

Welcome to the Orange Credit Union 2020-21 Annual Report

Locals. Backing Locals.



Amanda Mooney (Chair) / Andrew de Graaff (CEO)

A Conversation with our Leaders

Right here with you through life's challenges

Orange Credit Union continues to evolve and strengthen our story of backing locals and the community. Despite the challenges of the COVID-19 pandemic, Orange Credit Union continued to deliver the best possible banking, lending and financial services help for our members and customers. As an essential banking service, face to face branch and remote services were available within COVID-19 guidelines. Our priority remained to safeguard our team, customers, members and the community.

During the changing environment of the lockdowns, our team worked collaboratively with members to remain flexible and agile, adapting business practices to keep everyone safe such as, social distancing, QR codes and registrations, hand sanitising and masks. Our team was available to help over the phone, via email and website during business hours. Our Mobile App, Phone Banking and Internet Banking continued to be available 24/7. Our team helped assist members including those vulnerable members with remote access services so their regular banking could be achieved from the convenience of their own home. We experienced 1,595 new Internet banking registrations representing an increase of 27% from 2020.

Building momentum for today, tomorrow and future generations

Our founding mission, 'to help people, help themselves and each other,' is brought to life everyday through the work of our team in educating members to help them feel confident and empowered to make the most of their money. Financial wellness information sessions, such as, Stay Safe fraud and scam prevention and Digital Banking were held to protect our members from potential risks. These events were well-received and continue as part of our strategic Business Plan.

A number of operational efficiencies and process improvements were gained, including faster loans approvals turnaround. Transformation is a core strategic focus area for our business.

Orange Credit Union remains prudent in its approach to managing risk and maintaining compliance within the ever-changing and

increasingly complex regulatory financial services landscape. Project management work and investment has commenced to comply with standards for Opening Banking, and Design and Distribution Obligations.

Orange Credit Union is proud to be recognised as Finalists in the 2021 Orange Business Awards for Outstanding Employer of Choice and Excellence in Professional Services. In addition, we were announced as regional finalists in the 2021 Western Region Business awards for the similar categories. These accolades could not have been possible without the dedication and resilience of our team to deliver solutions time after time. Our continued success is a direct result of their professionalism and placing customers at the heart of what we do.

Refreshed branding was introduced in early 2021 with new imagery and modern colours representing our landscape and way of life. More than simply new colours and simplified design, remaining true to our heritage as mutual, customer-owned bank, the well-known segments of the Orange Credit Union logo represents our financial services products and services - transactions, savings, investment, insurance, personal and home lending products. Our brand transformation journey began with a brand mini-makeover and is now a connecting feature of all communications to members and customers.

As part of the Business Strategy, a revised vision, mission and values are being embedded to build on the strong foundations established over almost 60 years in operation.

MISSION

We strengthen the financial wellbeing of our customers and their communities.

We honour our heritage and commit to a sustainable future.

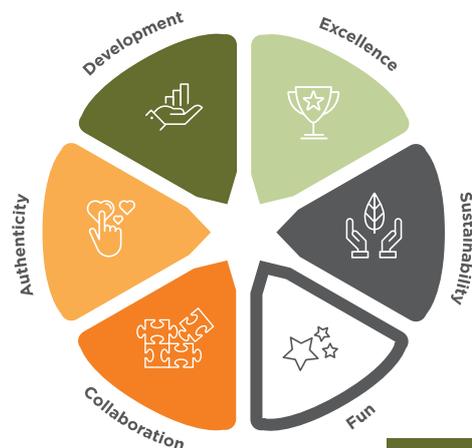
Passionate about helping our customers of today and the generations to come, we advocate to strengthen financial knowledge and wellness.

VISION

To be the local customer-owned banking leader.

We back locals. Wherever they may be, through every life stage with memorable and seamless customer experiences.

VALUES



OUR HIGHLIGHTS

- Total assets increased by 15.8% to \$264.7M
- 12.91% growth in overall lending to \$164M.
- Record new lending growth of \$54.3M representing a 33% increase achieved across home, car and personal loans.
- 100% of our people able to work remotely during COVID-19 although branch remained open during FY21.
- Deposits growth increased to \$235.2M from \$201.5M in 2020.

**12.9%
GROWTH
IN LENDING**
the highest in 10 years!

**RECORD
NEW LOANS
GROWTH**
of \$54.3M representing
a 33% increase

Our Financial Performance



\$264.7M

TOTAL ASSETS

(increase of 15.08% from \$230M in 2020)



\$164M

LENDING GROWTH

(increase of 12.91% from \$145.7M in 2020)



16.73%

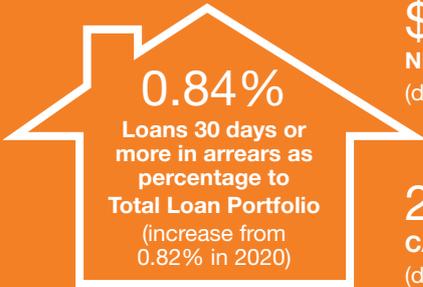
DEPOSITS GROWTH

(increase to \$235.2M from \$201.5M in 2020)

\$5.3 million
contribution to
Orange regional
community in
2020-21



Millthorpe Public School received an Orange Credit Union Community Support Grant of \$3000 for the installation of Play Equipment and a Financial Literacy program for children.



\$220K

NET PROFIT AFTER TAX

(decrease from \$241K in 2020)



20.85%

CAPITAL ADEQUACY RATIO

(decrease from 23.18% in 2020)



Molong Central School received \$3500 for the SMARTS (Spring Molong Arts) project including art exhibition with 8 schools in the Cabonne Council area. This event is rescheduled to early 2022 due to COVID-19 and we look forward to our involvement.

Our Members and Customers

12,318
NUMBER OF ADULT MEMBERS
(238 new members in 2020-21)

\$54.3M

NEW LOANS GROWTH (NEW NET FUNDING)

(increase of 33% from \$40.8M in 2020)

1,595

NEW INTERNET BANKING REGISTRATIONS

(Increase of 27% in 2020)

443

NEW PAYID REGISTRATIONS

(Increase of 68%)

Thank You to Team Orange Credit Union

We acknowledge the continued commitment and passion that drives our people in delivering a high level of service to our customers and our community. We're proud of our ability to maintain strong relationships with our customers, suppliers and community members. Our focus continues to build capability, experience and knowledge of our team as we strive to bring brilliance to every moment that matters.

Board of Directors

Amanda Mooney (Chair)
Sarah Ryan (Vice-Chair)
Gary Bargwanna
Michelle Catlin
Tim Edmondstone
Michael Kemp
Andrew Kent

Our Team

Andrew de Graaff (CEO)
Robyn Adams
Matt Boss
Lisa Brown
Serenity Clarke
Elizabeth Clements
Ben Cubbin
Tom Donaghy
Lisa Eves
Quintyn Fisher
Jake Gillette
Chantelle Hainsworth
Tayla Harvey
Wendy Herbert
Michelle Johnson

Glen McCallum
Mel Monico
Laura Monzett
Kylie Morgan
Rachael Murphy
Wayne Osling
Sandra Paniz
Stacey Roberts
Ashleigh Ryan
Rory Ryan
Helen Sharman
Molly Sharpe
Michelle Thomas
Glenn Tracey
Sandra Woodward

Our Community



\$34K

AMOUNT OF DIRECT DONATIONS TO OUR COMMUNITY INCLUDING COMMUNITY SUPPORT GRANTS PROGRAM, FINANCIAL EDUCATION FORUMS AND INFORMATION NIGHTS.

169,212

ACTIVE WEBSITE USERS DURING 2020-21 FY

(250% growth in 12 months)
(423K page views)



1410

FACEBOOK PAGE LIKES

(21% growth in 12 months from 1163)



539

INSTAGRAM FOLLOWERS

(300% growth in 12 months)

YouTube and LinkedIn introduced in 2021



Orange
credit union

AFSL/ Australian Credit Licence 240768
ABN 34 087 650 477