

Stronger, together.



Who We Are

OneAZ Credit Union is well known for supporting Arizonans through times of abundance and of uncertainty. It's what we've done for 70 years, and what we'll continue to do for decades to come. We're stronger together, Arizona.

OUR VISION

We will be the preferred financial institution of all Arizonans.

OUR MISSION

We exist to truly improve the lives of our members, our associates and the communities we serve.

OUR VALUES

- We are member centric, associate focused and community oriented
- We are equitable, transparent and trustworthy
- We are inclusive and celebrate diversity
- We are dedicated to providing the best member experience
- We educate members and have their best interests at heart

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OneAZ operates with our members' best interests at heart. It's what we've done for 70 years, and what we continued to do in 2020.



A Message from the President and CEO

2020 was a year full of challenges that affected every Arizonan in one way or another. We were living through a global pandemic, an economic recession, and a national calling for open dialogue about diversity, equity, and inclusion.

OneAZ Credit Union is an organization made up of individuals who truly care about our community. We have always operated as a people-first organization that champions diversity. After the events of 2020, we knew it was time to deepen our commitment by specifically integrating diversity, equity, and inclusion into our value system. So, we updated OneAZ's vision, mission, and values, which guide our associates, executives, and board of directors.

We continued moving forward by establishing a Together is Better committee on diversity, equity, and inclusion. This committee is comprised of associates, executives and board members from all backgrounds and walks of life. They champion our organization's decision-making and efforts to ensure that we're serving members, associates and our communities with fairness, justice, and compassion.

Arizonans were hit hard by the COVID-19 global pandemic when it reached the US early in 2020. As more and more Arizonans tested positive with the virus, our state underwent stay at home orders and mandatory business closures to stop the spread. Many Arizonans lost their jobs or experienced a temporary loss of income during this time. We immediately pivoted to provide options to help our members get through this tough time by deferring payments for over 2,000 OneAZ member loans. We also facilitated over \$10 million in Small Business Administration Paycheck Protection Program loans for business owners who needed additional support during the pandemic. And when the nonprofits that are vital to our communities saw an increase in need and a decrease in funding, the OneAZ Community Foundation stepped up and gave \$200,000 in emergency Community Impact Grants to 100 organizations across the state to help keep their doors open.

While Arizonans were staying home, we also knew how vital it was to help our members continue to manage their finances comfortably. We quickly adapted by encouraging members to open accounts, apply for loans and manage their finances online and in our mobile app. Our Member Care Center and Digital Banker teams helped members reach their goals over the phone, by email and even in live chat. We also introduced Zoom appointments so members could still work with their favorite banker or teller without ever leaving their home. Today, our members are empowered to bank how, when and where they like!

OneAZ operates with our members' best interests at heart. It's what we've done for 70 years, and what we continued to do in 2020. We're well known in Arizona for supporting members in times of abundance and of uncertainty and because of this commitment, we had one of the most successful years in our history. More Arizonans joined our Credit Union in 2020 than ever before, and we grew to 145,000 members and \$2.6 billion in assets. We helped nearly 2,000 Arizonans finance their homes and provided financing for over 5,000 members to purchase cars that safely transport their families to and from work and school.

In 2021 we will continue to enhance our members' experience by launching next level online banking platforms and expanding our digital delivery offerings to reach all Arizonans. As we move forward, one thing remains steadfast: our commitment to improve the lives of our members, associates, and the communities we serve. Thank you for continuing to choose OneAZ to help you reach your financial goals.

In Service,

Kim Reedy



Community Giving

In 2020, through our emergency Community Impact Grant program, we were able to provide financial assistance in the amount of \$200,000 to 100 Arizona nonprofits who found themselves in a financial hardship due to unforeseen circumstances including lost funding, forced temporary closure and lack of volunteers caused by the COVID-19 pandemic.

Who We Help

The OneAZ Community Foundation is built on five pillars of support, which guide our charitable giving. These areas of focus help build a strong foundation for Arizona's economic stability.



Children's Health



Food Banks



Financial Literacy



Veterans' Interests



Local Youth Programs

2020 Community Impact Grant Recipients

Northern Arizona

- Arizona Rangers
- Bethany's Gait Ranch
- Big Brothers Big Sisters of Flagstaff
- Boys & Girls Club of Flagstaff
- Boys & Girls Clubs of Central Arizona
- Boys to Men Mentoring Network
- Bread of Life Missions, Inc.
- Coconino Coalition for Children & Youth
- DAV Chapter 16 Prescott
- Discing 4 Kids
- Flagstaff Family Food Center
- Flagstaff Family YMCA
- Flagstaff Shelter Services
- High Country Humane
- Housing Solutions of Northern Arizona
- Humane Society of Sedona
- Journey Inn Ministries, Inc.
- Manzanita Outreach
- Med Flight, Inc.
- Moenkopi Utility Authority
- New Horizons Disability Empowerment Center
- Old Town Mission
- Paulden Community Food Bank
- People Who Care
- Point of Conscious Connection, Inc.
- Prescott Area Shelter Services
- Prescott Community Cupboard Food Bank, Inc.
- Prescott Meals on Wheels
- Prescott YMCA of Yavapai County
- Project Rising Hope
- Sedona Area Homeless Alliance
- Sedona Community Center
- Sedona Community Food Bank
- Sisterhood Connection Foundation
- Society of St. Vincent de Paul
- St. Frances Cabrini Conference of St. Vincent de Paul
- St. Vincent de Paul
- Step One Foundation, Inc.
- Steps to Recovery Homes
- Verde Valley Senior Center
- West Yavapai Guidance Clinic Foundation, Inc.
- Yavapai CASA for Kids Foundation
- Yavapai County Food Bank
- Yavapai Humane Society

Central Arizona

- Arizona Faith Network
- Aster Aging, Inc.
- Cancer Support Community Center
- Child Crisis Arizona
- Deep Sea Valkyries
- Desert Mission, Inc.
- Diocesan Council for the Society of St. Vincent de Paul
- Feeding Phoenix Farm, Inc.
- Fresh Start Women's Foundation
- Furnishing Dignity
- Glendale Mission and Ministry Center
- Glendale/Peoria Family YMCA
- Harvest Compassion Center
- Heart for the City
- Helping Hands for Freedom
- Hope for Addiction, Inc.
- House of Refuge
- Matthew's Crossing Food Bank
- Mercy Housing Southwest
- Military Assistance Mission
- Mom's Pantry
- Mountain View Church Food Bank
- National Council on Alcoholism and Drug Dependence
- Neighborhood Ministries
- New Life Center
- Pearce Family Foundation
- Saving Amy
- Shoebox Ministry
- Sojourner Center
- Southwest Kids Cancer Foundation, Inc.
- UMOM New Day Centers
- United Food Bank
- Waste Not
- Women's Health Innovations of Arizona

Southern Arizona

- Angel Heart Pajama Project
- Art Depot
- Arts for All, Inc.
- Ayuda Smiles, Inc.
- Boys & Girls Club of the Gila Valley
- Catholic Community Services of Southern Arizona
- Children's Museum Tucson / Oro Valley
- Community Food Bank of Southern Arizona
- El Rio Health Center Foundation
- Graham County Rehabilitation Center
- Green Valley Firefighters Charities
- Interfaith Community Services
- Mobile Meals of Southern Arizona
- Mt. Calvary Baptist Church
- Mt. Graham Safe House
- New Life City Church
- Our Neighbors Farm & Pantry
- Quest for Education & Arts
- Rainbow Service Dogs, Inc.
- Sister Jose Women's Center
- St. Luke's Home
- Tooth B.U.D.D.S.

Supporting the Community

Amidst a global pandemic, OneAZ continued to improve the lives of our members, our associates and the communities we serve. When our communities thrive, we all benefit.

Protecting Frontline Workers

Early in 2020, medical centers experienced a shortage of personal protective equipment, including N95 respirator masks. These masks are a vital form of protection for frontline workers, including the doctors and nurses who treat COVID-19 patients.

OneAZ Credit Union assessed our inventory of N95 masks, which had been stored safely since the H1N1 “swine flu” pandemic of 2009. We found that we had enough masks to protect our associates, and a surplus that could be donated to help frontline workers stay healthy.

OneAZ donated 40,000 N95 masks to Banner Desert Medical Center, a local hospital whose ICU has treated many COVID-19 patients throughout the pandemic. “Our priority is the safety of our associates,” said Kim Reedy, CEO. “Once we confirmed our supply, our focus shifted to the medical community — where we had been looking at every way possible to make a positive impact during the uncertain times.”



N95 MASK DONATION TO BANNER DESERT MEDICAL CENTER
TAKEN AT ONEAZ CREDIT UNION'S CORPORATE OFFICE

Hear From One of Our Grant Recipients

One in four kids and one in five adults in the Valley do not eat three meals a day, leaving them vulnerable to problems with overall health, safety, education, and well-being. Nine years ago, Mitchell Swaback Charities, Inc. knew they wanted to join the fight to feed kids in the Valley! MSC's immediate response to the hunger crisis was to launch the first Harvest Compassion Center (HCC), a one-stop shopping outreach center where everyone was welcome, no one was judged, and all were served.

Harvest Compassion Center is uniquely different, providing a kids' play area (complete with free toys

and books), shopping carts and personal shoppers who assist clients as they choose exactly what their family needs, no pre-qualifications to be a client and an on-site laundry service where each item of clothing is freshly laundered before being presented to the public. Today, over 36,000 families (which is equal to over 180,000 individuals) have been fed and served.

Our commitment remains intact for our community. HCC is one of the few food banks that has not and will not shut its doors and will continue to serve our local neighbors until their shelves are bare.



OneAZ continues to show up for us and has done so over the past couple of years.

NICOLEE THOMPSON, CEO/EXECUTIVE DIRECTOR,
HARVEST COMPASSION CENTER



Member Stories



COREY AND KIMBERLY HORTON FAMILY
OWNERS OF PURPLE GURL'S POPCORN & MORE

Purple Gurl's Popcorn & More

Not everyone dreams of starting their own business. For Kimberly and Corey Horton, entrepreneurship wasn't in their life plan until the economic downturn of the mid-2000s hit them particularly hard. Like many Arizonans, they had to act strategically to secure the life they wanted for themselves and their children. With planning, hard work and an investment from their own savings, Purple Gurl's Popcorn & More made its debut in 2012.

"Purple Gurl's was born out of our love of sharing treats with our friends and neighbors," says Kimberly. "We wanted something that we could grow, call our own and show our kids that hard work pays off."

Kimberly and Corey started making shelf-stable confectionery popcorn in their home kitchen under Arizona's Cottage Food Program, which allows Arizonans to make and sell food products safely from home. Their humble debut at a farmer's market in Scottsdale marked the start of a challenging but rewarding journey. "We had to basically beg people to try our popcorn and baked goods," laughs Kimberly. "Now, people are recommending us to their friends and family, and that's the best compliment we can get."

When it came time to open their business banking accounts in 2012, OneAZ was a natural choice for Kimberly and Corey, who have been members since 1998. "Being able to go to our local branch, call or email directly, has given us that personalized service that makes us feel special, like family. We know that when we make our first million dollars, OneAZ will be there cheering us on!"



Firmly Implanted in Flagstaff

Johanna Klomann knows Flagstaff. She has built a life in Northern Arizona ever since her family moved there when she was just two years old. Around that time is also when her parents established a personal savings account for her with OneAZ Credit Union. And for someone with a self-proclaimed aversion to change, Johanna has continued to bank with OneAZ ever since.

Fast forward to graduation day at Northern Arizona University on a warm May day with a degree in Accounting. Johanna had interned with accountants previously, but then met Tyler Hager who owned a small accounting firm with a staff of only 3 people. In 2008, Tyler informed Johanna of his plans to retire and asked if she would be interested in taking over control of the business.

"Tyler was such a great teacher and amazing mentor. I really felt like I learned so much from him. There's so much that you learn in school, which is necessary, but real-life experience is something totally different, which I learned from him." – Johanna Klomann

Johanna Klomann took on full ownership of the business in 2009 and it has continued to grow over the years. There is now a staff of 10 associates. They offer bookkeeping, payroll, tax preparation, tax planning, general consulting, and notary services to clients throughout Northern Arizona and beyond. They also stay current on tax law updates to accurately prepare individual, corporate, and non-profit tax returns.

The convenience of the two OneAZ branches in Flagstaff have made it easy for Johanna to bank locally. Johanna has really appreciated the ability to make deposits through the remote scanner, which has been a game-changer over the past year due to the



JOHANNA KLOMANN CPA PLLC

complexities of the pandemic and around tax season, when time is of the essence. While her business has recently changed with more Zoom appointments and electronic signatures, one thing remains the same, Johanna is firmly planted in Flagstaff for the foreseeable future and will continue to serve her clients in need.

We want to hear from you! Tell us your OneAZ member story by emailing MarketingDepartment@oneazcu.com.

Investing in Arizona's Economy

Local businesses keep Arizona strong. Here's how we support them.



When we feel connected to our home, we're more likely to vote, to volunteer, and to stay in Arizona and help benefit our community in the long term.

THOMAS BARR, VICE PRESIDENT OF BUSINESS DEVELOPMENT, LOCAL FIRST ARIZONA

Local First Arizona

2020 was a really difficult year for small business, as everyone knows. In the end, as things moved forward, we saw businesses persevere. Small businesses and entrepreneurs are some of the most hard working and adaptable people that exist. They are always changing and always figuring things out. Through the pandemic, we saw story after story of businesses figuring out different ways to do things and finding new ways to sell in the community.

Local First Arizona has been running a Move Your Money campaign for years now. This year more than ever before, people living in Arizona were more interested in thinking about where their money is really going. OneAZ was proud to partner with Local First on this initiative to continue educating people about how local credit unions are helping small businesses and giving them access to resources to help them along through the pandemic. We're seeing increased awareness among businesses, families and people that care not just about where they spend their money, but about where they deposit their money too.

Providing Financial Education for All Arizonans

Whatever stage you're at in life, your financial goals are important! OneAZ Credit Union partnered with local financial influencer and longtime member Chris Petrie to provide financial education to help Arizonans reach their financial goals. Together, we've created videos, blogs and webinars that have received over 130,000 views.

"If you think about my journey with OneAZ, it started because I was building a financial foundation for our family and I didn't want to do it alongside a big national bank," says Petrie, who has been a OneAZ member since 2011. "Now fast forward to today, it's amazing how fortunate I am to become a OneAZ partner, where together we get to help educate our members on financial stability."

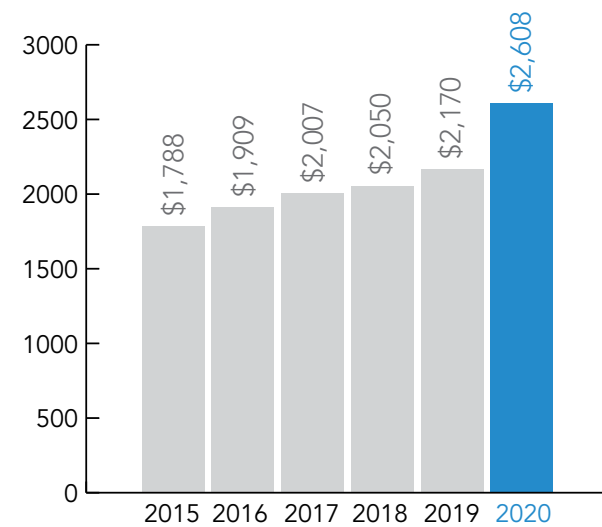


THOMAS BARR
VICE PRESIDENT OF BUSINESS DEVELOPMENT, LOCAL FIRST ARIZONA

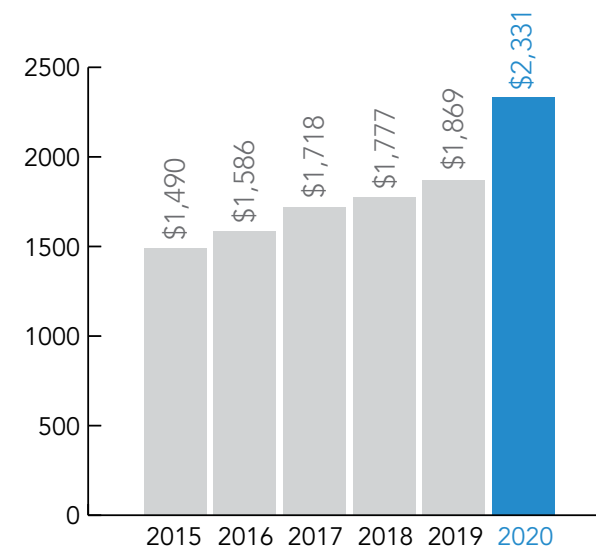


CHRIS PETRIE
OWNER OF MONEY PEACH

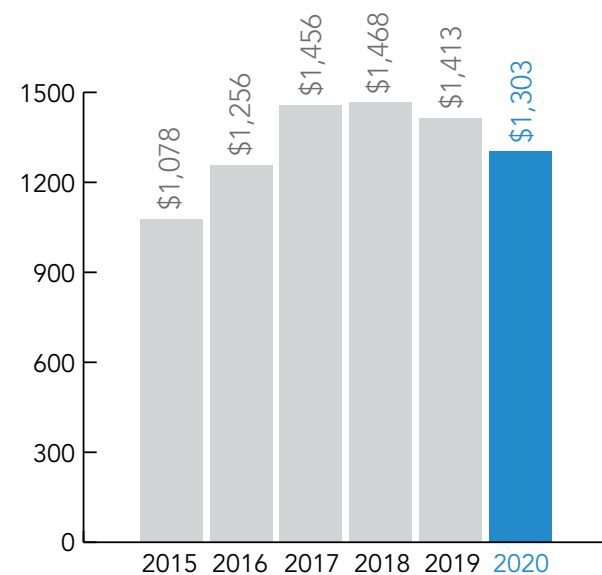
Financial Summary



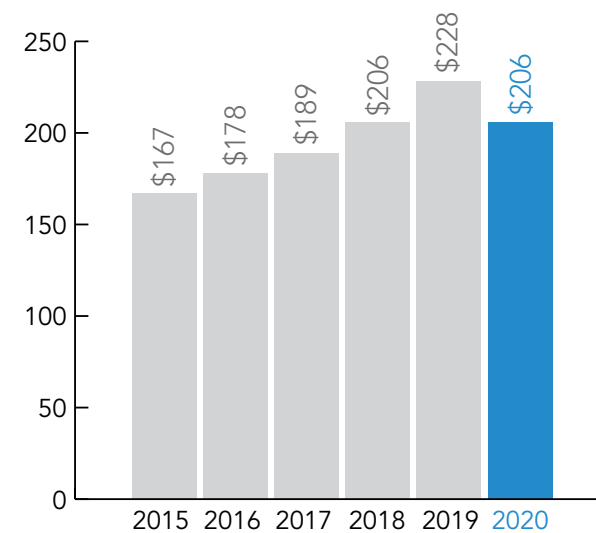
ASSETS | \$ Millions



MEMBER SHARES | \$ Millions



TOTAL NET LOANS | \$ Millions



EQUITY | \$ Millions

ACCOUNTS \$ Thousands	2020	2019
Cash and cash equivalents	\$213,124	\$113,197
INVESTMENT SECURITIES		
Investments	\$941,443	\$525,699
Loans to members, net of allowance for loan losses	\$1,302,772	\$1,412,990
Premises and equipment, net	\$62,432	\$63,002
NCUSIF deposit	\$19,549	\$16,696
Other assets	\$22,316	\$37,984
TOTAL ASSETS	\$2,608,129	\$2,169,568
Members' share accounts	\$2,330,582	\$1,868,650
Borrowed funds	\$56,500	\$48,500
Pension plan funded status	\$4,228	\$6,594
Accrued expenses and other liabilities	\$10,595	\$17,417
TOTAL LIABILITIES	\$2,401,905	\$1,941,161
Total members' equity	\$206,221	\$228,407
TOTAL LIABILITIES AND MEMBERS' EQUITY	\$2,608,127	\$2,169,568

STATEMENT OF INCOME (UNAUDITED) \$ Thousands	2020	2019
Net interest income	\$61,650	\$72,027
Provision for loan losses	\$45,922	\$9,500
Net interest income after provision for loan losses	\$15,728	\$62,527
Non-interest income	\$36,022	\$36,908
Non-interest expense	\$83,720	\$81,845
NET INCOME	(\$31,970)	\$17,590

Year in Review

Your goals matter, and we're here to support you. Here's how we lived our mission of improving the lives of our members, our associates and the communities we served in 2020!

As a OneAZ member, you're putting your money and your trust in an organization that offers personalized service, competitive loan rates and a community focus. In 2020, OneAZ experienced record member growth, and is honored to be chosen as members' financial institution of choice.

2,419
CREDIT CARDS



\$454 M
IN HOME LOANS



5,096
AUTO LOANS



\$82.3 M
INVESTED IN BUSINESSES



\$10 M

PAYCHECK PROTECTION
LOANS FACILITATED



20 BRANCHES



COMMUNITY GIVING
\$205,000



\$2.6 B
TOTAL ASSETS

Board of Directors

The Board of Directors provides strategic direction, formulates policies and ensures the financial soundness of your Credit Union.



MARTHA N. ROZEN
Chairperson

Assistant Director
Chief of Administrative Services
Arizona State Retirement System



JON P. BORGE
Vice Chairman

Manager, Treasury Services
Freeport-McMoRan, Inc.



GEORGANNA MEYER
Secretary

Economist
The Maguire Company



RYAN WILLIAMS
Treasurer

Assistant Professor of Finance
 Eller College of Management
 University of Arizona



RAY O'CONNOR
Director

Retired Controller
State Compensation Fund



PEARLETTE RAMOS
Director

Deputy Assistant Director,
Arizona Department of
Economic Security



JOSEPH C. SMITH
Director

Retired Senior Executive
Arizona State Government
USAF LT Col, Retired



SAM J. WHEELER
Director

Retired Executive Director
Arizona State University
Former AVP
Northern Arizona University



MARQUETTA WHITE
Director

Retired Assistant Director
Arizona Department of Revenue



FRANK FELIX
Advisory Director

President, Irvington Group
Adjunct Professor
Northern Arizona University
Southern Region Center



SHANE SIREN
Advisory Director

Retired Media Marketing
Consultant
Arizona State University



BILL VANDENBOSCH
Advisory Director

Retired Senior Executive
TriWest Healthcare Alliance

Message from the Chair



MARTHA ROZEN
CHAIRPERSON

In 2020, OneAZ Credit Union remained committed to our mission of improving the lives of our members, our associates and the communities we serve. Even amidst challenges, because of this promise to Arizonans, we experienced a record-breaking year on many fronts.

OneAZ supported the community with more grants for nonprofits than any previous year, awarding \$200,000 in Community Impact Grants. These grants provided vital funding for the organizations that make Arizona a better place to live, especially in the midst of the COVID-19 pandemic. We helped over 100 nonprofits continue their programming for children's health, veterans' interests, local youth programs, financial education and food distribution.

In 2020, we adapted to the needs of our members with agile responses, improved rates and innovative practices.

Rather than pulling back on our business lending during the pandemic and the economic recession, OneAZ continued to invest in our economy. We loaned businesses over \$82 million last year and facilitated over \$10 million in Paycheck Protection Program loans for more than 400 Arizona business owners. These investments will help our economy and business community bounce back and be stronger than ever.

In 2020, we adapted to the needs of our members with agile responses, improved rates and innovative practices. We will continue to learn from last year and better support our members and all of Arizona. In the next year and beyond, we'll offer new ways to succeed financially. On behalf of the Board of Directors and our dedicated associates, thank you for putting your trust in OneAZ Credit Union.

Martha Rozen

Supervisory Committee Report



ED SANCHEZ
CHAIRPERSON

Your Supervisory Committee is appointed by the Board of Directors and is responsible for ensuring that the assets of the OneAZ Credit Union are safeguarded, an independent audit is performed annually, account balances of the membership are verified, and appropriate policies and procedures exist to ensure compliance with management's objectives and regulatory requirements. These responsibilities are accomplished through regular meetings with the Board of Directors, Credit Union management and staff, Risk Management/Internal Audit, and external auditors and regulators to review Credit Union activities and audit results.

We wish to express our appreciation to the Board of Directors, management and staff for their dedication to the success of OneAZ Credit Union.



FROM LEFT TO RIGHT: SANDRA BUFFORD,
ED SANCHEZ, HENRY BLANCO
NOT PICTURED: SARA CLICK

As of September 30, 2020, the Arizona State Department of Insurance and Financial Institutions and the National Credit Union Administration jointly completed their annual regulatory examination. In addition, CliftonLarsonAllen, a national CPA firm with recognized expertise in the credit union industry, was contracted to independently audit the financial statements and to perform member account verification procedures. Based on the results of this audit and account verification work, CliftonLarsonAllen concluded that the consolidated financial statements for OneAZ Credit Union as of December 31, 2020 and December 31, 2019 present fairly, in all material respects, the financial position and results of operations of the Credit Union in accordance with accounting principles generally accepted in the United States of America. Within the scope of their audit, CliftonLarsonAllen also found no significant deficiencies or material weaknesses in internal controls.

The Supervisory Committee has concluded that OneAZ Credit Union remains compliant with financial and operational internal controls and applicable regulatory requirements. We wish to express our appreciation to the Board of Directors, management and staff for their continued cooperation, compliance and dedication to the success of OneAZ Credit Union.

Ed Sanchez

Treasurer's Report



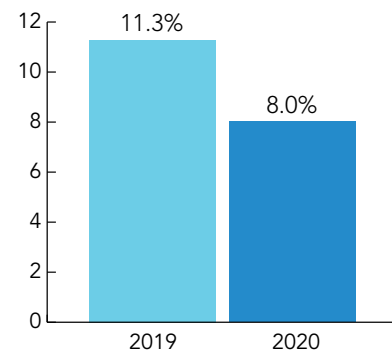
RYAN WILLIAMS
TREASURER

In 2020, OneAZ Credit Union focused on supporting members with solutions for their unique financial needs as Arizonans navigated the COVID-19 global pandemic. Because of our commitment to improve the lives of our members, our associates and the communities we serve, OneAZ had a record-breaking year.

Assets grew by 20% for the year and topped \$2.6 billion, and member loan growth reached \$1.3 billion. The Credit Union's 8.02% capital strength significantly exceeds the National Credit Union Administration's (NCUA) well capitalized threshold of 7%.

As OneAZ's Treasurer, I am pleased to report that your Credit Union remains a strong, stable and secure financial institution. OneAZ Credit Union continues to invest in greater technology and improved products and services to make your experience better. We have been serving members for 70 years, and look forward to many more decades of investing in Arizona.

Ryan Williams
Treasurer



CAPITAL STRENGTH | %



Executive Leadership Team



KIM REEDY
President and
Chief Executive Officer



MIKE BODEN
Executive Vice President,
Chief Financial and Operating Officer



MICHAEL EMANUELLI
Executive Vice President,
Chief Administration Officer



KEN BAUER
Executive Vice President,
Chief Lending Officer



DEBORAH PEARSON
Executive Vice President,
Chief Marketing and Experience Officer



LAURA WORZELLA
Executive Vice President,
Retail Sales

Serving Members Across Arizona

Chino Valley

1021 N. Highway 89, Suite 106, 86323

Cottonwood

601 W. State Route 89A, 86326

Flagstaff – Beaver Street

321 S. Beaver Street, 86001

Flagstaff – US Highway 89

5200 N. US Highway 89, 86004

Gilbert – Guadalupe Road

2277 W. Guadalupe Road, 85233

Gilbert – Higley/Queen Creek

3349 E. Queen Creek Road, 85297

Glendale – ASU West

4701 W. Thunderbird Road, 85306

Glendale – Union Hills Drive

8285 W. Union Hills Drive, Suite 106, 85308

North Scottsdale

16600 N. Scottsdale Road, 85254

Oro Valley

10718 N. Oracle Road, 85737

Phoenix – Happy Valley

1925 W. Happy Valley Road, 85085

Phoenix – Monroe Street

1812 W. Monroe Street, 85007

Prescott – Gail Gardner Way

1335 Gail Gardner Way, 86305

Prescott – Gurley Street

550 E. Gurley Street, 86301

Prescott Valley

7111 Pav Way, 86314

Safford

280 W. Main Street, 85546

Sedona

20 E. Roadrunner Drive, Suite C, 86336

Tempe – Southern Avenue

840 E. Southern Avenue, Suite 101, 85282

Tucson – Alvernon Way

777 S. Alvernon Way, 85711





Tucson – Oracle Road

6456 N. Oracle Road, 85704



Let's bank together.

Checking | Home & Auto Loans | Credit Cards | Business

1.844.663.2928 | [OneAZcu.com](https://www.OneAZcu.com) |    

Insured by NCUA

Equal Housing Lender. NMLS 607456. For membership eligibility, visit [OneAZcu.com/Membership](https://www.OneAZcu.com/Membership).