



WHERE BANKING & COMMUNITY **COME TOGETHER**

PUTTING PEOPLE OVER PROFIT SINCE 1934

2021 ANNUAL REPORT



Telhio is open to anyone who lives, works, worships or goes to school in Franklin, Fairfield, Delaware, Licking, Madison, Pickaway, Union, Hamilton, Warren, Butler and Preble counties. Federally Insured by NCUA. NMLS#251831





EXECUTIVE SUMMARY

At Telhio Credit Union, we've been putting

PEOPLE OVER PROFIT.

Telhio Credit Union is where banking and community come together. But what is community? It can be defined in so many ways; sometimes it is a location, a common interest, sometimes it is online, sometimes it is in person – but always, it is the coming together of people.

This year, we brought together our values of integrity, commitment and caring to create physical spaces and innovative products and partnerships that foster a sense of community. In collaboration with Crimson Cup Coffee & Tea, we opened our Beckett Ridge branch where members could bank, meet, and work over a cup of coffee. We were awarded the Larry Schumacher Beautification Award from the West Chester-Liberty Chamber Alliance for this new brick-and-mortar location.

Our Park Avenue branch in Hamilton, Ohio celebrated community through art. A new mural, "Cultivating Community," was painted on the outside of the building and accomplished through the StreetSpark Program, a public art initiative in partnership with The Fitton Center for the Creative Arts. Design elements and symbolism embedded in "Cultivating Community" are intended to synthesize with the architectural structure of the Telhio Credit Union branch and provide contemporary and historical nods to the surrounding environment, while communicating a whimsical uplifting image that communicates tranquility, peace, and prosperity.

As an organization, Telhio believes in building a spirit of community and being an active presence in the communities we serve. We proudly supported organizations like Autism Speaks, Mid-Ohio Food Collective, Big Brothers Big Sisters of Butler County, and Hockey and Hounds. We continued our commitment to education by awarding our Telhio Scholarship to help three student members achieve their goals. Through our community efforts, we also donated over \$24,000 to Ronald McDonald House Charities.

As we moved through 2021, we expanded Telhio's footprint by merging with Columbus Metro, bringing our membership to 75,000 and more than \$1.2 billion in assets. We also completed a \$1.5 million expansion at our Northland Village location. The branch now boasts a state-of-the-art building with robust banking technology. We also broke ground on a new branch on Polaris Parkway in Westerville, Ohio, set to open in Spring 2022. Beyond our brick-and-mortar developments, Telhio Credit Union also enhanced its online presence by launching a new and improved website and online banking platform.

THANK YOU for being a loyal member of Telhio. We look forward to continuing to serve you with products and services that meet your needs and exceed your expectations.

NOMINATING COMMITTEE.

This year's nominating committee recommended eight candidates to fill the open positions for the 2022 Board of Directors. This year's election was uncontested so the following individuals were elected by affirmation: David Burns, Fred Harris, Larry Jackson, Doug McDowell, Chinita Montgomery, George Mussi, Mark Wilkerson, Pat Zollars. For this year's election, there were 67,733 eligible voting members; 932 proxy votes were cast by Telhio's membership and certified by E Space Communications.



TREASURER'S REPORT.

Treasurer: Mark Wilkerson

The 2021 fiscal year was highlighted with expansion and growth as Telhio and the former Columbus Metro Federal Credit Union completed a merger in February 2022. As a result of the merger and normal course of business, loans (21%), deposits (35%), equity (34%) and assets (34%) all saw significant growth over fiscal year 2021. Telhio ended the fiscal year with assets of \$1.26 billion and total equity of \$124 million.

A strong return on average assets ratio of 1.15% allowed Telhio to remain a well-capitalized, safe and sound financial institution with a net worth ratio of 9.80%. As always Telhio remains focused on providing essential financial products and services to our members.

I would like to remind you that your credit union is regulated and monitored by state and federal agencies, in addition to the formal audit by our outside auditing firm, Lillie and Company, LLC. The State of Ohio's Division of Financial Institutions and the National Credit Union Administration are active partners of your federally insured credit union. Simply put, your credit union remains in regulatory compliance and maintains its high standards of financial stability and service to you, our member.

I encourage each of you to understand the financials of your credit union. Copies of Telhio's audited financials are available to members at each branch location, as well as through our website at www.telhio.org. If you have any questions, please feel free to contact the staff or any board member of Telhio.

2021 FINANCIAL STATEMENT.

BALANCE SHEET

ASSETS	2020	2021
Cash & Equivalents	\$79,786,601	\$200,724,887
Investments	\$117,736,858	\$155,989,876
Loans Net of Allowance	\$701,469,877	\$851,049,164
Property & Equipment Net	\$29,956,453	\$39,145,833
Other Assets	\$18,505,272	\$22,761,427
Total Assets	\$947,455,061	\$1,269,671,187

LIABILITIES & CAPITAL

Shares and Certificates	\$826,663,516	\$1,117,793,379
Borrowings & Other Liabilities	\$27,564,846	\$27,412,402
Total Equity	\$93,226,699	\$124,465,406
Total Liabilities and Equity	\$947,455,061	\$1,269,671,187

INCOME STATEMENT

Interest Income	\$32,830,900	\$41,343,936
Interest Expense	(\$6,408,780)	(\$4,667,421)
Provision for Loan Loss	(\$2,716,400)	(\$931,843)
Net Interest after Provision	\$23,705,720	\$35,744,672
Non-Interest Income	\$16,934,386	\$21,378,662
Operating Expenses	(\$34,247,581)	(\$44,402,626)
Net Income	\$6,392,525	\$12,720,708
Unrealized Gain/Loss	\$1,812,560	(\$2,397,205)
Comprehensive Income	\$8,205,085	\$10,323,503

GROWTH

IN NUMBERS

2021 was a year of growth and prosperity as we continued to evolve for the betterment of all our members.

WELCOMING MEMBERS FROM COLUMBUS METRO

- In 2021, Columbus Metro Federal Credit Union voted to merge with Telhio.
- Columbus Metro served 19,000 members.

WE TAKE BUSINESS BANKING PERSONALLY

- In 2021, Telhio was designated as a U.S. Small Business Administration Preferred Lender.
- 301 new business members

TECHNOLOGICAL ADVANCEMENTS

- A new online and mobile banking platform with expanded functionality
- A new, mobile-responsive telhio.org website
- New in branch technology - Interactive Banking Kiosks with biometric authentication at our new Northland Village and Beckett Ridge locations

FINANCIAL EDUCATION

In furthering our commitment to putting people over profit, Telhio works to provide our members and community with free, accessible financial education.

- Maintained financial wellness programs including GreenPath Financial Wellness partnership, Telhio Money iQ, and the Money Mammals Kids Club
- Launched a new financial wellness program “Adolescents” aimed at helping parents raise money-smart teens and tweens.
- Launched “Credit Score” to help members monitor and improve their credit conveniently within Telhio online/mobile banking.

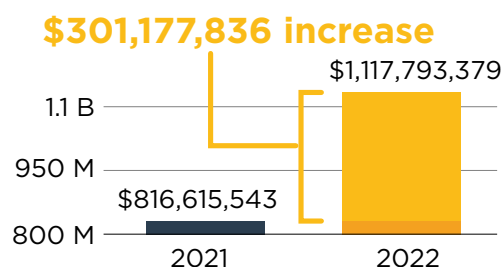
“We want to give our members the best financial options possible and added perks that are both beneficial and rewarding.”

Leslie Bumgarner, CEO of Telhio Credit Union



DEPOSIT TOTALS GROWTH

Over \$300 million increase in total deposits



CHECKING

Grew a total of **\$52,731,100** (from 173,200,546 to 225,931,646)



SAVINGS

Grew a total of **\$105,336,370** (from 212,040,162 to 317,376,532)



AUTO TOTALS

Loans totaling **\$181,801,261**



MORTGAGE/HOME EQUITY TOTALS

Loans totaling **\$358,444,145**

OUR PARTNERS.



TELHIO GIVES BACK.

2021 RECAP EVENTS & CHARITABLE

As an organization, Telhio believes in being an active presence in the communities who support us a cooperative; we don't exist without your trust and continued loyalty. In 2021 we continued our tradition of giving to our communities that support our core values of caring, commitment and integrity.

CORPORATE CHARITABLE CONTRIBUTIONS

- **Ronald McDonald House Charities of Central Ohio**
 - Ongoing corporate partnership
 - Attended Paint the Town Red event
- **Greater Hamilton Chamber of Commerce Centennial Sponsor**
 - Leadership Hamilton Class 30 Program Sponsorship
 - Hamilton Small Business Weekend sponsor
 - Hamilpalooza event sponsor
- **Telhio Scholarship** (\$3,000 total to three member students)
- **Jeans Days:** Employees raised money for Franklin County and Butler County Children's Services during December
- **The National Financial Bee Sponsor**
- **Hockey and Hounds** (through Columbus Blue Jackets sponsorship)

TELHIO CREDIT UNION INTERNSHIPS

- In 2021 Telhio continued to partner with **CHIPs (City of Hamilton Internship Program)**. The CHIPs Program is designed to help reduce barriers to workforce entry for minority residents in Hamilton, Ohio. Interns in the program work locally, make a livable wage, and create pathways for future success. Telhio employed two interns during the duration of the 12-week program.
- 2021 was the sixth year Telhio participated in the **Cristo Rey Columbus High School Professional Work-Study Program (PWSP)**. The PWSP prepares every Cristo Rey student for college by developing professional skills, leadership abilities, and personal accountability. Telhio employed one student intern for the duration of the school year.

Community Events, Donations and Volunteer Work

- 614 Day
- Autism Speaks
- Best Buddies
- Big Brothers Big Sisters of Butler County
- Boys & Girls Club of Hamilton
- Central Crossing High School Football
- Fairfield Chamber of Commerce
- Fairfield Community Foundation
- Fairfield Food Pantry
- Fitton Center for the Creative Arts
- Grove City Chamber of Commerce
- Grove City Parks and Recreation Youth Baseball
- Hamilton Chamber of Commerce
- Hamilton Little League
- Helping Hands
- Hamilton Music on Main
- HYPE (Hamilton Young People Empowered)
- Inside Out Studios
- Mid-Ohio Food Collective
- RiversEdge Hamilton
- St. Aloysius
- Taste of New Albany
- The Byron Saunders Foundation
- West Chester Liberty Chamber Alliance
- Westerville Chamber of Commerce
- Worthington Chamber of Commerce
- Worthington Lions Club
- Worthington Resource Pantry
- YWCA Hamilton

Committed to a Culture of **EXCELLENCE.**

At Telhio, we believe proud, valued employees create proud, valued members. That's why we are committed to developing a pathway of growth for our employees that provides opportunities and promotions within the organization.

In 2021, Telhio Credit Union had:



58

new hires



63

internal promotions



34

employees who celebrated
milestone anniversaries

BECKETT RIDGE BRANCH OPENING IN PARTNERSHIP WITH CRIMSON CUP COFFEE & TEA

On November 29, we opened our Beckett Ridge branch in Huzleman Square located in West Chester, Ohio. The 6,281 square foot banking center includes a Crimson Cup Coffee & Tea with a drive thru window and patio seating, a first of its kind partnership for Telhio Credit Union. The destination includes a large conference room and community room for members and community personnel to enjoy.

“CULTIVATING COMMUNITY” AT PARK AVENUE BRANCH

Telhio Credit Union's Park Avenue branch cultivated community through Art. The mural “Cultivating Community” was painted on the exterior of the building and completed through the StreetSpark Program, a public art initiative in partnership with The Fitton Center for the Creative Arts.

The concept for “Cultivating Community”, designed by local artist Jamie Schorsch, was inspired by Telhio's core values of caring, commitment and integrity. Design elements and symbolism embedded in “Cultivating Community” are intended to synthesize with the architectural structure of the Telhio branch, provide contemporary and historical nods to the surrounding environment as well as the function on Telhio nurturing the community, while communicating a whimsical uplifting image that communicates tranquility, peace, and prosperity.

NORTHLAND VILLAGE EXPANSION PROJECT

In 2020, we began the process of completing a \$1.5 million expansion of our Northland Village building, with a ribbon cutting on January 5, 2021. This branch features an Interactive Banking Kiosks (IBK) with biometric authentication, also known as palm vein scan. This specific technology is the most robust biometric feature to date and very secure. ITM's can dispense coins, vary the denomination of dollars withdrawn as cash, print out statements, and even allow members to make payments on loans or mortgages through the machine.

Dreaming for the **FUTURE.**

The future is bright at Telhio and we have big plans to make our credit union the best it can be. We have a vision to improve the lives of our members and to continue to build a strong institution that provides extraordinary service and innovative financial solutions.

LOOKING FORWARD TO 2022:



POLARIS PARKWAY BRANCH IN WESTERVILLE, OHIO



COMPLETION OF COLUMBUS METRO MERGER

expanding Telhio's footprint



APPOINTMENT BANKING

a value-added service created to help our members live an easier life



CONTINUING DESIGNATION

as a Proud Columbus Bluejackets Partner



LOCATIONS.

TELHIO CREDIT UNION - BECKETT RIDGE

8249 Market Pl Dr, West Chester Township, OH 45069

TELHIO CREDIT UNION - BLACKLICK

8010 East Broad Street, Reynoldsburg, OH 43068

TELHIO CREDIT UNION - DOWNTOWN COLUMBUS

96 North Fourth Street, Columbus, OH 43215

TELHIO CREDIT UNION - FAIRFIELD VILLAGE GREEN

950 Deis Drive, Fairfield, OH 45014

TELHIO CREDIT UNION - GAHANNA / NEW ALBANY

5380 N. Hamilton Road, Columbus, OH 43230

TELHIO CREDIT UNION - GROVE CITY

4236 Buckeye Parkway, Grove City, OH 43123

TELHIO CREDIT UNION - HAMILTON PARK (WEST)

601 Park Avenue, Hamilton, OH 45013

TELHIO CREDIT UNION - NORTHLAND VILLAGE

1795 Morse Road, Columbus, OH 43229

TELHIO CREDIT UNION - REYNOLDSBURG

6623 E Main St, Reynoldsburg, OH 43068

TELHIO CREDIT UNION - WHITEHALL

4000 E Broad St, Columbus, OH 43213

TELHIO CREDIT UNION - WORTHINGTON

6851 N. High Street, Worthington, OH 43085

TELHIO CREDIT UNION OPERATIONS CENTER

201 Outerbelt Street, Columbus, OH 43213