



2023 Annual Report & Member Impact Statement



A STORYBOOK Partnership

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Credit Unions for 2024**



Letter from the President/CEO & Chairperson of the Board

Dear Partners Members,

It is our pleasure to present our 2023 Annual Report and Member Impact Statement. Our mission, “Your Financial Partners for Life,” guides us in everything we do and we are grateful for the opportunity to serve you.

This year we take great pride in announcing that Newsweek has recognized us as one of America’s Best Credit Unions. As your financial advocates, we are dedicated to upholding the highest standards that have led to this honor. We understand that each individual’s financial journey is unique and we are here to attentively listen to your needs, offer expert guidance, and provide optimal solutions every step of the way.

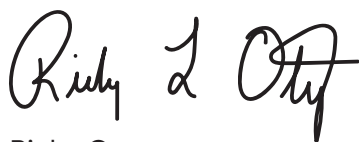
Financial education remains a top priority, empowering you with the knowledge and skills necessary to make well-informed financial decisions. We offer in-person and virtual workshops and one-on-one financial counseling sessions to assist our Members in reviewing budget scenarios, addressing financial challenges, and creating solutions that bolster their financial wellbeing. We also offer the Partners Wellbeing platform on our website, which provides free interactive tools, courses, and financial resources in multiple languages.

Additionally, we have initiated a multi-year partnership with Gallup and Callahan & Associates to enhance our understanding of member sentiment and insights. Your feedback will help ensure that our focus remains aligned with your priorities during your interactions with Partners, enabling us to develop products and programs that best support your experience and financial goals.

Through diligent and prudent decision making over the years, Partners maintains the financial strength and strong capital position that far exceeds the “well-capitalized” distinction of our regulators, the NCUA. We will be here when you need us today and in the future continuing to deliver new products and services to meet your evolving needs.

On behalf of our board of directors, executive management team, and all our Partners cast members, we thank you for your partnership. As a credit union, our sole purpose is to serve our Members, and we deeply appreciate your trust and loyalty.

We look forward to continuing to serve you as your financial Partners for life.

A handwritten signature in black ink that reads "Ricky Otey".

Ricky Otey
President & CEO
Partners Federal Credit Union

A handwritten signature in black ink that reads "Cindy Luttrell".

Cindy Luttrell
Board of Directors Chairperson
Partners Federal Credit Union

B oard of Directors

Made up of volunteers who represent the Partners Membership, the Partners board of directors guides and approves the strategic direction of the Credit Union. The Board meets monthly to review financial reports and expenses and adopt resolutions related to rates, business objectives, and policies.



Cindy Luttrell
Chairperson



Jaye Thompson
Vice Chairperson



Alden Weiss
Secretary/Treasurer



Debbie Bales
Board Member



Jennifer Baucher
Board Member



Olivier Flament
Board Member



Mark Gustovich
Board Member



André Hale
Board Member



Tracy Montoya
Board Member



Tom Tancredi
Board Member



Jack Yellin
Board Member



Our Mission

We are your financial
Partners *for life.*

Our Vision

Making your financial
dreams come true,
today and tomorrow.

Financial Report & Income Statement

Statement of Financial Condition

(as of December 31, 2023)

ASSETS

Cash and cash equivalents	\$	225,482,503
Investments		96,558,861
Federal Home Loan Bank stock		10,069,500
Loans held for investment (net)		2,080,542,349
Accrued interest receivable		7,376,889
Property and equipment		9,724,752
National Credit Union Share Insurance Fund deposit		20,793,784
Other assets		27,758,748
Total assets	\$	2,478,307,386

LIABILITIES

Liabilities

Members share accounts	\$	2,175,316,720
Accrued expenses and other liabilities		35,748,691
Total liabilities		2,211,065,411

Members' equity

Regular reserve		15,636,145
Undivided earnings		259,239,058
Accumulated other comprehensive loss		(7,633,228)
Total Members' equity		267,241,975
Total liabilities and Members' equity	\$	2,478,307,386

Statement of Income and Comprehensive Income

(as of December 31, 2023)

Interest income

Loans receivable	\$	96,602,315
Investments and interest-bearing accounts		13,140,403
Total interest income		109,742,718

Interest expense

Members' share accounts		28,050,740
Borrowed funds		-
Total interest expense		28,050,740

Net interest income

Provision (credit) for loan losses		10,921,294
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Net interest income after provision for loan losses

Non-interest income

Service charges and other fees	\$	13,276,752
Interchange income		16,135,989
Commission revenue		3,414,235
Wealth management revenue		4,076,757
Gain on sale of loans		9,577
Other		748,721
Total non-interest income		37,662,031

Non-interest expenses

Compensation and benefits		48,986,821
Operations		13,955,669
Loan servicing		5,886,424
Occupancy		9,991,931
Debit card processing		4,981,633
Communications		3,870,858
Marketing		1,733,629
Total non-interest expense		89,406,965
Net income	\$	19,025,750

Dear Members,

We are pleased to present the Annual Report from the Partners Federal Credit Union supervisory committee. The purpose of this committee is to provide an independent appraisal of the safety and soundness of credit union operations and activities in accordance with the Federal Credit Union Act and the Partners charter, policies, and procedures.

The committee engaged the services of Crowe, LLP, a public accounting firm, to evaluate internal controls and perform the testing necessary to attest to the integrity of Partners financial statements. Additionally, the committee has oversight of the internal audit function and monitors and reviews audit reports and follow-up, including periodic examinations conducted by the National Credit Union Administration, the regulatory agency for all federally chartered credit unions.

Based on the results of the financial statement audit completed by Crowe, LLP, continuous internal audit work and follow-up, and the most recent review by the National Credit Union Association, it is the opinion of the supervisory committee that Partners is financially strong and in compliance with Federal Regulations as well as Partners policies and procedures.

Thank you for your continued trust in Partners Federal Credit Union.

Sincerely,



Grace Yang
Supervisory Committee Chairperson
Partners Federal Credit Union

Supervisory Committee

- | | |
|---------------------------|---------------|
| ■ Grace Yang, Chairperson | ■ Dawn Ellis |
| ■ Courtney Cappa | ■ Tylana Hill |
| ■ Gerry Dunning | |



Our Brand Promise

BEING ACCESSIBLE when you need us,
where you need us, and how you need us.

INNOVATIVE PRODUCTS AND SOLUTIONS that
support your financial goals today and tomorrow.

ADVOCACY AND EDUCATION to build your
financial health and achieve your dreams.

SERVICE AND EXCELLENCE that honors
The Walt Disney Company heritage and traditions.

Executive Management Team

The executive management team sets the organization's strategic direction, leads our talented team of cast members to deliver excellent Member service, and ensures our strategic decisions support Member needs and our long-term financial strength.



Ricky Otey
President
Chief Executive Officer



Karen Spires
Senior Executive Vice President
Chief Financial Officer



Robert Thompson
Executive Vice President
Chief Operating Officer



Brian Kairnes
Senior Vice President
Chief Risk Officer



Jim Lawrence
Senior Vice President
Chief Revenue & Experience Officer



Darla Morse
Senior Vice President
Chief Digital & Innovation Officer



Mark Rodriguez
Senior Vice President
Chief Credit Officer

Being Accessible



When You Need Us



Securing branch & ATM locations
to be more accessible to cast



Upgrading card
machines



Integrating AI to improve
24/7 Member access

Where You Need Us



Bringing financial wellness to cast and
employees during onboarding, pre-shifts,
events, team meetings, and more



Now offering mortgage solutions in almost every
state, and FHA (Federal Housing Administration)
and VA (Veterans Affairs) options¹



¹ Partners utilizes the TPO “third party originator” Union Home Mortgage to facilitate the underwriting and closing of VA home loans. Loan requirements and product features are subject to restrictions. All loans are subject to credit approval. Other restrictions may apply. VA loan funding fee may apply. A certificate of eligibility is required. The VA does not limit how many VA home loans you can have during your lifetime. Mortgages not available in New York.

PARTNERS!

AL CREDIT UNION



How You Need Us



Launching a new digital banking platform,
available soon for greater account
accessibility from a desktop or mobile device
in English and Spanish



Partnering with KONBIT business
employee resource group to hire
additional Haitian Creole speakers
to better serve our Membership

Innovative Products & Solutions

We understand that every individual has a unique story with specific financial needs. Whether our Members are building the foundation of their financial castle or looking to move into one, Partners creates innovative products and services with their journeys in mind.



Early Pay: All Members can get early access to their paycheck with direct deposit.¹



Emergency Line of Credit: Since 2022, 4,637 loans were provided to Members who experienced unexpected expenses due to emergencies.²



Partners Savings Planner: 524 Members have set savings goals totaling nearly \$2 million.



Family Building Loan: Since 2022, Partners has helped build 32 families by providing them with access to this loan for upfront costs for adoption, surrogacy, fertility treatments, and more.



Auto Buying Concierge: 574 Members had their vehicle requests delivered directly to their local branch with trade-in options.

New!

Exclusive Debit Card Designs

Celebrate diversity and equality with the *Proud Ally Collection*, and experience a whole new world with *The Legacy Collection*.



¹Must be a Partners Member and have your payroll set up with direct deposit to a Partners Federal Credit Union account. Eligibility for the early pay program may vary and certain employers may not participate.

²See Loan Agreement for details. Rates are subject to change. Some restrictions apply. Requires employment verification and is subject to other underwriting factors. Online applications not available.



Member Story

YOUR FINANCIAL PARTNERS FOR LIFE

“Thank you for taking the time to share valuable advice on how to manage my bank account. The Walt Disney Company was founded on the core belief that we create happiness, produce positive memories, and entertain our guests, whether they are watching one of our films in a movie theater, seeing a Disney on Broadway show, or experiencing one of our theme parks so it’s important that we create magic for each other as well.

We are lucky to have cast members like you that are willing to sit with us and help with our finances.”

– Forrest M., Disney cast member

Personalized Options to Achieve Financial Success

As our Members' financial advocates, we are committed to the success of their financial journeys with helpful lending solutions.

In 2023 Partners provided \$495 million in loans to our Members.

\$194 million
in Auto Loans

\$210 million
in Home Mortgages

\$26 million
in Credit Cards

\$65 million
in Other Loans



Debt Consolidation:

Helped over 2,500 Members consolidate their debt with a low fixed-rate personal loan.



Home Loans:

Partners now offers FHA (Federal Housing Administration) and VA (Veterans Affairs) loans.



Hardship Program:

Almost 500 Members assisted through the Partners Hardship program.



Partners Loan Protection:

25,000 Members protected their payments during unexpected events.



Guaranteed Asset Protection:

17,500 Members are protected if their vehicle is totaled or stolen.



AD&D: 25,000 Members receive up to \$2,000 Accidental Death & Dismemberment insurance coverage paid by Partners.¹



¹ This product may not be available to residents of all states.



Member Story PARTNERS LOAN PROTECTION

Beth, a new Member, reached out to Partners for help consolidating her credit card balances after experiencing an unexpected family event. She was making slow progress paying down her balances individually. After contacting our Member and discussing her situation, Partners cast member Ashley was able to come up with a solution to consolidate five of her high-interest credit cards. As a result, Partners was able to save Beth \$224 a month while protecting her against unforeseen circumstances in the future with Partners Loan Protection.

“Thank you so much ... one more step forward. Your kindness has been greatly appreciated.”

– Beth W., Partners Member



Retirement and Wealth Management

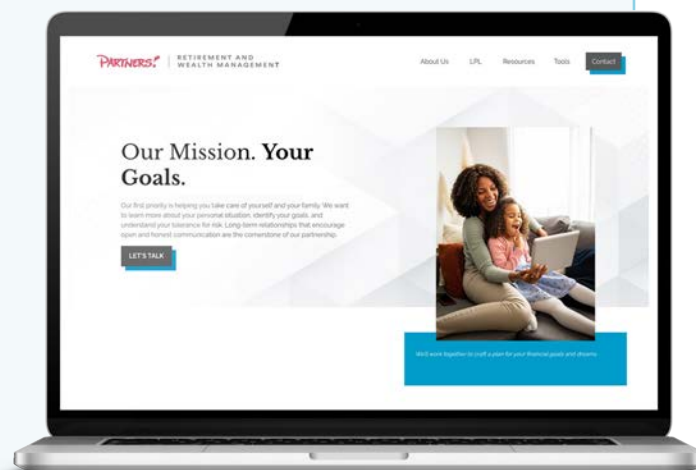
Partners Wealth Advisors use their vast experience and professional training to assist clients in creating, implementing, and monitoring a comprehensive financial plan tailored to their individual needs.

- Personal Investment Management
- Retirement Planning
- Tax Efficient Investing
- Life Insurance
- Long-Term Care Insurance
- 529 Plans for College Savings
- 401(k) Rollovers
- Portfolio Analysis/Asset Allocation
- Complete Brokerage Services

New!

Enhanced Website Experience

Our updated Partners Retirement and Wealth Management website offers weekly market updates, monthly global portfolio strategies, education videos and articles, advisor bios, and more.



Securities and advisory services are offered through LPL Financial (LPL), a registered investment advisor and broker-dealer (member FINRA/SIPC). Insurance products are offered through LPL or its licensed affiliates. Partners Federal Credit Union and Partners Retirement and Wealth Management **are not** registered as a broker-dealer or investment advisor. Registered representatives of LPL offer products and services using Partners Retirement and Wealth Management, and may also be employees of Partners Federal Credit Union. These products and services are being offered through LPL or its affiliates, which are separate entities from, and not affiliates of, Partners Federal Credit Union or Partners Retirement and Wealth Management. Securities and insurance offered through LPL or its affiliates are:

Not Insured by NCUA or Any Other Government Agency.	Not Credit Union Guaranteed.	Not Credit Union Deposits or Obligations.	May Lose Value.
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Member Story

PARTNERS RETIREMENT AND WEALTH MANAGEMENT

“My banking experience with Partners began over 30 years ago. My immediate impressions of Steven were: He is intelligent, knowledgeable, and professionally friendly. For me, that is a rare combination to find in any advisor. He is a very good listener, prompt, and willing to share his investment experiences in ‘user-friendly’ terms. I recommend Steven because, as my Wealth Management Advisor, he has proven that I can trust him with my investments (both retirement and non-retirement).”

– Fred O., retired cast member

Advocacy and Education

Building financial health to achieve your dreams.

Partners is committed to helping our Members live better lives through financial education. With access to tools, resources, and counselors, Members are empowered to make better financial decisions.

We have expanded relationships throughout The Walt Disney Company to bring in-person workshops and 1:1 financial counseling to many more locations.



Partners Wellbeing: Over 550 Members accessed interactive tools, courses, and resources through our online finance platform. Available in English, Spanish, French, and Haitian Creole.



In-Person & Virtual Financial Education: 4,000 people attended over 200 Partners workshops or webinars on budgeting, understanding credit, home buying, and more.



Certified Personal Financial Counseling: Met 500 Members one-on-one to review personal budget scenarios and develop skills to tackle their financial challenges, experiences, and goals.

Top 5 Workshops:

- Budgeting Essentials
- Personal Finance 101
- Understanding Your Credit
- Financial Management
- Home Buying Journey

NEW WORKSHOPS!

Ways to Build Generational Wealth and Leave a Legacy
and
Behavioral Finance



“Partners is at our events to welcome our team, sit down with them, and talk a little bit about budgeting and the services over at Partners. I can’t tell you all how much you, your team, and your services have helped the individuals on my team and that means a lot to us. When they feel safe, secure, healthy, and happy at home in their personal lives, they feel empowered and ready to serve our guests.

I get to hear how much the Partners family means to our cast here at Walt Disney World.”

– Jean G., Regional General Manager Resort Operations, Walt Disney World Resort



“At the beginning of our financial education workshops, we ask the class to close their eyes and raise their hands if they’ve had any stress caused by their financial journey in the last year. They are then instructed to open their eyes. When they look around the room they see they are not alone.

The class feels a sense of relief knowing they are not alone when it comes to financial stress and anxiety.”

– Jennifer M., Manager, Member Education & Development

Advocates for Financial Wellbeing

Our Members' voices matter.

As advocates for our Members' financial wellbeing, we are actively listening to their stories and reimagining ways to improve our services and deliver a meaningful and supportive banking experience.

We have embarked on a multi-year initiative with Gallup to deepen our understanding of our Members' financial sentiments and outlooks.

What Members share with us will influence how we build products and programs that best support their unique financial goals, and evolve our Member experience channels. This will enhance ease and accessibility in everyday banking, giving our Members more time back to focus on what matters most.

It's our honor to serve as our Members' financial Partners for life, and we appreciate feedback, candor, and trust.

GALLUP®

CALLAHAN
ASSOCIATES

Service and Excellence

Our commitment to building lasting relationships with Disney cast and employees is exemplified by our sponsorships across various Disney properties. Whether it's sponsoring film premieres, hosting financial literacy workshops at Disney conventions, or actively participating in events across the resorts, Partners consistently demonstrates our commitment to the Disney community.

Wellness & Activities:

- Disneyland Canoe Races
- International Yoga Day
- Cast Friends & Family 5k
- Light Up the Season
- Housekeeping Appreciation Week

Diversity, Equity, & Inclusion:

- Wakanda United Movie Screenings
- Pride Celebrations
- Lunar New Year Celebrations
- Hispanic Heritage Month Celebrations
- Enabled Awareness Month Celebrations
- Jewish Heritage Month Celebrations

•+•••* Cast 5k Sponsorship *•••+

The Cast Friends & Family 5k brings together Disney cast members and their families to promote health, wellness, and community engagement. We are proud supporters of an event that encourages a healthy lifestyle and unifies the Disney family.





Supported over
1,500 events

in partnership with
The Walt Disney Company.

TRADITIONS

Welcomed new cast
members in over 200
orientation classes.



Logged 2,000 hours
alongside Disney
VolunteARS.

Member Service Advisory Committees

The Member Service Advisory Committee members provide valuable feedback, insights, strategies, and connections to cast members and employees of The Walt Disney Company. Multiple divisions across Anaheim, Burbank, and Orlando serve as Partners advocates representing parks & resorts, risk, communications, IT, brand, diversity & inclusion, cast activities, facilities, food & beverage, operations, and more.

Sandee Alsup	Anaheim	Steve Milam	Burbank
Joshua Brasher	Orlando	Mike Miranda	Anaheim
Charlie Cain	Burbank	Christopher Mortensen	Anaheim
Mary Cobb	Anaheim	Olaronke Olatunji	Orlando
Marjorie Colas	Orlando	Riddhi Patel	Burbank
Dan Davidson	Orlando	Jimmie Payton	Anaheim
Ivan Diaz	Orlando	Scott Rench	Orlando
Barry Dillard	Orlando	Kartika Rodriguez	Orlando
Susan Dubiel	Orlando	Ron Silagyi	Anaheim
Brian Eastman	Anaheim	MaryAnn Smith	Orlando
Michael Estes	Anaheim	Terri Somsy	Orlando
Lorianne Ferry	Anaheim	Nicole Stanziale	Burbank
Nick Filippone	Anaheim	Melissa Valiquette	Orlando
Jean C. Gallagher	Orlando	Michael Vargo	Burbank
Andrae Gill	Anaheim	Robyn Vossen	Anaheim
Virginia Hough	Burbank	Vivian Ware	Orlando
Charmaine Howard	Anaheim	Monica Weda	Anaheim
Cosmo Kapoor	Orlando	Dana White	Anaheim
Alysia Kelley	Anaheim	Steve Wilder	Burbank
Cathi Killian	Burbank		

“Our Member Service Advisory Committee has been essential in providing insights into the financial needs of our current and future Members. They have also been the conduits in creating connections that helped us advance our support for cast and employee partnerships. We are so grateful for their time and support as we seek to make all financial dreams come true for our Members, today and tomorrow.”

– Robert Thompson, Executive Vice President & Chief Operating Officer

PROUD SUPPORTER OF

Make-A-Wish®

Helping wishes come true, one swipe at a time.

Since 1980, Disney and Make-A-Wish® have granted wishes for more than 145,000 children with critical illnesses worldwide. In fact, historically, one out of every two wishes granted in the U.S. through Make-A-Wish® has been a Disney wish. These wishes are important because every 20 minutes somewhere in the country, a child is diagnosed with a critical illness – and a wish can provide them with the strength they need to fight.

By contributing 1 cent every time a Member used their Partners Visa® Debit or Credit Card, Partners contributed over **\$250,000** in support of Make-A-Wish®.*



*I wish to go to the
Disneyland® resort*

Tucker, 4
congenital heart
disease

*Between April 29 – December 31, 2023, Partners Federal Credit Union contributed the equivalent of \$0.01 for every Partners Visa Debit or Credit Card transaction in support of Make-A-Wish. There were no direct contributions made from the Member to Make-A-Wish and funds are distributed directly from Partners Federal Credit Union.

© Partners | © Disney | © Make-A-Wish



Financial solutions for *happily ever after.*

BRANCH LOCATIONS

CALIFORNIA

Buena Vista Plaza

2411 West Olive Avenue
Burbank, CA

Downtown Anaheim

100 South Anaheim Boulevard,
Suite 100
Anaheim, CA

**Grand Central Creative
Campus (GC3)***

1201 Flower Street
Glendale, CA

Harbor Pointe*

1313 South Harbor Boulevard
Anaheim, CA

Katella

2401 East Katella Avenue, Suite 100
Anaheim, CA

Team Disney Anaheim*

700 West Ball Road
Anaheim, CA

Walt Disney Studios*

500 South Buena Vista Street
Burbank, CA

FLORIDA

Disney's Hollywood Studios™*

Cast Services Building
Bay Lake, FL

Disney University

5555 North Center Drive
Lake Buena Vista, FL

Epcot®*

1510 North Avenue of the Stars
Lake Buena Vista, FL

International Drive

13705 International Drive South
Orlando, FL

Lake Buena Vista

1675 Buena Vista Drive
Lake Buena Vista, FL

Magic Kingdom® Park*

1180 Seven Seas Drive
Lake Buena Vista, FL

*Branches available to The Walt Disney Company cast only.

Hours and services vary by location. Visit partnersfcu.org for branch hours of operation.



Newsweek named Partners one of America's Best Credit Unions for 2024, recognizing Partners as a standout in the financial services industry.

As our Members' financial advocates, we are dedicated to building strong, lifelong relationships by listening to their needs, offering expert guidance, and providing the best solutions throughout their financial journeys. We remain committed to serving our Members with the high standards that have earned us this recognition, while continuously innovating to support their evolving financial needs.

In collaboration with the market data research firm Plant-A Insights, Newsweek conducted an independent study that analyzed over 9,440 institutions and gathered feedback from more than 35,000 surveys. The comprehensive study identified the top 250 credit unions in the United States.

"I have been to other banks where I felt like a number or a transaction. [Partners] made me feel like an individual."

- Joseph A., Partners Member

Your financial Partners *for life.*



partnersfcu.org | 800.948.6677



Federally insured by NCUA.
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