



FEDERAL CREDIT UNION

Together, we will!

2022

Annual Report

Serving Our Communities

AROOSTOOK, HANCOCK, PENOBSCOT, PISCATAQUIS, and WASHINGTON COUNTIES

President's Message

Dear fellow members,

It is my honor to present the annual report for the year ending 2022. I am proud to report that despite the ongoing challenges posed by the COVID-19 pandemic, our credit union continued to thrive and provide vital financial services to our members.

As we navigate an ever-changing financial landscape, our credit union has remained committed to providing affordable and accessible financial products to all our members. We have continued to focus on meeting the needs of our members and helping them achieve their financial goals.

In terms of financial performance, I am pleased to report that our credit union had another successful year. We experienced steady growth in both loans and deposits, and our capital position remained strong. Our assets increased by 8.4%, and our net income increased by 17.8% compared to the previous year. These financial achievements are a testament to the hard work and dedication of our staff and the loyalty of our members.

In addition to our financial performance, we are proud of our community outreach initiatives. We continue to support local charities and organizations through donations, volunteer work, and community events. We believe that giving back to the community is an integral part of our mission.

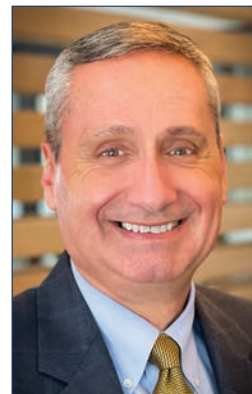
Looking ahead, our credit union is well-positioned for continued growth and success. We will continue to focus on delivering exceptional service to our members, expanding our digital capabilities, and giving back to our communities. As always, we remain committed to being a trusted financial partner for our members and helping them achieve their financial goals.

In closing, I want to thank our staff, board of directors, and volunteers for their hard work and dedication throughout the year. I also want to express my gratitude to our members for their loyalty and support. Together, we will continue to build a stronger and more prosperous credit union and the communities we serve! Thank you.

Respectfully,

David Desjardins

David Desjardins
President / CEO



Board of Directors & Supervisory Committee



Percy Thibeault
Chairperson
Frenchville



Mary McCarthy
Vice Chairperson
Bangor



Elaine Guimond
Secretary
Fort Kent



Chris Shaw
Treasurer
Hampden



Addy Dubois
Director
The Villages, FL



Corrinna Thibodeau
Director
Fort Kent



Don Guimond
Director
Fort Kent



Peter Saucier
Director
Fort Kent



Peter Sirois
Director
Fort Kent



Ryan Pelletier
Director
St. Agatha



Scott Haley
Director
Fort Kent



Steve Ouellette
Chairperson
Supervisory
Fort Kent



Gail Desjardins
Supervisory
Wallagass



Ina St. Jean
Supervisory
Fort Kent



Suzie Paradis
Supervisory
Fort Kent

Team Milestones

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

We are pleased to congratulate the following individuals who achieved milestone anniversaries in 2022:



Joyce Michaud
5 years
Madawaska



Lee Dubois
5 years
Fort Kent



Angela Cyr
10 years
Madawaska



Alexandra Desjardins
10 years
St. Agatha



Brian Stolyer
15 years
Ops Center

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 2022. The following is a sampling of the impact we have had:

ACADIAN FESTIVAL	COURAGEOUS STEPS PROJECT	MAINE CREDIT UNION LEAGUE
AMERICAN LEGION / MAINE	CUB SCOUTS	MEALS ON WHEELS PROGRAM
ANGEL SNOW-FEST	EASTERN MAINE SPORTS ACADEMY	MSAD 33 TAKE HOME PROGRAM
AROOSTOOK ASPIRATIONS	EDGAR J. PARADIS CANCER FUND	MUSKIE DERBY
ASHLAND FOOD PANTRY	FISH RIVER RURAL HEALTH FOOD SHELF	NORTHERN LIGHT EMHS FOUNDATION
ASHLAND LOGGING MUSEUM	FORT KENT MUSKIE DERBY	OPERATION CHRISTMAS CHILD
ASHLAND SUMMER FEST	FOUR SEASONS TRAIL ASSOCIATION	PAWS ANIMAL WELFARE SOCIETY
ATHLETIC BOOSTERS	FRIENDS OF ST. FRANCIS	PORTAGE LAKE ASSOCIATION
BANGOR AREA HOMELESS SHELTER	GRAND ISLE HOMECOMING	PROJECT GRADUATION - AREA SCHOOLS
BANGOR HUMANE SOCIETY	GREEN BEAN SKI CLUB	SALVATION ARMY OF BANGOR
BANGOR PROFESSIONAL FIREFIGHTERS	HANDS OF HOPE - BANGOR	SCHOLARSHIPS TO GRADUATING SENIORS
BREWER FIRE DEPARTMENT	HOMELESS SERVICES AROOSTOOK	SPECIAL OLYMPICS MAINE
BREWER AREA FOOD PANTRY	JUNIOR ACHIEVEMENT PROGRAM	ST. FRANCIS SNO-ANGELS
BOY SCOUTS OF AMERICA - KATAHDIN AREA	LONG LAKE ICE FISHING DERBY	TIM HORTONS CAMP DAY
CAMPAIGN FOR ENDING HUNGER	MADAWASKA BEAUTIFICATION COMMITTEE	UNITED WAY
CAN-AM SLED DOG SPONSORSHIP	MADAWASKA HISTORICAL SOCIETY	VALLEY MUSTANGS
CHAMPION THE CURE - BANGOR	MADAWASKA SNOWMOBILE CLUB	VETERANS OF FOREIGN WARS
CHILDREN'S MIRACLE NETWORK GOLF CLASSIC	MANNA MINISTRIES FOOD PANTRY	...AND MORE!

STATS AT A GLANCE

Judging by these year-end 2022 quick figures, it's evident our reach is quite impressive!

- Eight branch locations in northern and eastern Maine
- Service area of five Maine counties
- Assets totaling \$313.7 million
- Nearly 60 years of service to our members
- 16,380 members
- 87 employees



Best Places to Work in ME

Every summer, Acadia FCU President / CEO David Desjardins opens his home and fires up his grill, hosting a family picnic for Acadia teammates and their loved ones.

THE STUFF WE'RE MADE OF

PUTTING OUR COMPANY CULTURE AT THE FOREFRONT

It goes without saying that we were thrilled to have been named as one of 2022's Best Places to Work in Maine. The process to earn this special distinction is managed by the independent research firm, Best Companies Group (BCG), who specialize in identifying and recognizing great employers. Achieving this honor was no accident. We knew we had to work to connect our team to a purpose beyond serving our members and communities — we needed to serve each other, also. This realization led us to our new mission: *Creating exceptional experiences to enrich your life.*

Achieving the "Best Places" honor was a group effort at all levels of Acadia. We spent the year leading up to our designation focused on improving our company culture. A strong organizational culture leads to increased employee engagement, which has the ripple effect of an improved member experience. It is important that each and every Acadia teammate understands the value they add to the lives of our members, communities, and ultimately, each other.

In an industry and economy where people have many options as to where they can choose to work, we're thrilled that our employees choose to be part of our Acadia FCU team. This brings us to our vision: *Be the financial institution and employer of choice by creating exceptional experiences for our members, our employees, and our communities.*

We also defined our core values and guiding principles. A company's core values are the guiding light that bonds a team with a shared sense of purpose for achieving common goals. Acadia's core values — the fundamental beliefs or traits of our organization — are: **Commitment, Respect, Experience, (being) Dynamic, Integrity, and Trust.** Additionally, as a standard for behavior and mindset within Acadia FCU, our guiding principles are: **collaboration, empathy, excellence, fun, growth, innovation, stewardship, and success.**

Lastly, we needed glue to hold all of this together: a tagline. Three simple words, "**Together, we will!**" embrace the sense of service, positivity, commitment, collaboration, community, and caring that we exemplify here at Acadia. These three words position us to be the institution of choice when teamwork matters, when optimism and problem-solving skills are needed, and when someone needs a partner to help navigate new, exciting, and sometimes scary life moments.

Acadia's mission, vision, values, and guiding principles continue to be nurtured within our institution. They are our guideposts to sustainability and we are fully cognizant that they must remain at the forefront of all we do. ***Together, we will!***



Acadia FCU's Mission, Vision, and Values are posted at every branch throughout the organization as an important reminder of our purpose.

Together, we will!

Acadia FCU's tagline revolves around a collective sense of commitment, understanding, and service.

SETTLED IN: OUR NEW DIGS

NORTHERN OPERATIONS CENTER CENTRALIZES ADMIN POSITIONS WITH ROOM TO GROW

The end of 2022 saw the anticipated move to Acadia FCU's newly-remodeled operations center come to fruition. Located at 69 Pleasant Street in Fort Kent, Acadia purchased the building in the summer of 2020 after outgrowing the available office space at the Fort Kent branch. The 10,418 square foot building was most recently occupied by Ameridial and built by MBNA Corporation in 2000. The building has always operated as a call center, housing 94 cubicles, generous space for team training and development, ample storage, and capacity for future growth.

In planning the renovation, much thought was given to ergonomics, comfort, and making the best use of natural light. Modern sit-stand stations and fully-adjustable monitor mounts are part of every workspace. Most spaces have at least one full wall of glass to help let light in while making teammates accessible, creating a more inviting atmosphere. The floorplan also features collaborative spaces to allow teammates to

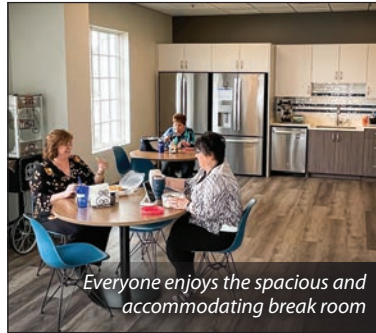
come together to brainstorm, exchange ideas, solve problems, and work toward common goals.

At this time, 21 Acadia teammates occupy the building. This includes senior leaders and administrative departments such as human resources, finance, operations, marketing, compliance, information technology, and training. Additionally, a six-person phone and Internet support team is housed here, taking all inbound support requests via phone, email, and chat.

An open house is planned for June 21 and the public is welcome to tour the renovation.



One of the collaborative spaces at Acadia's newly-renovated operations center



Everyone enjoys the spacious and accommodating break room



Collaborative spaces help to create a better, more productive team experience



Ample training space allows participants to train in an environment designed for effective learning



The Acadia FCU board room offers a large physical and video conference space. Virtual connectivity to other branches and remote workers helps to foster collaboration, inclusivity, and engagement with colleagues in other locations.

Financial Report

Our growth trend continues as assets increased to \$313,762,405 or an 8% increase over 2021. We also experienced a net growth in our loan portfolio, bringing our net loans outstanding to over \$236.4 million. Member shares grew to over \$271.1 million and we ended the year with a net gain to our undivided earnings of \$1,311,570. Our financial ratios continue to be strong, with our YTD Return on Assets at .43% and our Capital Ratio at 11.18%.

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	2022	2021
Member Loans (net)	\$236,484,132	\$195,678,976
Cash	\$5,540,037	\$6,246,407
Investments	\$52,503,347	\$69,131,052
Fixed Assets	\$7,970,638	\$7,021,987
Other Assets	\$11,264,251	\$11,457,425
Total Assets	\$313,762,405	\$289,535,847
Liabilities & Equity		
Liabilities	\$7,490,693	\$1,028,932
Member Shares	\$271,189,971	\$254,736,744
Total Equity	\$35,081,741	\$33,770,171
Total Liability & Equity	\$313,762,405	\$289,535,847

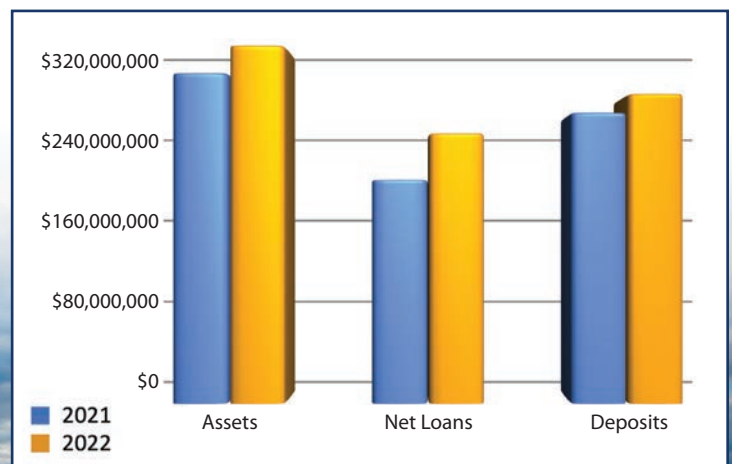
2-Year Comparison (as shown on graph)

	2022	2021
Assets	\$313,762,405	\$289,535,847
Net Loans	\$236,484,132	\$195,678,976
Deposits	\$271,189,971	\$254,736,744

Statement of Income

Income	2022	2021
Interest on Loans	\$9,593,432	\$8,794,159
Income from Investments	\$666,325	\$204,936
Other Operating Income	\$2,241,424	\$2,005,468
Total Gross Income	\$12,501,181	\$11,004,563
Operating Expenses		
Compensation & Benefits	\$5,610,164	\$5,142,395
Operations	\$1,912,552	\$1,646,106
Loan Servicing	\$567,384	\$438,119
Professional Services	\$1,625,230	\$1,544,272
Provision for Loan Losses	\$427,089	\$134,581
Other Expenses	\$130,457	\$72,693
Total Operating Expenses	\$10,272,876	\$8,978,166
Non-Operating Gain (Loss)	\$161,109	\$197,536
Dividends	\$1,077,844	\$1,110,601
Net Income After Dividends	\$1,311,570	\$1,113,332

2-Year Comparison





Addy has represented Acadia FCU in the Northern Light EMMC Champion the Cure Challenge in Bangor



Addy Dubois
17-year volunteer

FAREWELL TO A PASSIONATE AMBASSADOR

A credit union's volunteer Board of Directors is an organization's strategic thought partner, with each individual bringing their own expertise and direction to the institution's leadership. Armed with their most relevant and valuable skills, experiences, connections, and ideas, our volunteers help Acadia FCU create a long-term vision for our organization. In this coming year, there will be a change within Acadia FCU's board.

After 17 years of volunteer service, Addy Dubois will not seek re-election in 2023. Dubois was voted to the EMMC Federal Credit Union board of directors in 2006, also serving as vice chairperson in the years leading to the merger between EMMC FCU and Acadia FCU in 2017. During this time, she worked for Northern Light Eastern Maine Healthcare Systems and after a 30-year career, retired as Director of Property Management.

Dubois stayed on as an Acadia FCU board director post-merger and proved time and again to be a valuable contributor. As a fearless advocate for credit union members and the institution as a whole, Dubois was direct, honest, strategic, and forward-thinking, while remaining open and personable. She was fully supportive of the merger between EMMC FCU and Acadia FCU and the creation of Acadia's flagship branch on Broadway in Bangor.

Acadia FCU is fortunate to have benefited from her passion, focused guidance, and her desire to seek ways to continually improve the credit union. We are truly thankful and grateful for Addy's tremendous contributions and she will be sincerely missed.

Addy and her husband, Butch, have relocated full-time to The Villages, Florida but visit Maine every summer.



WE ARE COMMITTED TO ENRICHING THE LIVES OF OTHERS

Inflation and interruptions to the food supply chain have driven up food insecurity nationwide. The work we do to combat hunger in Maine provides vital aid to the communities we serve — it's more crucial than ever.

Fifteen food pantries and food assistance programs in the St. John Valley, Ashland, and the greater Bangor-area will benefit from the credit union's fundraising efforts, which were part of the Maine Credit Unions' Campaign for Ending Hunger. Because of our hard-working team and generous local businesses, friends, and members, we placed third out of 54 credit unions in the state of Maine for total funds raised in 2022. With what we raised and the bonus we earned for our placement, we will soon distribute **\$47,598** to our local communities.

Various Acadia teammates personally visited hunger organizations and food pantries in 2022 to hand-deliver funds raised in the previous year.



Nice to see you again!



We welcomed the return of in-person events in the latter part of 2022, after a pandemic that lasted much longer than any of us could have anticipated. Our team was excited to engage in these opportunities whenever possible — and it felt GREAT!

acadiafcu.org

