



2020
Annual Report

Serving Our Communities

AROOSTOOK, PENOBSCOT, PISCATAQUIS, WASHINGTON, and HANCOCK COUNTIES

President's Message

Dear Fellow Members,

It gives me great pleasure to present this report to you as we review the progress of our credit union during the past year of 2020. As you know (and probably are tired of hearing), the past year has been one like no other. It challenged all of us to rethink how we manage the organization and serve our members. I applaud our members, employees, managers and volunteers who showed flexibility and resiliency during this extraordinary time. Better days are ahead!

Even with the challenges of COVID-19, we continued to grow financially with net loans outstanding increasing by almost 7% or \$11.4 million dollars. Total assets were in excess of \$258 million dollars as of the end of the year and we were able to record net income of \$824,198. Our membership also continued to grow throughout the year, as did our share deposits. I'm also happy to report that our new Broadway branch saw significant growth despite the lobbies being closed for a good part of the year. It was another successful year for Acadia, thanks in large part to our collective efforts!

In closing, I once again express my sincere thanks to our members for their business, trust and loyalty. Appreciation also goes out to all our Volunteers for the insight and expertise they bring to our organization. Lastly, I would be remiss if I didn't thank our dedicated staff who go out of their way to ensure smooth, efficient credit union operations while delivering excellent member service. We look forward to serving you in 2021. Thank you!

Sincerely,



David Desjardins
President / CEO



Board of Directors & Supervisory Committee



Peter Sirois
Chairman
Fort Kent



Percy Thibeault
Vice Chairman
Frenchville



Keith Labrie
Secretary
St. Agatha



Nelson Jandreau
Treasurer
Madawaska



Jeff Albert
Director
St. David



Mark Chamberland
Director
St. Agatha



Addy Dubois
Director
The Villages, FL



Don Guimond
Director
Fort Kent



Elaine Guimond
Director
Fort Kent



Scott Haley
Director
Fort Kent



Mary McCarthy
Director
Bangor



Ryan Pelletier
Director
St. Agatha



Peter Saucier
Director
Fort Kent



Chris Shaw
Director
Hampden



Corrinna Thibodeau
Director
Fort Kent



Ina St. Jean
Supervisory
Chairperson
Fort Kent



Gail Desjardins
Supervisory
Wallagrass

Employee Milestones

Each year, our employees celebrate anniversaries of their time of service with us.

We are pleased to congratulate the following individuals who achieved milestone anniversaries in 2020:



Marla Landry
5 years
Fort Kent



Michele Martin
5 years
Fort Kent



Jim Pelletier
5 years
Bangor -
Broadway



Katie Pinette
5 years
Fort Kent



Alison Smart
5 years
Fort Kent



Julie Hayes
10 years
Madawaska



Patty Martin
10 years
Fort Kent



Angie McBreairty
20 years
Fort Kent



Linda Bechard
20 years
Madawaska



Debbie White
25 years
Bangor -
Broadway



Shirley Chasse
25 years
St. Agatha

IMPACT ON THE COMMUNITY

As part of our mission to invest in our local communities, Acadia FCU is proud to have supported many local organizations and events throughout 2020. The following is a sampling of the impact we have had:

ACADIAN FESTIVAL

AMERICAN LEGION / MAINE

ACADIAN POND HOCKEY

ANGEL SNOW-FEST

AROOSTOOK ASPIRATIONS

ASHLAND AMBULANCE SERVICE

ASHLAND SUMMER FEST

ATHLETIC BOOSTERS

BANGOR HUMANE SOCIETY

BANGOR PROFESSIONAL FIREFIGHTERS

BREWER FIRE DEPARTMENT

CAMPAIGN FOR ENDING HUNGER

CAN-AM SLED DOG SPONSORSHIP

CHILDREN'S MIRACLE NETWORK GOLF CLASSIC

CUB SCOUTS

DAUGHTERS OF ISABELLA

DIRIGO READS

EDGAR J. PARADIS CANCER FUND

FORT KENT FIRE DEPARTMENT

FORT KENT MUSKIE DERBY

FOUR SEASONS TRAIL ASSOCIATION

FRIENDS OF ST. FRANCIS

GRAND ISLE HOMECOMING

GREEN BEAN SKI CLUB

JUNIOR ACHIEVEMENT PROGRAM

LONG LAKE ICE FISHING DERBY

LONG LAKE PUBLIC LIBRARY

MADAWASKA HISTORICAL SOCIETY

MADAWASKA SNOWMOBILE CLUB

MAINE YOUTH LEADERSHIP

MUSKIE DERBY

NMMC BUILDING EXPANSION PROJECT

NORTHERN LIGHT EMHS FOUNDATION

OPERATION CHRISTMAS CHILD

PAWS ANIMAL WELFARE SOCIETY

PORTAGE LAKE ASSOCIATION

PROJECT GRADUATION

SCHOLARSHIPS TO GRADUATING SENIORS

SPECIAL OLYMPICS MAINE

ST. FRANCIS SNO-ANGELS

TOYS FOR TOTS

UNITED WAY

UMFK FOUNDATION

UMFK STUDENT VETERANS PROGRAM

VETERANS OF FOREIGN WARS

WELLSPRING, INC.

...AND MORE!



When the pandemic forced us to close our lobbies, we found remote work options for many non-essential staff. Technology helped us bridge the distance, with meetings conducted over Zoom. Meetings sometimes included an appearance from "Quarantine Queen," Sheila Ouellette, upper left.

PIVOT, ADAPT, EVOLVE, REPEAT

Serving our members during a global pandemic

COVID-19 HELPED US ALL TO SEE EXACTLY WHAT WE ARE CAPABLE OF

On March 17, 2020, Acadia FCU took the precautionary measure of closing our lobbies as we embarked upon an extraordinary year filled with uncertainty and challenge. Words such as coronavirus, pandemic, social distancing, essential workers, quarantine, and PPE became part of our daily vernacular, while gloves, shields and various face coverings were suddenly as common as wearing shoes.

We shifted as much of our business to remote services as possible, encouraging the use of Online Banking, AcadiaGO, CardValet, Bill Pay, night deposit, and phone, while in-person members were directed to make good use of our drive through lanes. We also gave much of our staff, including administrative and back-office support personnel, remote work options and new technology so they could seamlessly continue to provide service to our members. It was paramount that we continue with our mission of service during the uncertain times before us.

Our day-to-day operations and everyone's personal lives changed in ways we would have never imagined. At times, resources were limited, yet we faced head-on, the invisible terror that had invaded our lives. Throughout the chaos, our staff showed up every day and took care of our members with masked smiles and gloved hands. Some days, three lanes of vehicles wrapped around our branches while staff pushed beyond their limits, working grueling days with barely a moment of pause.

Countless lives were undoubtedly changed in 2020. Some experienced devastating loss, paralyzing fear, and heartbreak. Those whose lives weren't affected as profoundly were still forced to adapt to an evolving routine, scrambling to maintain a sense of normalcy in a world that felt so strange. However, through all of that, we persevered, rejoiced, adapted, and learned just how truly resilient we are. We are interdependent and connected with each other to a degree that is beyond our comprehension. That unforgettable year (that has extended well into 2021), we were reminded that goodness and humanity abounds, even when darkness surrounds us.

While we hope for better days, we are truly grateful for our staff, members, and communities. We know the changes weren't always welcomed or easy. Your patience, appreciation, and resiliency is what made this year palatable for all of us. We extend our heartfelt thanks to you.





We all experienced many changes throughout 2020 and Acadia FCU is incredibly thankful for our staff and members who dealt with an ever-changing landscape at work and home — everywhere, really! We learned to quickly adapt and roll with the changes before us, while also finding joy in each day.



We found new ways for our members to conduct their transactions, while still connecting to each other through laughter, celebrating the joyous moments, and expressing thanks and gratitude to each other.

We are thankful that we could count on our staff and other essential workers in our local communities to come to work each day during an unsettling time.



From behind our masks, we smiled and were genuinely happy to see you, even if we were separated by a drive-thru window or a plexiglass shield. Here's looking to a bit of normalcy before 2021 is over!



Financial Report

Our growth trend continues as assets increased to \$258,457,873 or a 15.7% increase over 2019. We also experienced a net growth in our loan portfolio, bringing our net loans outstanding to over \$182.8 million. Member shares grew to over \$224.8 million, and we ended the year with a net gain to our undivided earnings of \$824,198. Our financial ratios dipped slightly, with our YTD Return on Assets at .34% and our Capital Ratio at 12.64%. As you can see, our record of financial performance is something that you, as a member of Acadia FCU, should be proud of! Please remember that your credit union is a safe and sound place to conduct all your financial business and your deposits are insured to at least \$250,000 by the National Credit Union Share Insurance Fund.

Statement of Financial Condition

| Assets | 2020 | 2019 |
|-------------------------------------|----------------------|----------------------|
| Member Loans (net) | \$182,820,787 | \$171,386,606 |
| Cash | \$4,449,085 | \$4,642,918 |
| Investments | \$54,709,640 | \$32,031,724 |
| Fixed Assets | \$7,245,829 | \$6,714,643 |
| Other Assets | \$9,232,532 | \$8,607,516 |
| Total Assets | \$258,457,873 | \$223,383,407 |
| Liabilities & Equity | | |
| Liabilities | \$1,017,685 | \$767,816 |
| Member Shares | \$224,783,348 | \$190,782,950 |
| Total Equity | \$32,656,840 | \$31,832,641 |
| Total Liability & Equity | \$258,457,873 | \$223,383,407 |

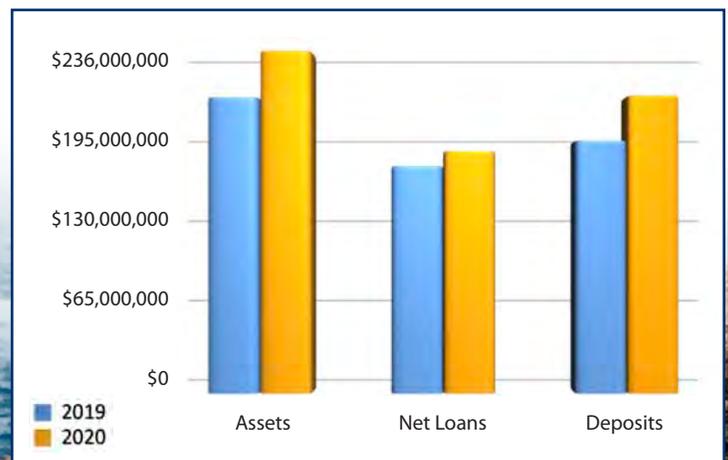
2-Year Comparison (as shown on graph)

| | 2020 | 2019 |
|------------------|----------------------|----------------------|
| Assets | \$258,457,873 | \$223,383,407 |
| Net Loans | \$182,820,787 | \$171,386,606 |
| Deposits | \$224,783,348 | \$190,782,950 |

Statement of Income

| Income | 2020 | 2019 |
|-----------------------------------|---------------------|---------------------|
| Interest on Loans | \$8,955,638 | \$8,347,768 |
| Income From Investments | \$584,513 | \$1,034,978 |
| Other Operating Income | \$1,708,853 | \$1,758,850 |
| Total Gross Income | \$11,249,004 | \$11,141,596 |
| Operating Expenses | | |
| Compensation & Benefits | \$4,905,732 | \$4,127,790 |
| Operations | \$1,606,016 | \$1,449,065 |
| Loan Servicing | \$331,074 | \$692,447 |
| Professional Services | \$1,346,118 | \$1,299,672 |
| Provision For Loan Losses | \$571,164 | \$465,539 |
| Other Expenses | \$95,693 | \$113,023 |
| Total Operating Expenses | \$8,855,797 | \$8,147,536 |
| Non-Operating Gain (Loss) | (\$57,882) | (\$30,592) |
| Dividends | \$1,511,127 | \$1,442,794 |
| Net Income After Dividends | \$824,198 | \$1,520,674 |

2-Year Comparison





Nelson Jandreau
40-year volunteer



Jeff Albert
27-year volunteer

IN DEDICATION

In 2021, two long-standing Acadia FCU volunteers made the decision to retire from their Board of Director positions.

Nelson Jandreau, a 40-year volunteer, was elected to the Madawaska FCU board on January 28, 1981. He stayed on as a director through various mergers, including the 2006 merger of La Vallée FCU and Fort Kent FCU, to become Acadia FCU. In 2001, Jandreau was awarded the "Alexander Ferguson Award for Outstanding Credit Union Volunteer" from the Maine Credit Union League, for truly exemplifying the credit union spirit. We recognize and appreciate the value of his insight.

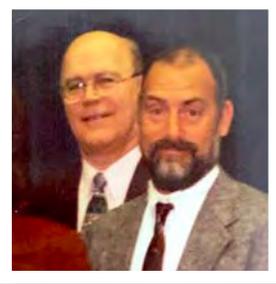
On February 9, 1994, Jeff Albert was elected to the La Vallée board, also staying on to serve Acadia FCU after the 2006 merger of La Vallée FCU and Fort Kent FCU. As a lifelong businessman, Albert's business acumen and analytical abilities

helped propel Acadia FCU through steady growth. He could also be counted on to cook up hundreds of burgers and hot dogs at our member appreciation picnics each year.

We cannot express how grateful we are for having Jandreau and Albert on our Board of Directors for a combined 67 years. Their loyalty, expertise, dedication, and tenacity were integral to Acadia FCU's success. Our achievements could not have been

possible without their wise counsel and patient advice.

Nelson and Jeff, we sincerely thank you for your tremendous contributions to our institution and wish you the very best in all your future endeavors. You both left your mark on Acadia FCU!



ENDING HUNGER 2020 UPDATE

Maine credit unions began raising money to end hunger in 1990 and since then, have raised over \$10 million to combat hunger in the state. Statistics show that several groups are found to be at greater risk of hunger in Maine, including children, low income families, disabled and special needs persons, and the elderly, to name a few. Nearly one in four Maine children is food insecure.

At Acadia FCU, we work all year to raise funds to help end hunger in our local communities by organizing various fundraisers. We rely heavily on our staff and members to make these successful, and are truly thankful for willing participation on both sides. Due to the pandemic, we were unable to conduct some of these events in 2020. We stopped making popcorn to sell in-branch and lobbies were closed for months, resulting in fewer opportunities to sell tickets or collect loose change. In our continued effort to pivot and adapt, we tried a few new things including jeans day for staff one Friday per month, an ongoing bottle drive, and a tag sale.



Thanks to the efforts of many, we managed to raise \$18,323.53, 100% of which went right back to our local communities. Thirteen different food pantries and hunger organizations from Fort Kent to Bangor benefited from our collective efforts. Giving back feels great!



Community Pride



Due to the COVID-19 pandemic, community events were scarce for a good part of 2020. By fall, there was a slight uptick in planned events. Acadia FCU staff found ways to make a meaningful impact in our communities by safely participating in several Trunk-or-Treat events, hosting a fundraiser ATV ride for the Aroostook Chapter of Maine Credit Unions, and collecting gifts for needy families.

acadiafcu.org
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