sessions, and produced **7** informational videos.



Delivered **60 Yard Signs** to scholarship winners, applicants and employee's children to show our support for the **Class of 2020**.



Participated in the annual **America Saves Challenge** helping members achieve their savings goals.



Granted **12** scholarships to members continuing their education.



Launched a new, comprehensive financial wellness platform, **Enrich**.

316

Registered Users

234

Financial Health
Check-ups

98

Individual Financial
Counseling Sessions

TREXLERTOWN FINANCIAL CENTER & SMALL BUSINESS CENTER



DOWNTOWN ALLENTOWN FINANCIAL CENTER



A Year of Extraordinary Achievements

2020 Strategic Projects

- Opened 2 new Financial Centers—Trexlertown and Downtown Allentown
- Opened First Financial Center with a dedicated Small Business Center (Trexlertown)
- Opened First urban Financial Center (Downtown Allentown)
- Completed construction and move into our new corporate headquarters and became landlords/property managers with our first tenant—APCI FCU
- Launched new Digital Banking
- Expanded Contact Center hours by 17 hours per week
- Enhanced focus on diversity across the enterprise, including the creation of a RISE MX Task Force

Recognition & Awards

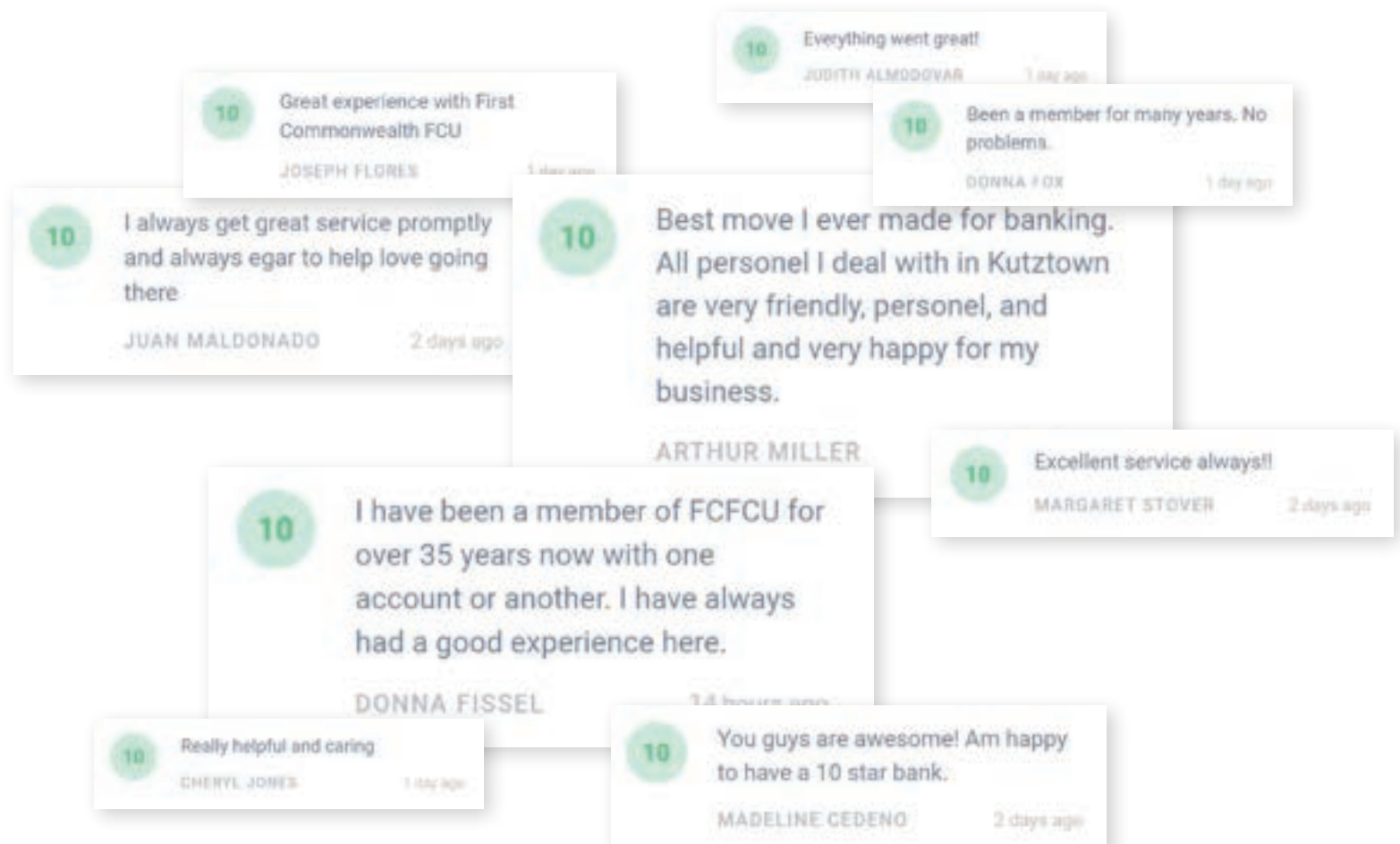
- Pennsylvania's 2020 (& 2019) Best-in-State Credit Union by Forbes
- Best Credit Union 2020, Lehigh Valley Business Reader Rankings (3rd consecutive year)
- Best Credit Union 2020, The Times News Readers Choice Award (2nd consecutive year)
- Honorable Project (HQ), March of Dimes Commercial Real Estate Awards
- CFS Keystone Award (FCIS)
- Excellence in Business Award, Greater Lehigh Valley Chamber of Commerce
- Power Player, Banking/Finance; Lehigh Valley Business Journal

COVID-19 Response

- Through our COVID-19 Relief Programs, we were able to provide 3,501 payment deferrals, 120 PPP loans totaling \$7 million and protecting 917 jobs for our valued members and businesses
- Maintained continuous operations throughout our COVID-19, including during the PA state shutdown as a life-sustaining business
- Helped guide other credit unions in the LV and beyond on COVID operations best practices, protocols and PPE sourcing
- Mobilized extensive health and safety measures immediately
- Developed and implemented The Safe6, best practice COVID-19 Protocols for HQ
- Leveraged technology investments to achieve accelerated remote operations and continuous member experience throughout COVID-19 response
- Added new virtual, remote and contactless channels
- Accelerated our digital and contactless transformation at a pace faster and more successful than ever before
- Implemented new agile strategic management for business agility and resiliency
- Implemented flexible, remote schedules to help employees balance new work and home needs increasing productivity and engagement
- Maintained entire work force at 100% of their income and provided additional time off for COVID-19 related absences

Our mission is to put members first and do everything in our power to help you achieve your goals.

That means rising to challenges, making their banking lives better across the board, and evolving to meet future needs with the level of service we are known for. How well are we doing? We could answer that with metrics and numbers, but we'd rather let our members do the talking.





Financial Center Map & Key

- 1 Allentown: 450 Union Blvd.
- 2 Bethlehem: 5500 Crawford Dr.
- 3 Easton: 300 William Penn Highway
- 4 Fogelsville: 7627 Tilghman St.
- 5 Kutztown: 15093 Kutztown Rd.
- 6 Lehigh: Carbon Plaza Mall

- 7 Northwood: 3515 Nazareth Rd.
- 8 Emmaus: 1080 Chestnut St.
- 9 Whitehall: 2752 MacArthur Rd.
- 10 Downtown Allentown: 840 W Hamilton St.
- 11 Trexler: 6084 Hamilton Blvd. *
- 12 Corporate HQ: 6126 Hamilton Blvd.

* Financial Center & Small Business Center



610.821.2403

888.821.2400

ithrive@firstcomcu.org

firstcomcu.org



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