




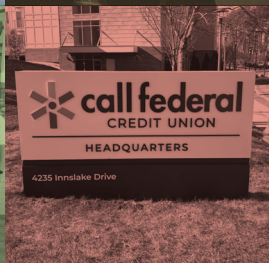
THE CALL FEDERAL

# ERAS TOUR

Celebrating Our Story, One Era At A Time.



**call federal**  
CREDIT UNION  
2025 Annual Report



# CHAIRMAN'S REPORT

Dear Fellow Members,

As we reflect on the past year and look ahead, I'm grateful to share that the state of our credit union remains strong. Even in a fast-changing environment, Call Federal Credit Union continues to do what we do best: listen closely, serve with care, and make practical decisions that protect the cooperative we share.

## LAYING THE GROUNDWORK FOR A NEW ERA

This year's theme reflects the foundational work underway across our organization—improvements that may not be immediately visible but will shape your experience for years to come. We are investing in the facilities and tools that support great service. Our new headquarters will better equip the Call Federal team to collaborate and prepare for what's next, and you will see renovations across our branches with refreshed, welcoming spaces.

We are also preparing for major technology upgrades to make banking faster, simpler, and more secure. Enhancements in lending, mortgage processes, and digital banking will provide members more control and convenience.

Thanks to the leadership of John West, Call Federal's President & CEO, our management team, and the daily dedication of employees across the organization, we remained focused on meeting key goals in 2025 while keeping member benefits at the center of every decision.

## MAKING A POSITIVE IMPACT

Our progress extends beyond financial measures. The credit union continues to make a meaningful impact through business and community partnerships, financial education, and programs that strengthen the Greater Richmond area. Through giving, volunteering, and showing up for our members, Call Federal remains committed to being a trusted community partner.

## LOOKING AHEAD

Our work ahead has been both significant and energizing. We are building toward a new era with intention and a clear commitment to what makes Call Federal Credit Union special: a member-focused culture, a service-first mindset, and the belief that growth should never come at the expense of member interests.

Thank you for your continued trust and loyalty. It is an honor to serve as your Chairman, and I look forward to the progress we will achieve together.

Respectfully,  
James Horne, Jr.  
Chairman, Board of Directors

# TREASURER'S REPORT

## Consolidated Statement of Financial Condition for the years ended

ASSETS	FY2025	FY2024
Loans	269,188,321	261,020,177
Allowance for Loan Loss	(707,004)	(664,281)
Investments	198,381,941	186,563,643
Other Assets	68,153,519	62,510,889
<b>TOTAL ASSETS</b>	<b>\$535,016,778</b>	<b>\$509,430,428</b>
LIABILITIES AND MEMBERS' EQUITY	FY2025	FY2024
Members' Deposits	475,184,149	459,591,198
Other Liabilities	9,839,434	7,935,994
Unrealized Gain / (Loss) on Investments	(7,533,430)	(13,955,006)
Undivided Earnings	57,526,623	55,858,242
<b>TOTAL LIABILITIES AND MEMBERS' EQUITY</b>	<b>\$535,016,777</b>	<b>\$509,430,428</b>

## Consolidated Statements of Revenue and Expense for the years ended

REVENUE	FY2025	FY2024
Interest on Loans	14,103,496	13,624,139
Interest on Investments	6,462,686	6,038,437
Other Revenue	5,482,249	4,839,124
Gain / (Loss) on Equity Investments	31,233	16,345
<b>TOTAL INCOME</b>	<b>\$26,079,665</b>	<b>\$24,518,046</b>
EXPENSE	FY2025	FY2024
Operating Expense	20,557,937	19,297,301
Provision for Loan Losses	144,505	422,034
Non-Operating (Income) / Expense	(133,171)	-
Net Income Before Dividends	5,510,394	4,798,710
Total Cost of Funds	3,842,012	3,784,972
<b>NET INCOME</b>	<b>\$1,668,382</b>	<b>\$1,013,738</b>

# SUPERVISORY COMMITTEE'S REPORT

Call Federal Credit Union's Supervisory Committee is a group of member volunteers appointed by the Board of Directors to act independently on behalf of the membership. The Committee oversees internal compliance and risk mitigation and engages independent auditors to ensure accurate reporting and effective practices and controls. Currently, Call Federal engages PB Mares, LLP to conduct internal audits of various departments and processes. For independent reviews required by the National Credit Union Association (NCUA) regulations, the Supervisory Committee works with AUX Consulting, LLC. For the annual financial statement audit, the Committee engages Doeren Mayhew. Each of these firms is highly skilled in its respective field and provides the Committee with independent findings and recommendations regarding practices and controls.

Throughout 2025, the Supervisory Committee received regular briefings on audit recommendations and findings, as well as updates on the remediation of those items. All reviews reflected satisfactory results, and the annual financial statement audit confirmed sound financial condition and operating procedures. The most recent examination by the NCUA, conducted in 2024, also indicated an overall satisfactory performance. The Supervisory Committee is pleased to report these positive outcomes and is honored to serve the membership.

Respectfully,  
Anita Dunn  
Chair, Supervisory Committee

## OUR MISSION STATEMENT:

We are devoted to making a positive impact on the lives of our members and community by providing practical solutions, exceptional service, and expert know-how.



## 2025 IMPACT OVERVIEW

A brief look at how Call Federal Credit Union served members, strengthened our community, and delivered meaningful results in 2025.



### Credit Union Family

1,829 new members welcomed.  
27,612 total members strong at year-end.



### Financial Achievements

Net Worth Ratio: **10.75%**  
(Regulatory requirement: 7%+)  
Total Assets: **\$535,016,778**



### Member Satisfaction Score

**4.76** (Goal: 4.50)  
Based on monthly surveys from new members, loans, and routine transactions.



### Expanded Opportunity

Supported members' financial goals by funding **\$18,681,429** in consumer loans and **\$9,490,500** in mortgage loans.



### Giving Back

**\$100,000+** donated to nonprofits with a focus on youth and small business programs.  
**391** staff volunteer hours contributed.



### Shredding & Security

**36,000+** pounds of documents safely shredded during Spring & Fall Shred Days.



### Member Appreciation Weekend at The Diamond

**500+** members attended.  
Recognized our Alice S. Pearce Scholarship winners.



### Open For Business

New relationships generated  
**\$1,107,599** in business deposits and helped 100+ local businesses access the financial tools they need to grow.



### 24/7 Better Banking

All **11** Call Federal ATMs were upgraded, providing faster, more secure, and more reliable access for members.

# 2025 COMMUNITY IMPACT REPORT

At Call Federal Credit Union, we believe growth is most meaningful when it is rooted in service. Throughout 2025, our commitment to the Richmond region extended beyond financial solutions as we invested time, talent, and resources into strengthening partnerships, expanding opportunity, and supporting families at every stage of life. Every event we hosted, sponsored, or volunteered at reflected our belief that lasting success is built alongside the community we proudly serve.



## Strengthening Community Partnerships

Community partnerships continued to be at the heart of our outreach efforts. We supported SOAR365 by sponsoring a matching grant for Camp Baker and volunteered at Camp Baker's Talent Show. In addition, we launched a new partnership with Rebuilding Together RVA, participating in National Rebuild Day and contributing funds generated by home equity loan activity. Plus, we were excited to support many new programs that serve the small business ecosystem like the Women

Who Mean Business Summit through the Metropolitan Business League.

Our partnerships continued to grow as we supported Better2gether through its annual golf tournament, connected with the Richmond Association of Realtors (RAR) during Coffee Breaks, and teamed up with RadioOne for the Community Health and Wellness Expo. Our team also proudly participated in Children's Hospital of Richmond at VCU annual LemonAid Stands, helping raise funds to support children receiving critical medical care by matching, dollar for dollar, the contributions made by our members. We further supported the hospital by contributing additional funds generated by car loan activity.



We also supported the Chesterfield & Colonial Heights Christmas Mother programs, helping ensure local families received holiday gifts, food, and essential items during the season of giving. Our members contributed financially and through gift donations, while Call Federal's team sponsored a family for the holiday and volunteered time working in the Christmas Mother shop.



"The work our team accomplished this year reflects a deep and ongoing commitment to service. By investing in youth, supporting families, and standing alongside business and community partners, we're not only meeting today's needs—we're helping shape a stronger Richmond for generations to come."

John West, President & CEO

## Promoting Financial Wellness

Financial wellness remained central to our mission in 2025. We hosted Creating a Savings Plan workshops and Young Adult Home Buying Happy Hours, and participated in the Home and Garden Show, where we engaged with our members and built new relationships. Our team delivered financial lessons at The New Community School, supported RadioOne's Prep for Success initiative and the Young CEO Partnership, and provided financial education seminars through our Workplace Banking Program, which promotes financial wellness directly to employers and their teams across the greater Richmond area.

## Investing In Youth Development

Investing in youth development remained a central focus. Through our partnership with Junior Achievement, we participated in JA Volunteer Day and hosted the Call Federal Youth Day Program, providing hands-on financial learning experiences. We also supported the Henrico County Workforce Resource Center's Youth Career Advantage Program, helping students build financial literacy, explore career paths, and develop long-term planning skills.

Call Federal's commitment to young learners continued through an ongoing partnership with the Children's Museum of Richmond, where our interactive exhibit helps children and adults explore financial concepts in fun and age-appropriate ways. We also proudly served as the sponsor of the Youth Theatre Program at Swift Creek Mill Theatre, supporting creative learning opportunities that inspire confidence, collaboration, and personal growth among local students.



## Supporting Families and Schools

Family-centered and school-based engagement further strengthened our community engagement. Our partnership with Ruby Carver Elementary School included participation in their Spring Festival, Open House, Back to School event, and Trunk or Treat. We also supported activities at Sandston and Ward Elementary Schools as well as contributed to Cosby High School's football program. Additional family-focused outreach—including a Children's Museum pop-up, our Little Pumpkin Meet-Up, and baseball clinics with the Richmond Flying Squirrels—deepened our connections with families across the region.

As we look ahead, our purpose remains clear: to strengthen community partnerships, invest in youth, and build lasting financial relationships that empower individuals and families. Together with our members and community partners, we are helping to shape Richmond's future for generations to come!

## **Board of Directors**

James Horne, Jr. – Chairman  
William Thomson – Vice Chairman  
Julian White – Treasurer  
Nancy Ross – Secretary  
Samuel Brumberg – Director  
Jeffrey Edwards – Director  
William Poorbaugh – Director  
W. Blake Stephens – Director  
Michael Swink – Director

## **Associate Board Members**

Shaniquia Epps-Harris  
Crystal Hamilton  
Chris Kennedy

## **Emeritus Directors**

Alice Owens  
Mary Sanderford  
Lonnie Tolley  
Larry Woodson

## **Supervisory Committee**

Anita Dunn – Chair  
Harrison Bonner III  
Wendy Fox  
Corinna Hearn  
Michael Swink

## **Senior Management Team**

John West – President & Chief Executive Officer  
Bill Yascko – Chief Financial Officer  
Andrew Burnett – Chief Operations Officer  
Stephanie Couldrey – Chief Lending Officer  
Chester Gilmore – Chief Retail Officer  
Bill Card – Vice President of Deposit Operations & Data Analytics  
Daisy Coates – Vice President of Human Resources

## **CONTACT US:**

804.274.1200 | [callfederal.org](http://callfederal.org)

Equal Housing Lender | NMLS #407823

This credit union is federally insured by the National Credit Union Administration.