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BOARD OF DIRECTORS

Leo Callari, Chairman *(Term expires 2024)*
Nicholas Mayhew, President and Chief Executive Officer *(Term expires 2022)*
Dewey Rowlands, Vice Chairman *(Term expires 2024)*
Frank Mazza, Secretary *(Term expires 2022)*
John Prumo, Director *(Term expires 2024)*
Patsy Canarelli, Director *(Term expires 2022)*
Andrea LaGatta, Director *(Term expires 2023)*
James Noon, Director *(Term expires 2023)*
Andrew Biernat, Director *(Term expires 2023)*

SUPERVISORY COMMITTEE

Dominick Manfredo, Chairman
Mitch Amado
Mary Bogdan

LEADERSHIP TEAM

Nicholas Mayhew
President & Chief Executive Officer

Gary Roback
Executive Vice President of Member Services

Robert Bradley
Executive Vice President of Finance

Tricia Kocyba
Vice President of Branch Operations

Courtney Walchusky
Vice President of Marketing &
Business Development

Laura Williams
Vice President of Human Resources &
Compliance

Michelle Coe
AVP of Deposit Operations

Susan LaRock
AVP of Project Development

Amy Fierro
AVP of Lending

Felix Mendez
AVP of the Member Service Center

Graeme Watson
AVP of Asset Recovery

Jon Fredericks
AVP of IT

A MESSAGE FROM

**LEO CALLARI, BOARD CHAIRMAN AND
NICHOLAS MAYHEW, PRESIDENT + CEO**

Dear GPO Members,

Since 1931, GPO Federal Credit Union has been a strong financial cooperative in the Mohawk valley. As we reflect over the past 90 years, we have been very fortunate to grow and create opportunities that help make a difference in the lives of our members and the communities we serve.

As life started to gain some normalcy again, 2021 was a busy year for GPO. We added more than 1,800 new members and deposits grew by almost \$42 million.

2021 started out strong, as we completed the expansion of our Administration Building adding almost 6,000 square feet and by December of 2021, we opened our first branch in Rome NY. With a new location for members, and a back office expansion, GPO added over 13 new support positions, not only to help our member's experience, but also our employees' interactions with members. These new positions helped to create a more supportive banking environment all-around. Listening to our members, employees and constantly striving to improve their experiences has been our top priority for the past 90 years.

This year was also very exciting in the community as GPO was nominated for the 2021 Business of the Year by the Greater Utica Chamber in the category Not-For-Profit Business with over 50 employees. We were honored to be nominated as a finalist among great organizations like The House of the Good Shepherd and Helio Health. We also celebrated our 90 year anniversary in a few ways. We invited current employees, board members and retirees to a large employee picnic showcasing our new administration building, offered professional head shots, fun caricature drawings and a few food trucks to keep everyone entertained. That same day GPO's board presented attendees with a space dedication honoring former CEO & President and current Board Director, John Prumo, for his commitment to the credit union movement and the local community with The John Prumo Community Room. The festivities continued all year long as GPO opened its doors in November to the Greater Utica Chamber and professionals within our community with an unforgettable Business After-Hours. With over 100 guests in attendance, we were able to show off the new building, connect with local professionals all while enjoying refreshments and celebrate GPO and the past 90 years.

Giving back to our members has always been a core value of GPO. With the credit union celebrating 90 years, it was only fair to celebrate our members who also turned 90 years old in 2021. GPO sent each member who hit a 90th Birthday a voucher for Nothing Bundt Cakes and a Birthday Card signed by CEO & President, Nick Mayhew. GPO continued to give back to members around the holiday season in traditional ways, but also added a sweepstakes just in time for holiday spending for all members. The Cold Cash, Warm Hearts Sweepstakes gave each GPO member the chance to swipe their card over the holidays and be entered to win one of four \$1,000 prizes of cold, hard cash! GPO donated over \$150,000 to various organizations in 2021, making it the strongest giving back year to date.

Over the past 90 years, GPO has made many changes. With evolving our charter and expanding territories being a house-hold name with a recognizable brand has been a challenge. Looking ahead to 2022, we have exciting plans to strengthen our brand awareness and signify who GPO is to our members, our employees and the communities we serve. By creating this house-hold brand, GPO will gain more exposure and continue serving the financial needs of members for the next 90 years and beyond!

Respectfully,

Leo Callari
Board Chairman

Nicholas Mayhew
President & Chief Executive Officer

A LOOK BACK OVER THE YEARS WITH GPO

IN OUR LOCAL COMMUNITY SINCE 1931



1984

We changed our name to **GPO**, an acronym for Government, Postal and Occupational and became a member of the **National Credit Union Association**.



1990

We provided access to GPO's first ATM machines available to members 24/7.

1985

We opened our Catherine Street location in Utica.

1991

We implemented Telephone banking for our members. GPO was the first in the area to give members access to their account by telephone.

1931

When postal employees in Utica needed a place to bank, they didn't have many options. Banks weren't always the safest and trusted option during the Great Depression, so a group of forward-thinking postal employees got together and started the Utica Postal Credit Union.

1977

Our total assets surpassed \$1 million

1930

1940

1950

1960

1970s

1980s

1990s

1996

We opened our New Hartford Branch and Administration Building on Middle Settlement Road in New Hartford.

1995

We opened our 2nd location on Bleecker Street in Utica and acquired members from the Utica First Community Credit Union.

Our total assets surpassed \$50 million

The Future

As we look towards the future, we are filled with confidence and excitement. As a proud partner in the community, we're here to strengthen our members financial futures. We will continue to welcome generations, build memorable partnerships and create opportunities for all.



2001

We opened our 4th location on Oneida Plaza in Oneida.

2007

We opened our 7th location on North Main Street in Dolgeville.

2006

We opened our 5th location at St. Luke's Hospital and 6th location on Central Plaza in Ilion.

Our total assets surpassed \$100 million

2010

We opened our 8th location on Genesee Street in Utica.

2013

Our total assets surpassed \$200 million

2019
GPO changed to a community charter

2015

We opened our 9th location on State Route 28 in Barneveld.

2021
We celebrated our 90th anniversary and opening our 10th location on North James Street in Rome.

Our total assets surpassed \$400 million

2000s

2010s

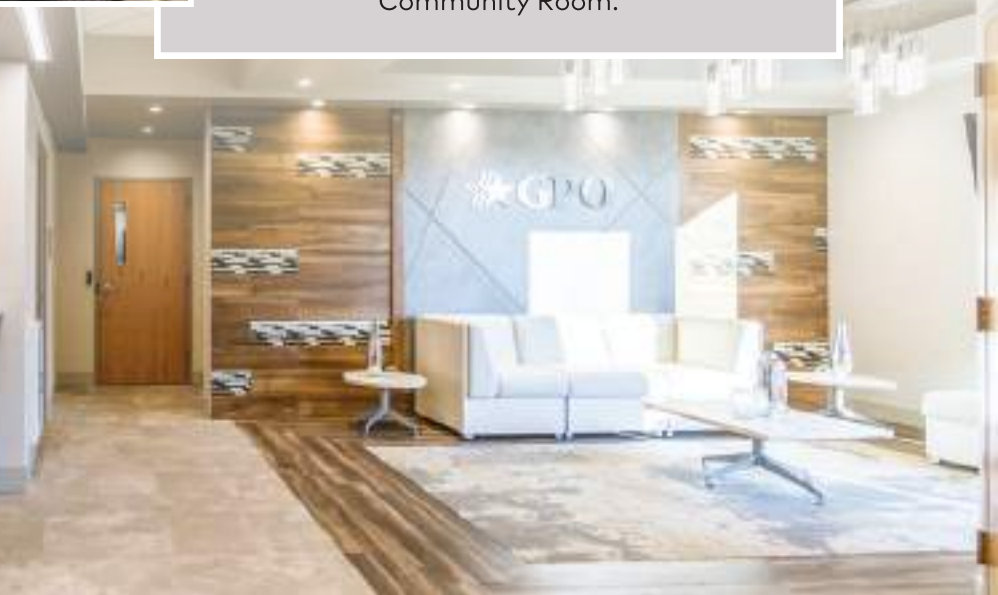
2020

THE EXPANSION OF THE ADMINISTRATION BUILDING

We completed the expansion of our Administration Building adding almost 6,000 square feet. With a back office expansion, GPO added over 10 new support positions. These new positions helped to create a more supportive banking environment all-around.



GPO's board presented a space dedication honoring former CEO & President and current Board Director, John Prumo, for his commitment to the credit union movement and the local community with The John Prumo Community Room.



OPENING GPO'S 10TH LOCATION IN ROME, NY

Rome Branch officially opened December 20, 2021.

This new full- service branch with a drive-thru ATM will continue to offer an array of loan and deposit products, while the conference room will host the Credit Union's free Financial Education workshops and Financial Counseling sessions. GPO proudly donated to the Greater Rome Utica Chapter Military Officers Association of America, the Rome Food Pantry and the Rome Health Foundation.



1701 NORTH JAMES STREET | ROME, NY 13440



GPO'S 90TH ANNIVERSARY CELEBRATION

We invited current employees, board members and retirees to a large employee picnic showcasing our new administration building, offered professional headshots, fun caricature drawings and a few food trucks to keep everyone entertained.



Celebrating **90 years**
in the community!



90 *years* **GPO**
FEDERAL CREDIT UNION



"I love working for GPO because they are member focused, and they treat employees extremely well."
-Graeme Watson
AVP of Asset Recovery

"Each employee influences the power of GPO's brand. Our logo and taglines are brand language delivered to the masses, but it's our experiences with our members and each other that shows the GPO brand commitment to make a difference in the lives of the people we work with, the members we serve and the communities we live in."

-Nick Mayhew, President & CEO



"GPO has given me the opportunity to be creative and take on new challenges to make GPO the best of the best"
-Caitlin Ziobro,
Marketing Design Manager

GPO IN THE COMMUNITY

GPO has committed \$75,000 to ICAN's Family Resource Center, which will also house a new, state-of-the-art Children's Museum. The \$75,000 gift sponsors the balcony area of the facility, which will give a bird's eye view of the new glass rotunda and will serve as the main entrance to the brand new museum exhibit area.



**66 HOURS VOLUNTEERED
BY GPO EMPLOYEES**



GPO sponsored the Utica College Veterans Football Game. On Saturday, November 13 GPO honored 23 Veterans and their families from the Sitrin Military Program. During the game participants brought canned food items to support Feed Our Vets and 8 full grocery bags of food was collected.

ANNUAL GIVING

Over \$150k



was donated to various local organizations.



OTHER SPONSORSHIPS TOTALING:

\$7,350

 to local events and organizations!

- Utica Golf for Grads Tournament
- Rescue Mission of Utica
- Herkimer Chamber
- Ilion Elks Lodge
- Believe 271 Foundation
- Remsen VFW,
- The Mohawk Homestead
- American Legion Post 161
- Wynn Hospital Classic
- Oneida Health Foundation
- Saint Mary of Mount Carmel
- MVHS Employee Tournament
- YMCA of the Greater Tri-Valley
- Center for Family Life & Recovery
- Big Moose Open
- Community Foundation of the ADK Foothills.

TURKEY TUESDAYS

In November, 50 turkeys were donated to the Rome Rescue Mission, Utica Fire Department and Utica Food Pantry to hand out to the local community just in time for Thanksgiving.



CELEBRATING NURSES WEEK

GPO visited local hospitals and dropped off bags of goodies as a thank you to all the nursing staff for the good they do in the community. Thank you Basset Healthcare Network (Little Falls Hospital), MVHS at the Faxon, St. Luke's and St. Elizabeth campuses, Slocum Dickson Medical Group and Rome Health.



COLD CASH, WARM HEARTS SWEEPSTAKES

Everyone can use some extra cash around the holiday season, and GPO helped five lucky households get just that – cold hard cash! Each time a member used their GPO debit and/or credit card(s) (signature based purchases only) they were entered into a drawing for the chance to win \$1,000. On January 3, 2022 four GPO cardholders were selected. As an added bonus to the community, GPO partnered with Townsquare Media to give one lucky Big Frog 104 listener the chance to win \$1,000!

GPO opened its doors in November to the Greater Utica Chamber with an unforgettable **Business After-Hours**. With over 100 guests in attendance, we were able to show off the new building and connect with local professionals!



GPO was honored to be nominated among The House of the Good Shepherd and Helio Health as FINALISTS in the 2021 Business of the Year in the category Not-For-Profit Business with over 50 Employees.

STATEMENT OF FINANCIAL POSITION

| ASSETS | 2021 | 2020 | 2019 |
|-------------------------------|----------------------|----------------------|----------------------|
| Loans | \$228,662,638 | \$203,852,454 | \$186,991,513 |
| Allowance for Loan Loss | -\$1,792,715 | -\$2,692,007 | -\$3,346,449 |
| Cash | \$3,866,962 | \$3,999,877 | \$3,990,233 |
| Investments | \$174,934,897 | \$146,520,159 | \$103,895,020 |
| Fixed Assets | \$11,317,633 | \$8,871,426 | \$6,076,826 |
| Prepaid/Receivables | \$6,789,228 | \$15,886,407 | \$8,580,661 |
| NCUSIF | \$3,615,460 | \$3,098,580 | \$2,581,670 |
| Total | \$427,394,103 | \$379,536,896 | \$308,769,474 |

LIABILITIES AND EQUITY

| | | | |
|-----------------------------------|----------------------|----------------------|----------------------|
| Accounts Payable | \$2,783,193 | \$3,505,217 | \$2,834,858 |
| Share Savings | \$139,824,627 | \$116,551,967 | \$89,133,267 |
| Share Draft Checking | \$80,837,015 | \$78,210,806 | \$53,057,768 |
| Money Market Accounts | \$84,767,860 | \$72,757,011 | \$58,013,231 |
| Certificates | \$66,995,890 | \$64,726,752 | \$68,017,123 |
| Other Savings | \$9,630,297 | \$7,996,706 | \$6,284,496 |
| Reserves/Undivided Earnings | \$42,555,221 | \$35,788,437 | \$31,428,731 |
| Total | \$427,394,103 | \$379,536,896 | \$308,769,474 |

STATEMENT OF INCOME

| | | | |
|------------------------------|---------------------|---------------------|---------------------|
| Interest on Loans | \$10,042,412 | \$9,622,302 | \$9,610,100 |
| Investment Income | \$1,838,036 | \$2,327,208 | \$2,470,539 |
| Other Operating Income | \$8,639,510 | \$6,052,770 | \$6,609,858 |
| Total | \$20,519,958 | \$18,002,279 | \$18,690,497 |

DISTRIBUTION OF INCOME

| | | | |
|-------------------------------|---------------------|---------------------|---------------------|
| Compensation | \$5,075,010 | \$4,499,755 | \$4,204,118 |
| Employee Benefits | \$1,170,154 | \$1,119,544 | \$1,017,643 |
| Office Occupancy | \$748,499 | \$629,335 | \$618,529 |
| Operational Expense | \$2,969,096 | \$2,673,862 | \$2,421,082 |
| Education & Promotion | \$582,501 | \$322,025 | \$331,621 |
| Loan Servicing | \$1,355,585 | \$1,195,015 | \$1,184,669 |
| Provision for Loan Loss | -\$250,000 | \$600,000 | \$1,312,000 |
| Professional Services | \$237,452 | \$221,410 | \$218,485 |
| Other Expenses | \$320,705 | \$297,010 | \$334,113 |
| Total Expenses | \$12,209,001 | \$11,557,958 | \$11,642,260 |

| | | | |
|---|---------------------|---------------------|---------------------|
| Dividends Paid | \$1,544,173 | \$2,084,615 | \$1,827,919 |
| Increase To Equity | \$6,766,784 | \$4,359,706 | \$5,220,318 |
| Total Distribution of Income | \$20,519,958 | \$18,002,279 | \$18,690,497 |

FINANCIAL NOTES

| | | | |
|---|--------------|--------------|--------------|
| Contingency Commitments For All Loans | \$74,831,917 | \$70,355,010 | \$57,671,914 |
| Business Loans/Participations | \$4,199,787 | \$5,735,894 | \$7,448,040 |
| Fair Value of Securities Held to Maturity | \$91,103,588 | \$41,870,564 | \$27,295,184 |

KEY OPERATING HIGHLIGHTS OF 2021

Asset growth of \$47,857,207

12.61% growth compared to our peer's growth of 10.84%

Savings growth of \$41,812,447

12.29% growth compared to our peer's growth of 11.68%

Loan growth of \$24,810,184

12.17% growth compared to our peer's growth of 6.24%

Net new membership growth 1,809

5.08% growth compared to our peer's growth of 1.16%

Reserves growth of \$6,766,784

18.91% growth compared to our peer's growth of 8.44%



"What is there not to like? Excellent service, prompt attention, patience and caring people at all levels."

- Dennis J., Ilion, NY



"GPO is so friendly and helpful. They always answer all our questions with quick and polite answers."

- Daniella B., Utica, NY

GPO MAKES A DIFFERENCE



One small message can go a long way!

Lucretia emailed GPO to wish GPO a happy 90 years as she was also celebrating her 90th birthday! With the kindness received from Lucretia, GPO paid it forward. GPO members who are turned 90 in 2021 received a birthday card and gift card to Nothing Bundt Cakes to celebrate 90 years in the community!

"Congratulations GPO on 90 years of excellence serving your members! I'm celebrating 90 years (1931) as well. Thanks for always being there to help with any issue re:accounts. Longtime member for more than 60 years!"

-Lucretia Z., Utica, NY

"Lisa Hess was absolutely amazing!!! She was so much more than a mortgage specialist. She listened, she guided me every step of the way. She promptly answered ALL of my crazy questions! Lisa made buying our dream house as painless as possible. I am so grateful for Lisa's extensive knowledge. I wouldn't work with anyone else!"

-Heather D., Munnsville, NY



"I just changed from my old bank to GPO which I wish I've done that a long ago. The people there are so helpful, patient and friendly. GPO has so many options to offer and it has the best interest on loans. Their website is easy to use and very secure. I would recommend anyone to have their accounts at GPO. It is worth it."

-Sandor S., Facebook User

"I have been a member for 40 years! That alone should say something!"

-Paul W., Utica, NY

"I just wanted to let you know how much I appreciate all that you do for me. You are an extremely customer service oriented person. You always go the extra mile, anticipate my needs and are always a step ahead. In today's post Covid world - these are very hard qualities to find. They were hard to find pre Covid, but today they are virtually non-existent. You stand out and truly make a noticeable, positive difference."

- Stephen T., SGT Business Consulting

Good service makes
members happy,
**great service makes
them loyal.**



SUPERVISORY COMMITTEE REPORT

The Supervisory Committee is appointed by the Board of Directors to represent GPO members. In this capacity, the committee attends board meetings, meets with our Federal regulatory examiners from the National Credit Union Administration, conducts internal audits, reviews internal controls and hires an independent firm to conduct regular audits of the credit union.

The Supervisory Committee, in conjunction with our internal auditor, completed a comprehensive scope and review of the credit union's operations. No major areas of concern were found. The NCUA conducted their last exam of the credit union in the first quarter of 2022 with no significant findings. Based on our 18-month auditing schedule, our next audit will occur at the end of 2023.

In addition, our 2021 independent CPA audit was performed. The findings indicated that GPO's financial statements are presented fairly and in all material respects, the financial position of the credit union and its operations are in conformity and are within generally accepted accounting principles.

This year Allan Cornell, Chairman of GPO's Supervisory Committee has decided to step down from his role on the committee. We wish to thank Allan for his long-term dedication to the credit union and his contribution to GPO's Supervisory Committee for his many years of service. The board welcomes our newest Supervisory Committee members, Dominick Manfredo, and Mary Bogdan to the credit union. We wish Dominick, Mary and Allan best of luck in their future endeavors.

We appreciate the opportunity to be of service to GPO members and commend management, staff and the Board of Directors for a job well done during the 2021 fiscal year.

Respectfully submitted,
GPO's Supervisory Committee: Dominick Manfredo