

RVA

Financial

2022 ANNUAL REPORT

Your Board of Directors

Daisy Weaver | Debora Johns
Rayford Harris | Nick Feucht
Winston Lucombe

Your Supervisory Committee

William Nelson | Isaac Adedokun
Michelle Randolph

Agenda

- *Call to Order*
- *Introductions*
- *Minutes of 2021 Annual Meeting*
- *Chairperson's Report*
- *President's Comments*
- *Financial Report*
- *Supervisory Committee Report*
- *Nominating Committee Report*
- *Testimonials*
- *Adjournment*

Locations

Thomas J. Amiss

Credit Union Center

1700 Robin Hood Road
Richmond, VA 23220
9 a.m. – 5 p.m.

City Hall

900 E. Broad Street, 16th Floor
Richmond, VA 23219
Inside Richmond City Hall
9 a.m. – 5 p.m.

www.rvafinancial.com

From our President & CEO

In 2022, we were especially proud at RVA Financial to offer full time, 24/7, 365 days-a-year service to our members/owners. To that effect, we offer the following with our upgraded call center, top ITM technology, mobile and online banking:

- **Contact Center** – Members can speak to a real person anytime, anywhere!
- **ATMs (ITMs)** – This newest technology allows members to pay credit cards, car loans, personal loans, transfer funds and even get up to \$2,500 cash out — all with one convenient machine.
- **Mobile and online banking**
- **Remote deposit of checks** in our mobile app
- **Convenient Pre-Approved Personal Loans** — Now, in less than one minute, we can pre-approve personal loans for our member. To get the funds, members simply “accept” our invitation for the pre-approved loan, click to eSign, select the account the funds are deposited to, and it’s done. RVA is now offering pre-approved credit cards, too.

Coming soon for our members will be a “virtual” financial coach. Using artificial intelligence, this interactive program will help coach members at any time.

RVA Financial continues to empower members and provide financial justice.

Mission

**WE EMPOWER
RVA.**

Vision

**To provide FINANCIAL
JUSTICE for a better
quality of life.**

From our Board Chair - Rayford L. Harris Jr.

Greetings to all of my co-members of RVA Financial Federal Credit Union! Remember, our mission is: "We Empower RVA!" and your credit union is committed to delivering on that mission to all members. We hope to empower each of you to improved financial well-being through many of the services available to you.

Over the past two years, THE pandemic provided us with an opportunity to look at how we interact with our member partners. With limited access to on-site interactions, our members pivoted to more effective ways of conducting their business with RVA Financial. More members were engaged with improved technologies by using their PC's, notebooks, tablets and cell phones.

RVA Financial Staff was cross trained to quickly assist all members in the uses of technology and were gladly showing members how the RVA Financial app was the most effective and efficient way to do anything but get cash. If you have not met our website or our App, please do so. If you want a "tour" of either, please call our staff and be impressed with their great customer service as they walk you through the various ways you can take advantage of "off-site" services.

We have migrated our ATMs to ITMs (Interactive Teller Machines) and ITMs have the option for members to interact with a "live" customer service representative when needed. Your Board Chair has used the ITM as a traditional ATM AND took the opportunity to use the interactive teller feature, which was quite easy to do. The teller action was just like standing in front of the teller at the counter. The ITM passed my test.

We are all dealing with increased costs for almost everything that touches our everyday lives as inflation has reared its ugly head. Interest rates have crept up, housing and rental costs have skyrocketed, and everyday costs have negatively impacted everyone's household. Through it all, RVA Financial is there for us. As a member-owned, not-for-profit, the credit union has been there during these difficult times. Every month, the Board is presented with many member testimonials of RVA Financial's

positive impacts on their lives and financial health. When you see some of those testimonials, you can really understand why we are proud to be members and proud to be volunteers on the Boards and Committees.

Financially, our credit union is doing well. We ended the year with another net gain and our annual audit had no material findings. This outcome is due to the fine personnel who run the day-to-day operations. Our President and CEO, along our leadership team, are all empowered to keep us a leader among our peers. RVA Financial continues to be recognized as worthy of being emulated: Financial Operations, Human Resource Operations, Lending, Collections, Financial Counselling and Technology, just to name a few. As we have availed ourselves to updates in technology, our examiners have noted that we are strategically better than billion-dollar credit unions and if we grew to that size, our systems are well-prepared to handle that growth. We have been quite busy of the past year.

With the economic uncertainties, the next few months may prove to be challenging. However, your Board is keenly aware of the current nature of credit unions that have less than \$100 million in assets. We are cognizant of the need to continue growing the cooperative are always researching other avenue to provide our members with additional financial opportunities. Some of our peer credit unions are also doing the same and collectively we recognize there is strength in numbers. We know our services are attractive and we are always seeking new members. Please reach out to your friends and relatives to see if they are interested in joining a fine financial partner — a partner that is geared toward the financial empowerment of its members.

Thank YOU for being a member. Thank YOU — our volunteer Board and committees. Thank YOU — our staff and administration. As always, stay tuned for our continued growth and improvement as we continue our "Move from Survival to Running and Growing the Cooperative."

One Seat Filled on RVA Board

One seat on the Board was up for election. The nominating committee presented Debora Johns and she was uncontested. Johns currently serves as Comptroller of the Board. Not only has she has been a member of RVA Financial for more than 30 years,

she has served on the Board of Directors for more than 19. Currently retired — with 40+ years of auditing and accounting experience — Johns also has experience with financial statements, budgets and solving complex business problems.

Supervisory Committee Report

The Supervisory Committee is composed of credit union members who volunteer to serve and are appointed by the Board of Directors. Our primary purpose is to safeguard our members' assets. In order to carry out this responsibility, the committee reviews internal financial operations and processes of the credit union. Additionally, the committee engages the

services of an external auditor to conduct our annual examination of the financial affairs of the credit union and to perform our internal audits functions. The firm of Clifton Larson Allen LLP was engaged to perform financial audit for June 30, 2022, and conducted our calendar year 2022 audit plan. Our credit union finances are in order.

—William C. Nelson Jr., Michelle Randolph and Isaac Adedokun

2021

INCOME STATEMENT	
AS OF DECEMBER 31, 2021	
INCOME	
INTEREST INCOME	\$ 2,639,300
OTHER REVENUE	\$ 3,754,344
TOTAL INCOME	\$ 6,393,643
LESS: OPERATING EXPENSES	\$ 4,370,859
NET OPERATING INCOME (EXPENSE)	\$ 2,022,784
LESS: INTEREST EXPENSE	\$ 309,455
CONTRIBUTION TO CAPITAL	\$ 1,713,329

BALANCE SHEET	
FOR PERIOD ENDING DECEMBER 31, 2021	
ASSETS	
NET LOANS	\$ 40,021,000
INVESTMENTS	\$ 11,078,349
OTHER ASSETS	\$ 29,038,346
TOTAL ASSETS	\$ 80,137,695
LIABILITIES	
ACCOUNTS PAYABLE	\$ 1,465,459
DEPOSITS	\$ 71,429,303
CAPITAL	\$ 7,242,933
TOTAL LIABILITIES & CAPITAL	\$ 80,137,695

2022 (as of 9-30-22)

INCOME STATEMENT	
AS OF SEPTEMBER 30, 2022	
INCOME	
INTEREST INCOME	\$ 2,017,375
OTHER REVENUE	\$ 1,870,793
TOTAL INCOME	\$ 3,888,168
LESS: OPERATING EXPENSES	\$ 3,402,046
NET OPERATING INCOME (EXPENSE)	\$ 486,122
LESS: INTEREST EXPENSE	\$ 218,184
CONTRIBUTION TO CAPITAL	\$ 267,938

BALANCE SHEET	
FOR PERIOD ENDING SEPTEMBER 30, 2022	
ASSETS	
NET LOANS	\$ 57,696,526
INVESTMENTS	\$ 10,751,793
OTHER ASSETS	\$ 12,895,718
TOTAL ASSETS	\$ 81,344,037
LIABILITIES	
ACCOUNTS PAYABLE	\$ 1,238,882
DEPOSITS	\$ 72,594,283
CAPITAL	\$ 7,510,871
TOTAL LIABILITIES & CAPITAL	\$ 81,344,037

Minutes from 2021

Prepared by Walter Mitchell

The 2021 RVA Financial Annual Meeting was held Dec. 22, 2021, at 5 p.m. at the TJA Center and virtually.

Attendance

Board Members present were Debora Johns, Michelle Randolph, Daisy Weaver, Rayford Harris, Winston Lucombe and Nick Feucht. Supervisory Committee present: William Nelson, Isaac Adedokun and Michelle Randolph.

Call to Order

A quorum being established, an annual meeting of the members for RVA Financial was held on December 22, 2021. The meeting was called to order at 5 p.m. by Chairperson Rayford Harris.

Introductions

Chairperson Harris welcomed the membership and allowed the Board members, Supervisory Committee members and members of the Management team to introduce themselves.

2020 Annual Meeting Minutes

The 2020 Annual Meeting minutes were read by Board Secretary Winston Lucombe. A unanimous consent declaration was made by Chairperson Rayford Harris to approve the 2020 annual meeting minutes as presented. All present were in favor.

Chairperson's Report

The Chairperson's Report was presented by Chairperson Rayford Harris.

Remember, our mission is: "We Empower RVA!" and your credit union is committed to delivering on that mission to all the members. We hope to empower each of you to improved financial well-being through many of the services available to you.

Financially, our Credit Union is doing well. We ended the year with net gain and our annual audit had no material findings. This outcome is due to the fine personnel who run the day-to-day operations. Our President and CEO is celebrating five years with us and his leadership trickles down throughout the organization. All major administrative parts of RVA Financial have been recognized by our peers as worthy of being emulated: Financial Operations, Human Resource Operations, Lending, Collections, Financial Counselling, and Technology just to name a few. As we have availed ourselves to updates in technology, our examiners have noted that we are strategically better than billion-dollar credit unions and if we grew to that size, our systems are well-prepared to handle that growth.

President's Comments

The President's Comments were made by CEO Rick Preble.

In the past year we have:

- Lowered mortgage rates for more than 100 members at NO COST to each member

- Members in need saved thousands of dollars in loan payments with debt protection benefits
- Continued to offer access to 30,000 surcharge-free ATM's nationwide

- Improved access via mobile and online banking
- Extended access to live telephone assistance

Coming in 2022:

- Enhanced, video capable ITMs
- 24/7/365 live telephone assistance
- Pre-approved loan offers to make borrowing more convenient for members

Financial Report

The Financial Report was presented by Debora Johns, Comptroller.

The report was presented as of 12/31/2020. The credit union has \$74MM in assets. *This year we had a positive net income of \$314,244*. (*Correction: The published net income amount was \$318,244)*

Supervisory Committee Report

The Supervisory Report was presented by William Nelson, Committee Chair.

The firm of Clifton Larson Allen LLP was engaged to perform agreed upon procedures for June 30, 2021, and our audit plan for calendar year 2021. They had no findings in their reports. We are working with Management on the recommendations from the firm.

Nominating Committee

Rayford Harris, Daisy Weaver and Winston Lucombe were presented by Nick Feucht as nominees to serve another three-year term on the Board of Directors.

Elections

Chairperson Rayford Harris requested that the membership approve the nominees by affirmation. Chairperson Rayford Harris declared the candidates approved by majority vote of members present.

Testimonials

Recorded testimonials from RVA Financial members sharing their empowerment stories were read for attendees. There was also one live member testimonial.

CEO Rick Preble presented a comparison graph of how our members' collective credit scores have improved over the last five years.

Adjournment

Chairperson Rayford Harris presented CEO Rick Preble with a token of appreciation from the board and staff for five years of service.

A unanimous consent declaration was made by Chairperson Rayford Harris to adjourn the meeting. All present were in favor, and the meeting was adjourned at 5:36 p.m.



**RVA Financial is an Equal Housing
and Equal Opportunity Lender.**



**Your savings federally insured to at least \$250,000
and backed by the full faith and credit of the
U.S. Government. NCUA is a U.S. Government Agency.**