

2021 Annual Report

Serving Our Communities

AROOSTOOK, PENOBSCOT, PISCATAQUIS, WASHINGTON, and HANCOCK COUNTIES

President's Message

Dear fellow members,

It is my pleasure to report to you on our progress as part of Acadia FCU's annual membership report for 2021. The credit union experienced another year of solid growth despite the ongoing challenges of the COVID pandemic. This continued success is largely attributed to you, our members who own the credit union and who take advantage of our deposit, loan, and various service offerings. We could not accomplish the things we do without your support!

The year 2021 was full of change but probably the biggest change we experienced was our transition to a new digital banking platform. The staff worked extremely hard to make this transition as smooth as possible. While change is never easy, I thank the members who learned the new platform and were patient as we worked out the glitches.

Hunger and food insecurity continues to be a problem in Maine. As part of a bigger overall statewide credit union initiative, I am so thrilled to report that the credit union raised a record amount of \$48,811 in 2021! Thank you to all who had a part in raising this impressive amount!

Financially, we had another successful year. Our assets as of December 31, 2021 were \$289.5 million, an increase of 12% over the prior year. Member deposits increased by almost \$30 million. We also had solid loan growth during the year. Total loans outstanding at year-end were \$195.7 million, a net increase of over \$12.9 million from the prior year. We ended the year with a net income of \$1,113,332 after dividends and expenses. The credit union now has in excess of 16,000 members and continues to add new ones each month! More financial details are available later in this report.

In closing, I express my sincere thanks to all our members for their business, trust and loyalty. Thanks also goes out to our dedicated staff and volunteers who continue to go out of their way to ensure the credit union's continued success! We look forward to serving you in 2022! 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



Keith Labrie
Director
St. Agatha



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
Wallagrass



Ina St. Jean
Supervisory
Fort Kent

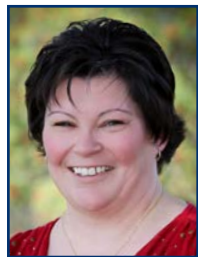


Suzie Paradis
Supervisory
Fort Kent

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 2021:



Amy Michaud
5 years
Madawaska



Corinne Ouellette
5 years
Fort Kent



Charles "Chaz" Pelletier
10 years
Fort Kent



Jessica Simpson
10 years
Bangor - Broadway



Esther Cote
15 years
Madawaska



Gail Beaupre
20 years
Fort Kent



Erica Albert
25 years
Fort Kent



Karen Daigle
25 years
Fort Kent



Elaine Jandreau
35 years
Fort Kent

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 2021. The following is a sampling of the impact we have had:

ACADIAN FESTIVAL
AMERICAN LEGION / MAINE
AMERICA'S CREDIT UNION MUSEUM
ANGEL SNOW-FEST
AROOSTOOK ASPIRATIONS
AROOSTOOK HOUSE OF COMFORT
ASHLAND SNOWMOBILE CLUB
ASHLAND SUMMER FEST
ATHLETIC BOOSTERS
BANGOR HUMANE SOCIETY
BANGOR PROFESSIONAL FIREFIGHTERS
BREWER FIRE DEPARTMENT
BOY SCOUTS OF AMERICA - KATAHDIN AREA
CAMPAIGN FOR ENDING HUNGER
CAN-AM SLED DOG SPONSORSHIP
CHILDREN'S MIRACLE NETWORK GOLF CLASSIC

CUB SCOUTS
DAUGHTERS OF ISABELLA
DR. LEVESQUE SCHOOL
EDGAR J. PARADIS CANCER FUND
FORT KENT MUSKIE DERBY
FOREST HILL MANOR ACTIVITIES
FOUR SEASONS TRAIL ASSOCIATION
FRIENDS OF ST. FRANCIS
GRAND ISLE HOMECOMING
GREATER FORT KENT AREA CHAMBER
GOOD SAMARITAN AGENCY
HANDS OF HOPE
INSURANCE TRUST
JUNIOR ACHIEVEMENT PROGRAM
LONG LAKE ICE FISHING DERBY
MADAWASKA BEAUTIFICATION COMMITTEE

MADAWASKA HISTORICAL SOCIETY
MADAWASKA SNOWMOBILE CLUB
MAINE CREDIT UNION LEAGUE
MUSKIE DERBY
NORTHERN LIGHT EMHS FOUNDATION
OPERATION CHRISTMAS CHILD
PAWS ANIMAL WELFARE SOCIETY
PORTAGE LAKE ASSOCIATION
PROJECT GRADUATION - AREA SCHOOLS
SCHOLARSHIPS TO GRADUATING SENIORS
SPECIAL OLYMPICS MAINE
ST. FRANCIS SNO-ANGELS
TIM HORTONS CAMP DAY
UNITED WAY
VETERANS OF FOREIGN WARS

...AND MORE!



Our Broadway teammates were excited, engaged, and ready for action on August 17, the official launch day of our new Digital Banking Experience.

BANKING IN THE DIGITAL AGE

MEETING OUR MEMBERS' NEEDS IN AN INCREASINGLY DIGITAL WORLD

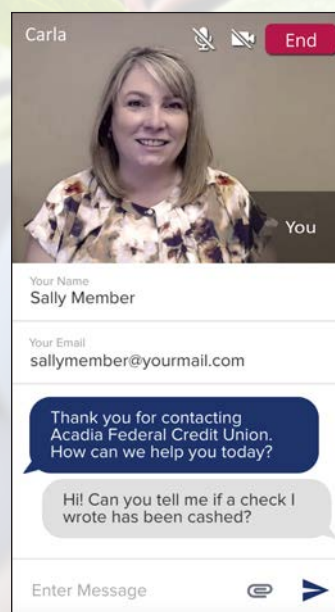
Above all else, we value our relationships with YOU — the members of Acadia FCU. We wouldn't be here if it would not be for YOU. We want to know how you're doing, give your dog treats, and help you use the ATM. We want to conduct your financial transactions and chit-chat about the weather, but also want to understand your needs so we can partner with you in your long-term financial journey. We want you to walk out of any of our eight branches with a smile on your face.

As much as we enjoy those interactions, we are aware that we live in a world of dynamic technology — a world where seemingly endless services are born overnight and available to use, only a mere swipe away. With fewer people entering their financial institutions each day, we understand that we need to meet our members where they are — at work, on vacation, or at home in their pajamas. People are busy and life is chaotic, but Acadia is accessible to you despite all of that.

Through the years and especially in 2021, we have taken major steps to expand our member support and digital banking services to meet the growing needs of an increasingly digital world. Here are some of the ways we grew:

LIVE SUPPORT / CHAT — In February of 2021, we launched a digital member service channel, curating the same personal, friendly experience that our members are accustomed to. Our "Live Support" feature connects members with the same top-rated support specialists that one would connect with when calling any of our branches. We can safely and securely answer questions and offer help, while still providing that face-to-face experience if a member chooses to interact that way. To engage with our support team, users click the "Live Support" bubble located in the lower right corner of Acadia's website or AcadiaGO mobile app. From here, users can choose to have a live chat conversation, speak to a representative right through their computer or mobile device audio, converse using video, and even work together and share screens in a **co-browsing** session that delivers live, on-screen guidance. General inquiries will be quickly answered, while representatives will securely verify member identity for more detailed account requests.

Live Support



Our support specialists are on standby to answer phones and service our members over chat, video, or computer audio — whichever method is best for YOU!



Monthly Credit Snapshot

Here's a quick look at what changed on your **credit score and report** in October:

+12

Credit Score Change

0

Credit Monitoring Alerts

-3%

Credit Usage Change

8 of 8

Accounts Paid on Time

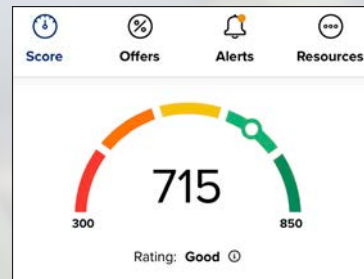


This is only a preview of everything that has changed on your credit file last month. Log in to see your new score today.

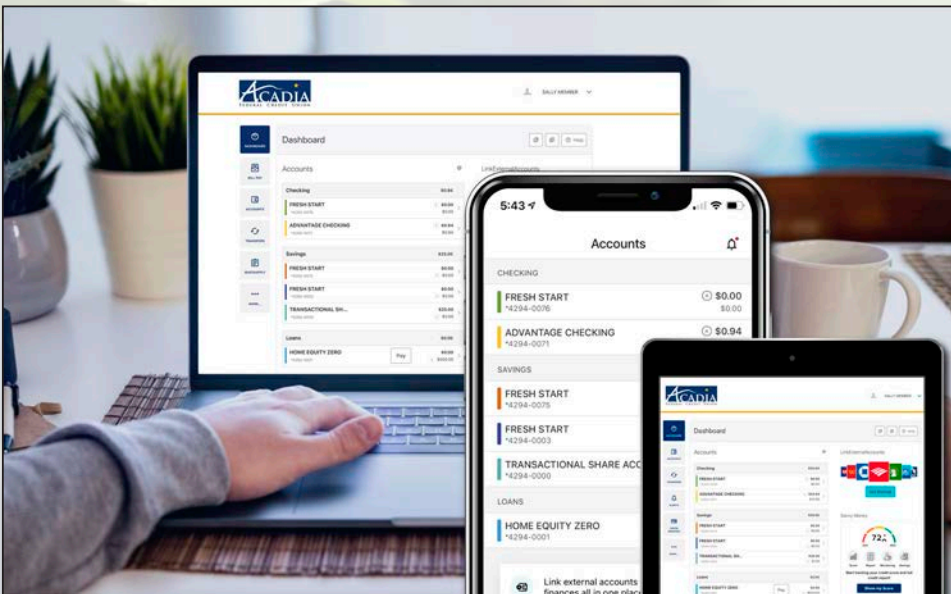
[See my Credit Score](#)

DIGITAL BANKING — A new Digital Banking Experience was launched in August of 2021, upgrading our older, separate online and mobile banking platforms. This new experience offers a modernized, fast, and secure digital banking infrastructure, with a new interface that is seamless and responsive across desktop, mobile, and tablets. It includes features such as two-factor authentication, quick access to view credit card transactions, credit score monitoring, the freedom for members to unlock their own accounts, and much more. Quicken and Quickbooks is fully supported, so Acadia members can enjoy a direct connection between their digital banking and their personal or business finance software, automatically syncing transactions. This versatile platform allows us to evolve its functionality as members' needs change over time.

SAVVY MONEY — Savvy Money is a comprehensive credit score program offered free to our members to help you stay on top of your credit. You get your latest credit score and report, an understanding of key factors that impact the score, and can see the most up-to-date offers that can help reduce your interest costs. Savvy Money monitors your credit report daily and informs you by email if there are any big changes detected such as: a new account being opened, change in address or employment, a delinquency has been reported, or an inquiry has been made. Monitoring helps users keep an eye out for identity theft.



ENHANCED FRAUD MONITORING SERVICE — Fraud continues to plague financial institutions, with criminals continually deploying new scams and schemes to steal from unsuspecting victims. To help us safeguard our member accounts even better, we implemented an enhanced fraud management solution to assist in closely monitoring member accounts and proactively prevent fraud loss. This service analyzes patterns in login and activities and alerts us to take a closer look when patterns shift out of what is typical for that member. This service will go a long way in helping us protect our members to the fullest extent.



Top photos: With Savvy Money, you'll always know where you stand with your credit. Left and bottom photos: Our 2021 upgrade to Digital Banking created a seamless banking experience across all devices, offering the ultimate in speed, security, and evolving functionality. Launch day for this new platform was filled with energy and excitement, PLUS lots of goodies for our members who visited any of our branches.



Financial Report

Our growth trend continues as assets increased to \$289,535,847 or a 12% increase over 2020. We also experienced a net growth in our loan portfolio, bringing our net loans outstanding to over \$195.7 million. Member shares grew to over \$254.7 million, and we ended the year with a net gain to our undivided earnings of \$1,113,332. Our financial ratios continue to be strong, with our YTD Return on Assets at .41% and only a slight dip to our Capital Ratio at 11.66%. 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	2021	2020
Member Loans (net)	\$195,678,976	\$182,820,787
Cash	\$6,246,407	\$4,449,085
Investments	\$69,131,052	\$54,709,640
Fixed Assets	\$7,021,987	\$7,245,829
Other Assets	\$11,457,425	\$9,232,532
Total Assets	\$289,535,847	\$258,457,873
Liabilities & Equity		
Liabilities	\$1,028,932	\$1,017,685
Member Shares	\$254,736,744	\$224,783,348
Total Equity	\$33,770,171	\$32,656,840
Total Liability & Equity	\$289,535,847	\$258,457,873

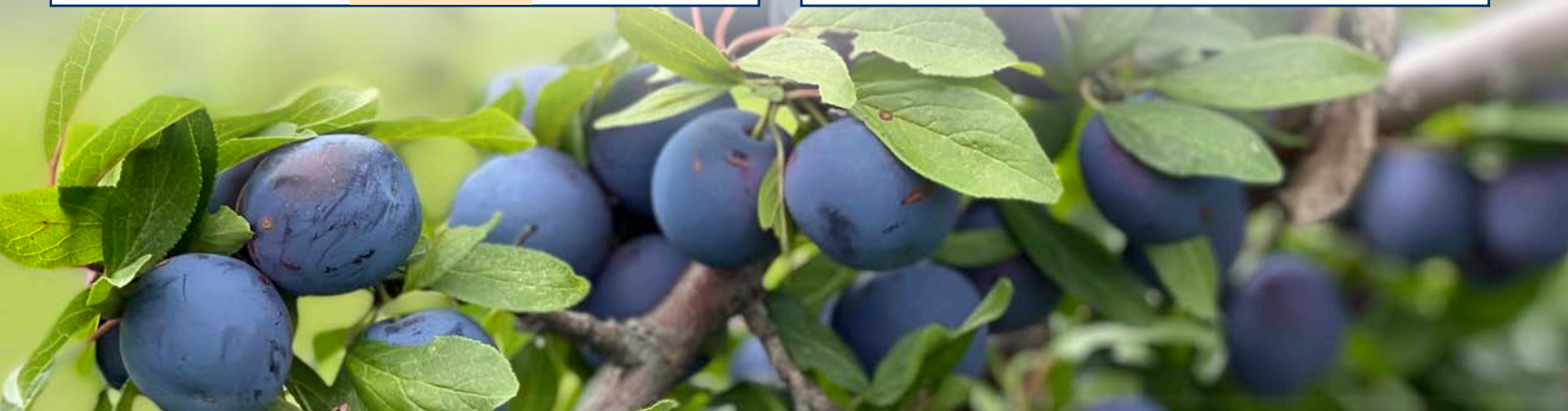
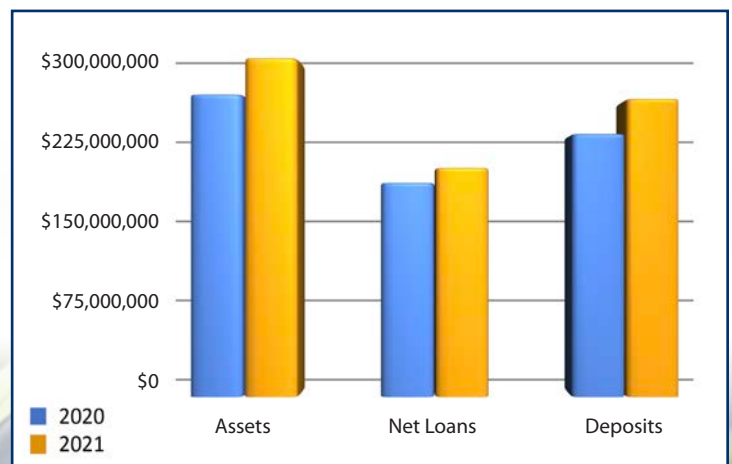
2-Year Comparison (as shown on graph)

	2021	2020
Assets	\$289,535,847	\$258,457,873
Net Loans	\$195,678,976	\$182,820,787
Deposits	\$254,736,744	\$224,783,348

Statement of Income

Income	2021	2020
Interest on Loans	\$8,794,159	\$8,955,638
Income from Investments	\$204,936	\$584,513
Other Operating Income	\$2,005,468	\$1,708,853
Total Gross Income	\$11,004,563	\$11,249,004
Operating Expenses		
Compensation & Benefits	\$5,142,395	\$4,905,732
Operations	\$1,646,106	\$1,606,016
Loan Servicing	\$438,119	\$331,074
Professional Services	\$1,544,272	\$1,346,118
Provision for Loan Losses	\$134,581	\$571,164
Other Expenses	\$72,693	\$95,693
Total Operating Expenses	\$8,978,166	\$8,855,797
Non-Operating Gain (Loss)	\$197,536	(\$57,882)
Dividends	\$1,110,601	\$1,511,127
Net Income After Dividends	\$1,113,332	\$824,198

2-Year Comparison





Keith Labrie
21-year volunteer



Mark Chamberland
20-year volunteer

THANK YOU: A FOND FAREWELL TO TWO BOARD MEMBERS

The years 2021 and 2022 saw more changes to our Board of Directors, with two vacating their positions to allow more time to focus on their businesses.

Keith Labrie will not seek re-election in May of 2022, after 21 years of service. Co-owner of the multigenerational Labrie Farms in St. Agatha, Labrie was elected to the St. Agatha Federal Credit Union Board of Directors in March of 2001. With an interest in preserving the integrity of the original CU, he stayed on as a director through the merger with Acadia FCU in 2012. Always putting the needs of the members first, Labrie welcomes new ideas, understands the importance of taking calculated risks, and that a business must continually evolve in order to survive.

Labrie's departure was preceded by Mark Chamberland of RF Chamberland, a large trucking company headquartered in St. Agatha. Chamberland left his post in

November of 2021 with 20 years of volunteer service under his belt. He served on St. Agatha FCU's Supervisory Committee from 2001 - 2006 before his election to the volunteer Board of Directors in February of 2007, staying on post-2012 merger with Acadia FCU. Chamberland has a thoughtful, conservative approach and can always be counted on to weigh the pros and cons, making

decisions in the best interest of the credit union and members. The roots of the original St. Agatha FCU run deep within this community champion.

Board service is a tough volunteer role and these two men each brought a unique perspective to Acadia for a combined 41 years. They distinguished themselves as judicious stewards of our credit union and we are

incredibly thankful and grateful for their guidance through the years. We wish Keith and Mark the absolute best. They both served the credit union very well and will be missed.



2021 PHILANTHROPY: HELPING OUR COMMUNITIES THRIVE

Since 1990, Maine credit unions began raising money to combat hunger in our local communities, collectively raising over \$11.3 million for the cause. At Acadia, we rely completely on our staff and members to make fundraisers successful — we can't do it without them!

Despite challenges presented by the pandemic, we managed to raise a record-smashing **\$48,810.82** in 2021 in cash and food donations, placing third in the state! One hundred percent of funds and goods go back to our local communities. Fifteen different hunger programs from Fort Kent to Brewer will benefit from our efforts.

In 2020, Acadia FCU pledged \$100,000 to Northern Maine Medical Center's \$12.6 million expansion project in exchange for a 15-year naming opportunity for the new cafeteria. As of May 2022, the project has been completed and includes a new operating room, exercise space for the Child Adolescent Psychiatry Unit, laboratory, and cafeteria - The Acadia Café.

"Acadia FCU is committed to the health and vibrancy of all the areas we serve, including Fort Kent and the St. John Valley," said David Desjardins, President/CEO of AFCU. "This is an investment in a high-quality medical facility that will continue to provide quality care and good jobs to the people who live in this region."

The Acadia Café features a lounge area, electronics charging stations, and a grab and go station for salads and sandwiches.

Judy Paradis of Frenchville poses on the outdoor glider bench she won from our Madawaska branch during the spring raffle for our ending hunger campaign. Our biggest fundraiser of the year is the "Daily Cash Raffle" and Jennifer Gervais shows off a handful of fanned tickets, ready to be sold. NMMC's expansion, which includes the Acadia Café, is complete. The lounge area looks very inviting!





#ilovemycreditunion



Yes, that's a real chicken!



On July 30, 2021, credit unions from across the country participated in a unique social media experience to promote how much members love being part of the credit union movement. The goal of this online media blitz was to utilize all social media platforms to raise awareness about credit unions and share stories about the amazing things they do using the hashtag, #ilovemycreditunion. We had a great time with our members who were happy to participate in our branches and drive-thrus. We also received so many fun submissions that helped to make this a great success!

acadiafcu.org

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