



CU*ANSWERS

Financial Review

Fourth Fiscal Quarter 2023

July 1 – September 30, 2023

Corporate Leaders

(Pictured left to right)

Geoff Johnson, CU*Answers CEO

Linda Bodie, CU*Answers Board Chair,
CEO of Element Federal Credit Union



On the Back



Board of Directors

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A Message from CEO Geoff Johnson

As I look outside, Michigan is receiving its first snowfall of the year. Meanwhile, the leaves are still falling and it is hard to believe that winter is just around the corner.

This is a great time to reflect on accomplishments both personal and professional that occurred in 2023, while also preparing for the year ahead. I hope that you are similarly able to enjoy the bounty that nature has provided us, and that you and your organization are looking forward to what 2024 has in store.

We've just wrapped up another great year, one that was made possible by so many teams and individuals. The hard work performed in 2023 and the planning that has already gone into 2024 puts us in a great position for strategic investments across the network – investments that will be reflected in both the people who help this network operate on a day-to-day basis as well as key areas of infrastructure.

Patronage dividends were strong again this year. The final figures for these should be available soon – look for an announcement which will be delivered to your inbox before the end of December.

2023 was an incredible year for new partner-owners, along with new products and services, thanks in no small part to our sales and conversions teams. There are further opportunities in the year ahead, with 30 projects for conversions and mergers already on the calendar.

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A Message from Board Chair Linda Bodie

It's hard to believe 2023 is coming to an end. It seems like it just started a few months ago. I guess time really does fly when you're having fun and keeping initiatives moving forward.

I will echo Geoff's comments that the year was a great one. Returns to members will not disappoint and stockholder value continues to climb. The cooperative family continues to grow as we welcome new credit unions to our organization, while our conversion calendar continues to fill at a respectable pace.

I'm excited for 2024. It's gearing up to be a big year of investments and projects coming to life. My top 3 things? Let's dive in!

CBX – the new look and feel for CU*BASE

The introduction of a browser-based core system – it's a HUGE project and will change the way you and your teams interact with the core system. This is one project that you should definitely track along with to see how things will evolve and improve in 2024 and beyond. [Visit the Kitchen to learn more about CBX!](#)

Cryptocurrency – offer crypto to your members

You know your members are buying crypto (and moving their money OUT of the credit union). Now you can offer services to them and keep the money IN your credit union. A simple API integration with CryptoFi is all it takes. Thanks to Frankenmuth Credit Union for championing this project and making it available to all credit unions. [Check out the Kitchen page for more details.](#)

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Key Dates

December 14

Real Estate Solutions

<https://www.cuanswers.com/resources/edu/courses/syllabi/?course=5.79W>

December 19

Conversations on Fraud

<https://www.cuanswers.com/resources/edu/courses/syllabi/?course=SE.CF>

January 5

Introduction to CU*BASE Marketing and Sales Tools

<https://www.cuanswers.com/resources/edu/courses/syllabi/?course=4.10W>



Income Statement

The following financial figures are pre-audited

	YTD September 2023	Budget YTD
Income/Revenue		
Total CU*BASE Revenue	53,326,470	52,463,631
Total CNS/iSeries Revenue	11,916,628	11,194,585
Total External Business Revenue	7,828,903	7,132,809
Total Sales	73,072,002	70,791,025
Total Cost of Goods Sold	18,934,106	18,069,144
Gross Margin/Income	54,137,895	52,721,882
Expenses		
Total Employee Expenses	32,732,858	32,405,403
Total Non-Employee Expenses	11,537,276	11,436,772
Total Operating Expenses	44,270,134	43,842,176
Total Other Expenses	(680,591)	(408,435)
Gross Expenses	43,589,543	43,433,740
Net Income <i>(before taxes and dividends)</i>	10,548,352	9,288,141

Stock Value

The book value of Class A ownership shares as of 9/30/22 is \$199,796.72.
Ownership shares sell at \$425,000 or 2.16 times the book value.

Balance Sheet

The following financial figures are pre-audited



Current Month
September 2023

Assets

Total Cash/On-Demand Deposits	27,546,470
Total Investments	9,439,030
Total Accounts Receivable	1,459,728
Total Pre-Paid Assets	6,242,429
Total Fixed Assets	7,955,346
Total Other Assets	8,664,426
Total Assets	61,307,429

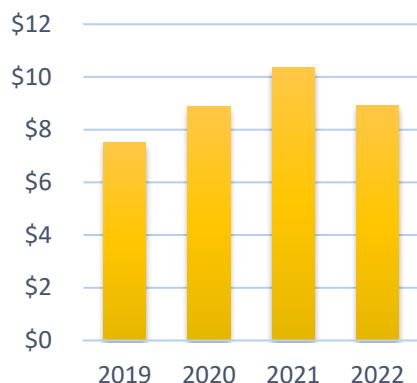
Liabilities & Equity

Total Short-Term Liabilities	16,084,368
Total Long-Term Liabilities	8,549,107
Total Liabilities	24,633,475
Total Equity	36,673,954
Total Liabilities & Equity	61,307,429

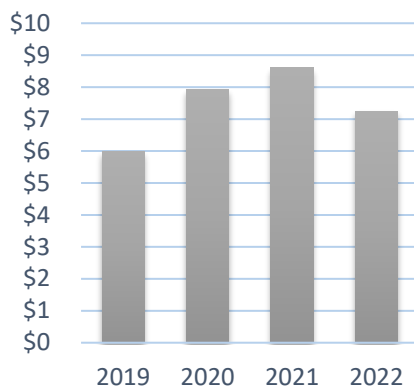
Numbers Snapshot

(Numbers in millions)

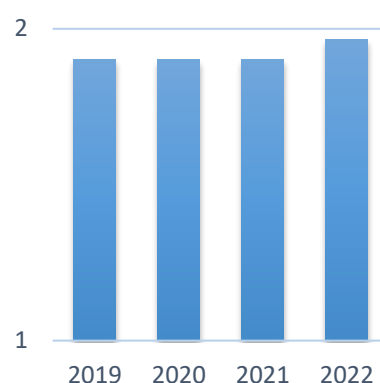
Net Income



Dividends Paid



Members Served



Additionally, as we look ahead to 2024, there are several acronyms that your organization will want to keep at the top of mind – these include RTP®, FedNow®, and CBX (our new core processing platform). I encourage you to [visit the Kitchen page on the CU*Answers website](#) for a detailed dive into each of these topics.

We look forward to continuing to engage with you throughout the year, from the 2024 Leadership Conference, to planning sessions and network partnership opportunities. Please reach out if you have any questions, comments, or ideas to share. Make it a great day – I look forward to working with you!

Geoff Johnson



Ready to add some excitement to your next event? Look no further than the [Las Vegas Innovation Center!](#)

Whether you are hosting a small training session or need a vibrant meeting space for your team, we have you covered – with technology add-ons and catering selections available as well! Explore your available options through the [Innovation Center](#) – visit the Innovation Center website today: [wecanbeyourwildcard.com](#)

Conversations On – exchange ideas and experiences with other CU*Answers credit unions

While not new in 2024, it might be the hidden gem of 2023. If you’ve never attended a *Conversations On* session, make sure you sign up your team to do so in 2024. Collaborate with CU*Answers and other credit unions on collections, compliance, fraud, BSA... you name it! These conversations are invaluable and help you and your teams stay up to date with what’s going on in the credit union space. [Visit the CU*Answers website to learn more about Conversations On.](#)

I could go on and on about other exciting initiatives for 2024, but we’ll save those for a later date. 😊

I hope 2023 has been a wonderful year for your credit union and your members. I also hope that CU*Answers and your peers have played a role in your successes.

On behalf of the board of directors, I thank you for your dedication, trust, and partnership in our cooperative. It’s your contribution that makes CU*Answers not just a cooperative, but a community of shared purpose and vision. Here’s to a future that we will build together, stronger and more united than ever.

With warm regards and deep appreciation,

Linda C Bodie



Board of Directors

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Linda Bodie

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Press Play

Check out our latest video at:

<https://ondemand.cuanswers.com/conversation-on-bsa/>