

Annual Report

2019



Our brand promise is to
educate and help you become
an effective financial steward.

**We deliver this promise by asking you questions and offering our full, undivided attention
to understand your current life situation and future plans before offering solutions.**

PRESIDENT AND CEO

Caren Gabriel



I am excited to share a few of the successes from Ascend Federal Credit Union's 68th year of service.

Last year, we expanded service availability by opening branches in Cookeville and Dickson and extending the service hours of our Interactive Teller Machines (ITMs) from 7 a.m. to 7 p.m. Plus, we added ATM functionality to the ITMs, making them even more convenient for members.

Also on the digital front, we added mobile payment capabilities, introduced the Card Control by Ascend app that enables members to secure their debit and credit cards, and launched our new website, ascend.org.

With that launch came the introduction of Ascend's Financial Education Center, our new blog for current information, new

calculators, and a very helpful section of Frequently Asked Questions. We also added the Member Return Calculator to our home page. Visitors can use this calculator to estimate how much they could have received in bonus dividends and loan interest refunds the previous year depending on their relationship with Ascend.

In 2019, Ascend launched an improved version of online business banking, and we added new business banking products and services. And in an effort to make getting an Ascend mortgage even more convenient, we expanded coverage of mortgage loan originators across all markets, and we added a VA loan product.

We hope to bring even more member convenience and financial education in 2020. Thank you for the opportunity to be of service, and as always, thank you for your membership with Ascend.

\$2.657

billion in assets

629

**Middle Tennesseans
employed**

208,000+

members

Anthony Taylor

CHAIRMAN



Ascend is not only a trusted financial provider for more than 208,000 member-owners, but we're a partner with the communities we serve.

Through our philosophy of "people helping people" we are committed to serving members and our communities. Last year, Ascend awarded 12 scholarships totaling \$12,000 to worthy students and allocated funds to organizations that benefit all communities across our service area. Some of our larger donations included \$50,000 to the Monroe Carell Jr. Children's Hospital at Vanderbilt; \$25,000 to Second Harvest Food Bank of Middle Tennessee; and \$10,000 to each of the following: Girl Scouts of Middle Tennessee, the Leukemia & Lymphoma Society, Susan G. Komen, and the American Cancer Society.

\$1,014,254

**contributed by Ascend & employees to
support our communities in 2019**

In support of Ascend's brand promise to educate and help members become effective financial stewards, we provided financial education course materials to 154 public school teachers in 94 schools across Middle Tennessee and conducted 60 financial education seminars for members working in our Select Employee Groups (SEGs). We also worked with WTVF News Channel 5 in Nashville to produce 18 "Common Cents" segments educating the public about financial products and services.

In the coming year, we look forward to continuing to serve you with a wide range of products and services and build stronger local communities. Thank you for your membership with Ascend!

1,573

**individuals impacted by one of 60 free
in-person financial education seminars**

TREASURER
Randal Braker

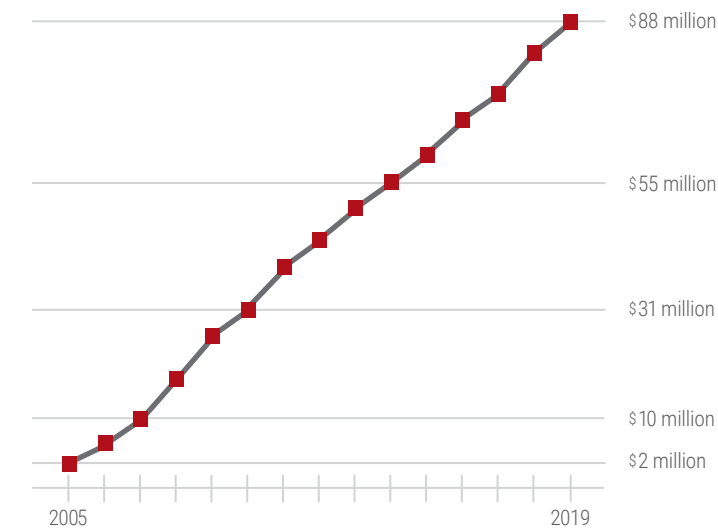


Ascend's Board of Directors voted to not only return money to members last year, but to increase that return 41% from \$6.3 million in 2018 to \$8.9 million in 2019. Over the past 15 years, Ascend's volunteer, unpaid Board of Directors has voted to return more than \$88 million to credit union members.

In 2019, Ascend's assets increased more than \$185.3 million. The credit union had a return on assets of 0.94 percent and a net worth of \$418.2 million. For specific financial details from 2019, please review the "Statement of Condition" and "Statement of Income and Expense" following this report.

I'm proud to be part of a member-owned, member-led organization that exists for one reason – to serve the financial needs of its members. Thank you for your membership with Ascend!

Cumulative amount of 15 years of bonus dividends and loan interest refunds 2005-2019



SUPERVISORY COMMITTEE CHAIRMAN

Steve Passarello



Ascend's Board of Directors appoints the Supervisory Committee. It has several tasks, including ensuring sound financial practices are followed; accurate and timely financial reporting is prepared; good internal control procedures exist and practices and procedures are in place to protect member assets.

The Committee oversees Ascend's internal auditors in addition to contracting with an external audit firm. Additional reviews are performed by the National Credit Union Administration (NCUA) on Ascend's financial condition, quality of management, and risk of loss to member capital and the National Credit Union Share Insurance Fund (NCUSIF).

I am pleased to report that the audits and examinations along with the observations of the Committee have shown that Ascend is a well-managed financial institution that continues to be secure and sound.



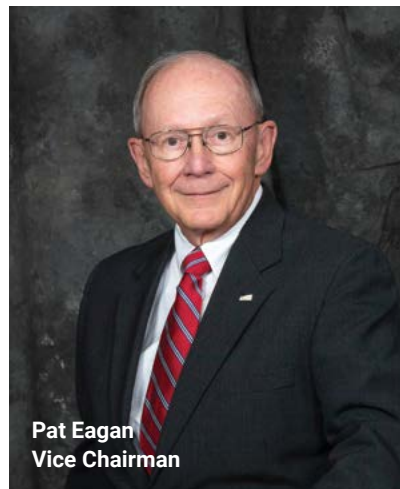
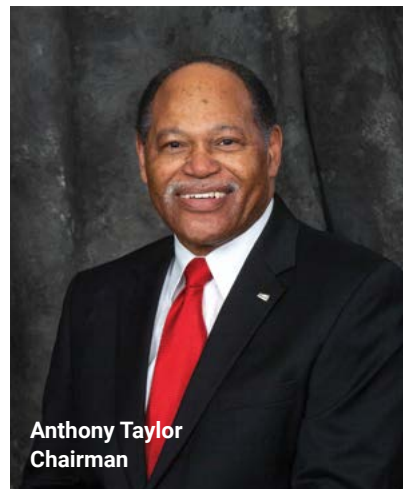
Brian Coate



Josh Johns

108

combined years of service by
our board members.



Ascend's volunteer
Board of Directors

Statement of income and expense

Distribution of income dollars



Income	
Interest on Loans	\$ 92,526,663
Income from Investments	\$ 5,408,219
Misc. Operating Income	\$ 42,524,615
Non-Operating Gains (Losses).	\$ 439,791
Total Income	\$ 140,899,288

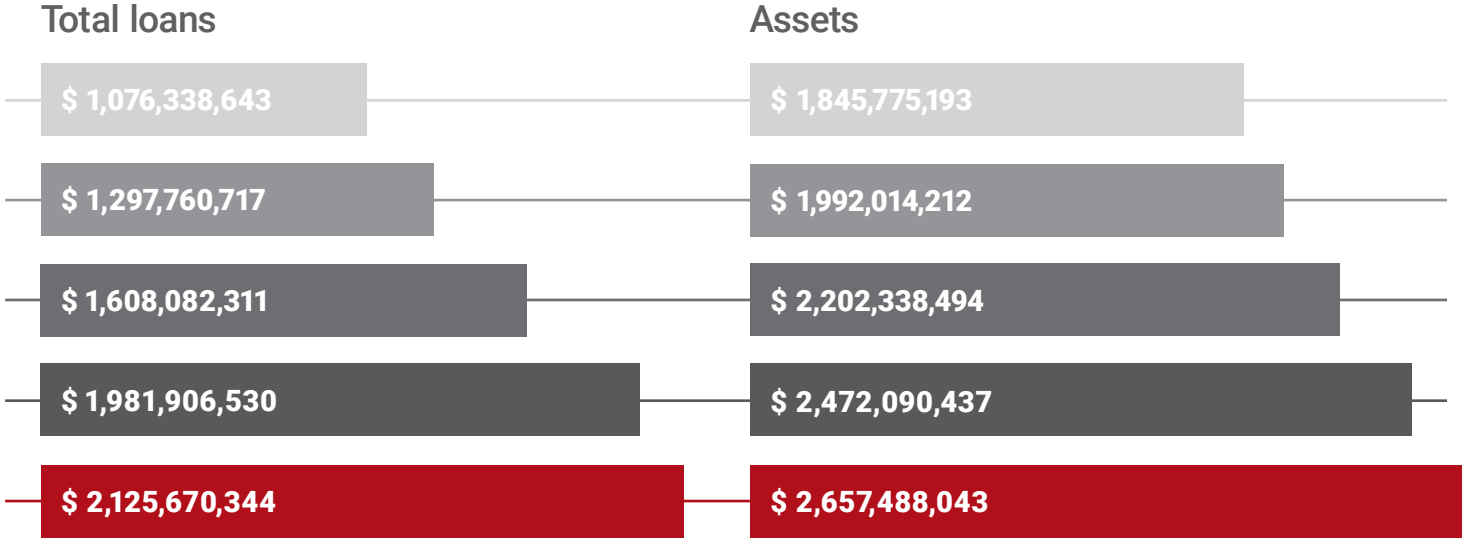
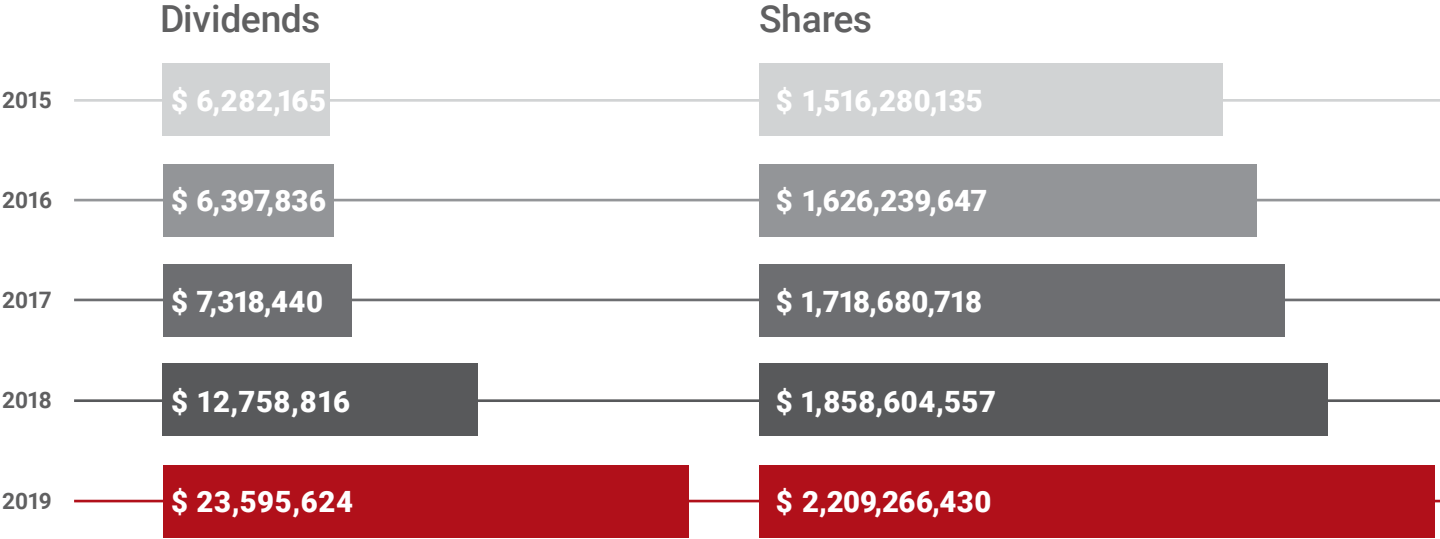
Expenses	
Office Operations	\$ 80,897,305
Fed Supervision & Examination.	\$ 483,175
Annual Meeting.	\$ 2,618
Provision for Loan Losses	\$ 10,956,862
Total Operating Expenses	\$ 92,339,960

Statement of condition

Assets	
Total Loans	\$ 2,125,670,344
Less Allowance for Loan Loss.	\$ 12,899,263
Net Loans	\$ 2,112,771,081
Cash & Receivables	\$ 134,880,143
Investments	\$ 236,641,292
Accrued Income.	\$ 6,365,478
Prepaid & Deferred Expenses.	\$ 2,862,210
Fixed Assets (Net)	\$ 88,546,171
NCUSIF Deposit	\$ 19,385,123
Other Assets	\$ 56,036,545
Total Assets	\$ 2,657,488,043

Liabilities & equity	
Payables & Accrued Expenses.	\$ 21,905,720
Shares:	
Savings Accounts	\$ 779,007,444
Money Market Accounts	\$ 459,545,653
Share Certificate Accounts	\$ 439,425,915
Checking Accounts.	\$ 306,839,401
Individual Retirement Accounts	\$ 224,448,017
Regular Reserve.	\$ 26,620,701
Undivided Earnings	\$ 391,639,576
Equity Acquired in Merger	\$ 8,266,844
Accumulated Unrealized Gains/Losses on Available-for-Sale Securities	\$ (211,228)
Total Equity	\$ 2,635,582,323
Total Liabilities & Equity.	\$ 2,657,488,043

Financial performance



Promise

Educate and help members become effective financial stewards.

Mission

Enhance members' lives with superior products delivered with service excellence.

Vision

Elevate members' trust to establish Ascend as their primary financial institution.

ascend.org

Federally insured by NCUA.

