

2025 Annual Report

Helping Our Members
Achieve Financial Well-Being



Christine Q.
Member Since 1998

Committed to Serving Members

We now deliver
World-Class Personal
Service to more than
1.5 million Members.



Matthew Schulenberg
Chairperson of the Board



Bill Cheney
Chief Executive Officer

More than 90 years ago, SchoolsFirst Federal Credit Union was founded by 126 school employees who believed in the power of partnership — a Credit Union built by and for the Members it serves.

Over time, that commitment has grown to serve more than 1.5 million Members who trust us to support their financial well-being. We take that responsibility seriously, focusing on delivering World-Class Personal Service to each of our Members, investing in the long-term strength of our Credit Union and being there when you need us most.

Delivering Value Through Membership
As a Member-owned financial cooperative, we return value directly

to you through competitive rates, lower fees and trusted guidance. In 2025, SchoolsFirst FCU provided an estimated \$679.5 million in direct financial benefits, resulting in average savings of \$949 per Member household and \$1,794 for households actively using more products and services.^{1,2,3}

Those benefits were supported by continued improvements such as faster wire transfers, an upgraded phone system, expanded fraud alerts, more

flexible Summer Saver features and the opening of two new branches — along with ongoing investments in security and reliability.

Being There When It Matters Most

Being there for Members means showing up when it matters most. When California wildfires affected more than 20,000 Members and their communities, the Credit Union responded with urgency and care. Through fee waivers, loan assistance, forbearance and more than \$1 million in direct support and donations, we worked alongside trusted partners to help Members in their time of greatest need.

We also partnered with Members to advocate for the credit union movement, including efforts to protect the credit

union tax status. This advocacy helps preserve the value, rates and services you depend on today and in the future.

Supporting the Communities We Serve

Throughout the year, we invested in local organizations and community partners through educational grants, scholarships and charitable contributions that support community well-being. This included \$280,446 in grants, \$210,500 in scholarships and millions more directed to trusted partners across the communities we serve.

By investing in the communities where Members live and work, we support you not only financially but also in the places and moments that matter most.

Continuing Our Commitment

The strength of this Credit Union is built on partnership and trust, earned over generations and sustained by the way we serve Members every day. We're grateful to serve you and to be part of your financial journey.

With gratitude,

Matthew Schulenberg
Chairperson of the Board

Bill Cheney
Chief Executive Officer

A Longtime Commitment

Throughout her teaching career, Lori continually innovates how she teaches her sixth-grade students.

Lori O.
Member Since 1995



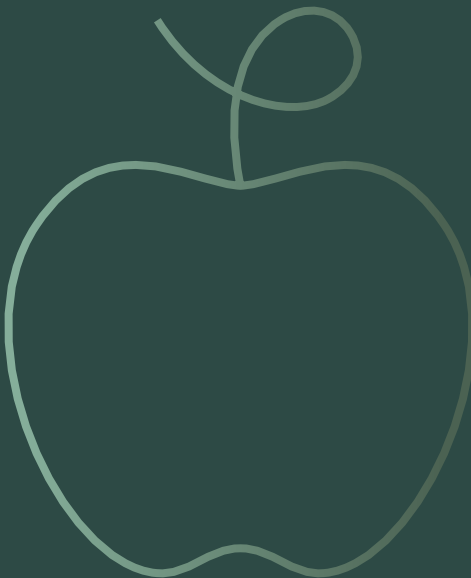
Although Lori's parents were both educators, when she followed their path and became a sixth-grade teacher, she didn't believe it would become her permanent career. But after a few years in the classroom, Lori realized how natural it felt to teach, and furthered her education to help her career.

Because Lori enjoys the connections she has with her students — she says the most rewarding part of being a teacher is when past students return and share what's going on in their lives — she's always thinking of new ways to enhance their learning experience. After the pandemic, for example, she created a plan, using technology and her students' talents, to turn concerning behavior into an engaging class project. The result: a TV show that evolved into a school news production.

Lori also followed in her parents' footsteps when she opened a Credit Union Membership in 1995. This helped when she wanted to purchase her first home, because she could take advantage of special homebuying incentives for educators.

Since then, Lori regularly turns to SchoolsFirst FCU for her financial needs throughout the stages of her life. "I love that everything is in one place," she says. "I can take care of multiple transactions and get questions answered in one stop." She appreciates having products and services geared toward educators, as well as a financial institution that understands the unique needs of school employees.

"I love that everything is in one place. I can take care of multiple transactions and get questions answered in one stop."



Member Engagement

Our Member satisfaction and engagement scores are world-class.

Our Members recognize our team with their loyalty and by sharing their Member experience with family and co-workers.

Member Service

80%

Member Engagement

A high engagement score is 70–100%.

91.2

Net Promoter Score

Possible scores range from –100 to 100; anything 50+ is considered excellent and 70+ is world-class.



Rhonda B.
Member Since 1989

Financial Well-Being

55.2%

Members Who Were Thriving in 2025

This rate is 12.9% higher than the national average. In a Gallup National Survey that asked U.S. adults to describe their financial well-being as struggling, surviving or thriving, only 48.9% of respondents selected thriving.

Our Member satisfaction and engagement scores reflect our team's dedication and commitment to proudly serve our Members.



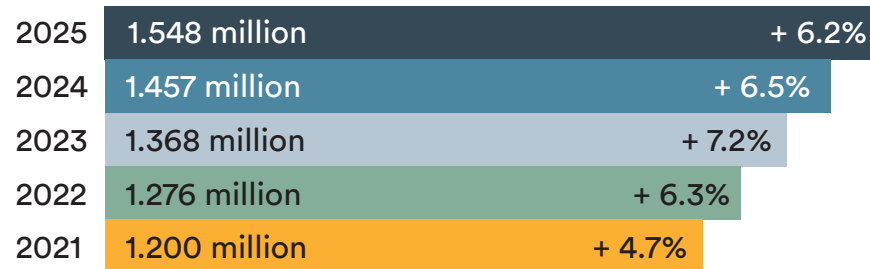
An Outcome of Member Service

Membership has grown by 29% since 2021.

1,548,619

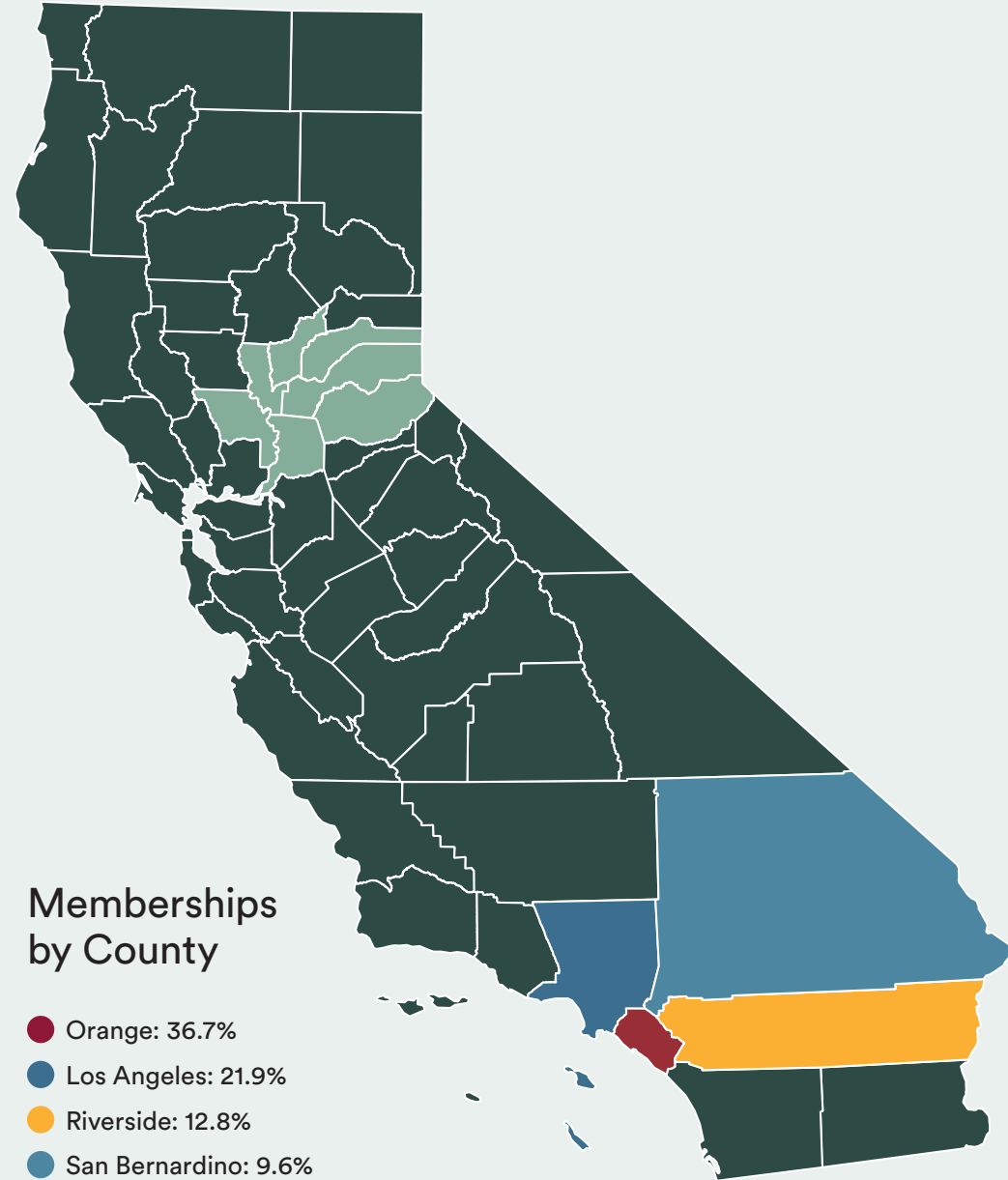
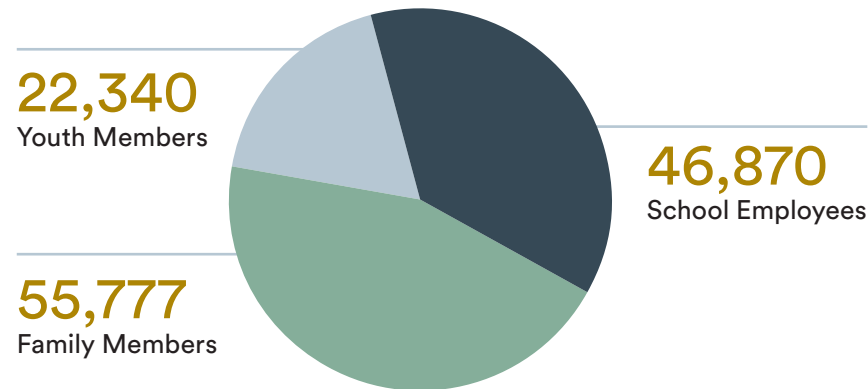
Total Members in 2025

Membership Through the Years



124,987

New Members in 2025



Making Life More Affordable

As a not-for-profit, Member-owned financial cooperative, we returned profits to Members in ways that supported their financial well-being in 2025.^{1,2,3}



Every Member household saved an average of **\$949**.

Member households active in more products and services saved an average of **\$1,794**.

Members received **\$679.5 million** in direct financial benefits.

Members saved **\$374 million** from higher dividend rates on savings.

Members saved **\$277.2 million** from lower interest rates on loans.

Members saved **\$28.2 million** from fewer/lower fees.

Connie S.
Member Since 1996



Serving Members Now and in the Future

As a trusted financial partner, we listen to Members and anticipate their needs.



Channel Usage

Reporting based on the number of Members who used each channel at least once in 2025.

- **Self-Service Channels:** Participation in eStatements, eNotices and eAlerts grew 8.3%; participation in Mobile Banking grew 8.4%.
- **Online Banking:** 51% of Members used Online Banking.
- **Mobile Banking:** 69% of Members used Mobile Banking.
- **Branches:** 56% of Members visited a branch.

72 Branches Now Open

- **Burbank and Los Angeles Mid-City Branches** opened in Los Angeles County.
- **Riverside University Branch** moved to Riverside Canyon Crest in Riverside County.
- **Inglewood Branch** in Los Angeles County and **Victorville Branch** in San Bernardino County were remodeled.
- **More than 30,000 ATMs** are available through the CO-OP Network.

New Products, Services & Enhancements

- **New wire transfer platform** helps Members move their money faster.
- **Upgraded phone system** offers enhanced options and improves wait times and overall call experience.
- **New credit card fraud-alert program** automatically enrolls Members to receive SMS text and email alerts when suspicious activity is detected, safeguarding their financial and personal information.
- **Summer Saver enhancements** give Members more flexible ways to make deposits and manage their savings.

NCUA Insurance

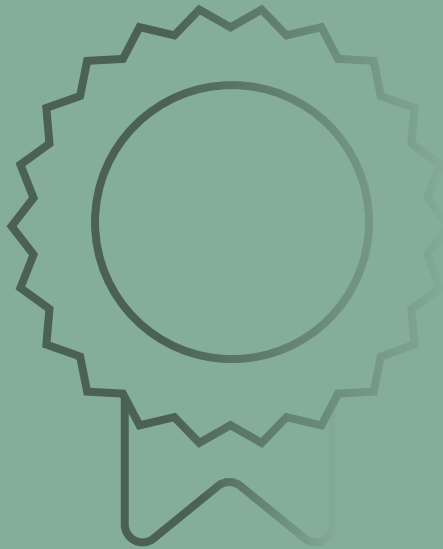
Federal deposit insurance for credit unions, administered by the National Credit Union Administration, protects accounts up to \$250,000 per owner/account type. It's backed by the U.S. government to secure savings, checking and retirement accounts.



Micah O.
Member Since 2014

How Our Members Thank Us

Last year was historic in terms of Member service: SchoolsFirst FCU received both national and regional recognition from the communities we serve in California. These incredible honors reflect our team's shared mission and commitment to provide our Members World-Class Personal Service and financial well-being.



J.D. Power

No. 1 Credit Union for Member Banking Satisfaction

In J.D. Power's inaugural U.S. Credit Union Satisfaction Study, our Members ranked us No. 1 for overall satisfaction and No. 1 in six out of the seven dimensions surveyed. The dimensions are trust, convenience, value, teammates, account offerings, digital services and problem resolution.



Michael H.
Member Since 1995

Walter M.
Member Since 2009



Forbes
2019-2025

**BEST-IN-STATE
CREDIT UNIONS**
POWERED BY Statista

Forbes

Best-in-State Credit Union

SchoolsFirst FCU was named the best Credit Union in California by Forbes — for the seventh year in a row. Research firm Statista, in partnership with Forbes, surveyed 26,000 U.S. consumers to evaluate credit unions based on six key subcategories: trust, terms and conditions, branch services, digital services, customer services and financial advice.

The Right Solutions at the Right Time

Members used 7.2 million products and services in 2025, an increase of 390,000.

\$8.1 billion
in total loans funded.

7.2 million
products and services used by Members.

Personal Banking

Checking, Summer Saver, Primary Savings and Share Certificates had the largest increases among our share accounts, with Summer Saver usage increasing 11.9%.

131,928 Members opened Checking accounts.

355,663 Members opened Summer Saver accounts.

129,411 Members opened Primary Savings accounts.

245,448 Members opened Share Certificates.

Consumer Lending

144,020 Members opened personal loans.

79,768 Members opened auto loans.

Credit Cards

37,626 Members opened credit cards.

14,065 Members opened a School Employee Mastercard®.

Mortgage and Equity Loans

1,753 Members bought a home.

712 Members refinanced a home.

3,386 Members opened a home equity loan.

8,090 Members opened a home equity line of credit.

1,268 Members bought a home with a School Employee Mortgage.

Brian M. and Family
Member Since 1996



Specialized Services for Affordability

17,311 Members opened insurance policies.⁴

15,000 Members met with financial professionals to discuss investment options.

5,852 Members purchased autos through our auto-buying service.

503 Members bought homes through our SchoolsFirst FCU Home 360® program to save money.⁵

Special Offerings for School Employee Members

In 2025, our school employee Members used products and services designed just for them.



We're committed to serving all our Members by offering traditional products and services, including checking and savings, credit cards, auto and home loans, and more. And, as the largest Credit Union for school employees, we offer products designed with the unique needs of school employee Members in mind, including:

Summer Saver. A flexible option, with any amount (from \$1 to \$2,000) contributed to the account during the school year and saved for the summer months when a paycheck may not be received.⁶

355,663 Members

Paycheck Planner. A structured option, with a set amount from school-year paychecks automatically deposited into the account and saved for the summer months when a paycheck may not be received.

8,912 Members

Uniform Loan. An interest-free loan for classified school employees to buy uniforms, equipment and gear needed for their work.⁷

23,126 Members



Sheila M.
Member Since 2014

Classroom Supplies Loan. An interest-free loan for teachers to buy classroom supplies.⁷

14,220 Members

School Employee Mastercard. A credit card tailored for school employees, with low interest rates, an interest-only summer payment option and cash-back rewards.

14,065 Members

School Employee Auto Loan With Summers Off. An auto loan option that skips two consecutive payments during the summer months.⁸

11,455 Members

School Employee Mortgage. A mortgage option with no Private Mortgage Insurance and low down payment options.

1,268 Members



Retirement for School Employees. We partner with more than **400 California districts** to serve as the third-party administrator of their 403(b), Roth 403(b), 457(b) and Roth 457(b) retirement plans, with each offering its own combination of supplemental retirement options.

Helping Members When They Need Us

The California wildfires affected more than 20,000 Members in 2025.

Provided More Than \$1 Million in Support to Members:

\$767,000

in loans

\$62,000

in goodwill funds

\$22,000

in fee refunds

\$220,000

in donations

Provided Additional Support Through:

Los Angeles Unified School District and Los Angeles County Office of Education Foundations

California School Employees Association Assistance Fund

California Teachers Association Disaster Relief Fund

American Red Cross California Wildfire Funds

CUAid Disaster Relief



Going Big in Giving Back

In 2025, supporting our communities was all about people helping people.



\$6.45 million

for charitable donations to school and local organizations and the credit union community.

\$310,045

in donations and fundraising was given to Children's Miracle Network.



Supporting the educational community



6,831

students attended 106 Bite of Reality events hosted by SchoolsFirst FCU.

\$210,500

in scholarships was awarded to 248 students through the Member Education Award program.



3,200

backpacks filled with school supplies were donated to students who needed them most.

Financial education hosted by SchoolsFirst FCU

359

financial education workshops were hosted on different topics.

36,500

students attended 1,075 in-classroom presentations.

Supporting Teachers Through Grants

More than \$280,000 in grants was awarded to California teachers in 2025 through the Education Foundation for California Schools.



SchoolsFirst FCU and the Orange County Department of Education created the Education Foundation for California Schools in 2003 to support core education programs in the state. Each year, grants are awarded to teachers in public or private K-12 schools and community colleges.

In 2025:

\$280,446

was awarded through 95 grants to teachers in 12 counties and 46 districts in California.

16,637

students benefited from these grants.

Since the Foundation started in 2003:

\$2.8 million

in grants has been awarded to 1,089 teachers in California.

Michelle M.
Member Since 2002

MAKE AN IMPACT

Contributions from donors like you make the Education Foundation for California Schools possible. Even \$1 a month can make a lasting impact in classrooms and brighten a student's future!

[Click here](#) to learn more and donate.



Financials

The Supervisory Committee provides the Membership with an independent appraisal of the safety and soundness of SchoolsFirst Federal Credit Union's operations and activities. It does so in compliance with various financial and regulatory requirements.

In fulfilling these responsibilities, the Committee engaged Baker Tilly LLP to perform the annual financial statement audit for the year ended December 31, 2025. Baker Tilly issued its opinion that the Credit Union's financial statements are presented fairly in all material respects. In addition, the Committee held quarterly meetings to review, among other things, internal audit reports, internal controls and risk-management processes, and examinations by regulatory agencies.

In the opinion of the Committee, SchoolsFirst Federal Credit Union has operated in a financially sound manner and in accordance with applicable federal and state regulations. The Credit Union continues to be financially strong and well-managed, and the assets of the Membership are being effectively safeguarded.

Claudette Dain
Chairperson, Supervisory Committee

Condensed Consolidated Statements of Financial Condition

As of December 31, 2025 and 2024 (in thousands of dollars)

ASSETS	2025	2024
Cash and cash equivalents	\$4,315,583	\$3,672,896
Investments available-for-sale, at fair value	3,105,872	1,337,295
Investments held-to-maturity, at amortized cost, net	4,199,523	5,191,844
Other investments, at fair value	99,047	64,530
Loans held for sale, at fair value	9,244	1,416
Loans, net	21,786,744	19,995,920
Accrued interest receivable	118,101	89,607
Receivable from other financial institutions	916,395	822,874
National Credit Union Share Insurance Fund (NCUSIF) deposit	270,779	240,593
Property and equipment, net	270,566	278,808
Goodwill and intangible assets, net	30,268	39,989
Other assets	253,165	190,766
TOTAL ASSETS	\$35,375,287	\$31,926,538
LIABILITIES AND MEMBERS' EQUITY		
Liabilities		
Members' shares	\$30,337,049	\$26,828,355
Accrued expenses and other liabilities	383,391	351,171
Borrowed funds	1,250,000	1,600,000
	\$31,970,440	\$28,779,526
Members' equity		
Retained earnings	3,376,061	3,134,241
Accumulated other comprehensive income (loss)	28,786	12,771
	\$3,404,847	\$3,147,012
TOTAL LIABILITIES AND MEMBERS' EQUITY	\$35,375,287	\$31,926,538
Capital ratio	9.62%	9.86%

Condensed Consolidated Statements of Income

For the Years Ended December 31, 2025 and 2024 (in thousands of dollars)

INTEREST INCOME	2025	2024
Loans	\$1,312,957	\$1,146,841
Investments and cash deposits at financial institutions	323,861	221,816
TOTAL INTEREST INCOME	\$1,636,818	\$1,368,657
INTEREST EXPENSE		
Members' shares	620,131	500,879
Borrowed funds	64,814	77,400
TOTAL INTEREST EXPENSE	\$684,945	\$578,279
Net interest income	951,873	790,378
Provision for credit losses	269,355	213,937
NET INTEREST INCOME AFTER PROVISION FOR CREDIT LOSSES	\$682,518	\$576,441
NON-INTEREST INCOME		
Member fees	71,924	59,075
Card interchange and ATM fees	95,962	93,591
Gain on sale of investments and loans, net	5,044	1,952
Other non-interest income	66,715	61,305
TOTAL NON-INTEREST INCOME	\$239,645	\$215,923
NON-INTEREST EXPENSE		
Salaries and benefits	389,646	355,020
Operations and other administrative expenses	242,477	226,947
Occupancy	48,220	45,567
TOTAL NON-INTEREST EXPENSE	\$680,343	\$627,534
NET INCOME	\$241,820	\$164,830
Other comprehensive income	16,015	41,321
TOTAL COMPREHENSIVE INCOME	\$257,835	\$206,151

A Message of Appreciation

We would like to thank our Board of Directors and Supervisory Committee. Your dedication and commitment to serving the Credit Union make it possible to provide World-Class Personal Service and support the financial well-being of each of our Members. Your volunteerism is “people helping people” in action, and we’re deeply grateful for the time, care and leadership you provide. Thank you for all you do for our Members and our community.



2025 Board of Directors



Matthew Schulenberg
Chairperson, Board of Directors



Nina Boyd



Richard G. De Nava



John Didion



Marc Ecker, Ph.D.



Renee Hendrick



Greg Marchant



Eric Padget



Tami Pearson, Ed.D.



Andy Plumley



Douglas Sato



Marie B. Smith, Ed.D.



Kristine Wetzel

2025 Supervisory Committee



Claudette Dain
Chairperson, Supervisory Committee



Ted Alejandre



Paul Burkart



Karen Cant



Paul Reed



Kathleen McCreery*



Jeff Trader*

*Associate Supervisory Committee Member



Insured by NCUA.

All loans subject to approval. Rates and programs valid as of 5/15/2026 and subject to change.

1. 2025 America's Credit Unions Membership Benefits Report for SchoolsFirst FCU. Source: Datatrac, NCUA and America's Credit Unions.
2. Assumes 2.1 Credit Union Members per household.
3. A "loyal Member" is assumed to have a \$30,000, 60-month new auto loan, a classic credit card with an average balance of \$5,000, a \$200,000, 30-year fixed rate mortgage (a 30-year fixed rate mortgage is replaced with a 5-year adjustable rate mortgage if it yields a greater benefit as it is assumed more in demand), \$5,000 in an interest/dividend checking account, \$10,000 in a one-year certificate account, and \$2,500 in a money market account.
4. CA Insurance License 019344.
5. Rebate payment is made by First Team Real Estate or HomeSmart Evergreen Realty. Rebate is credited to your benefit at the close of transaction and will be lowered by any reductions to the commissions paid to the participating agent in a concurrent purchase and sale of a home. Commission will vary. To be eligible for the 20% rebate, Member must complete the transaction with the agent assigned by SchoolsFirst FCU Home360®. Using SchoolsFirst FCU for a mortgage loan is not a requirement to earn the rebate. Purchase price must be greater than \$150,000 after all credit adjustments. All rebates are subject to limitations, lender guidelines and other requirements. Certain properties may not be eligible for rebates. Rebate is 20% for purchase only of a residential property in California. Please consult a qualified tax professional for advice on tax implications from receiving a rebate. First Team Real Estate and HomeSmart Evergreen Realty are not affiliated with SchoolsFirst FCU.
6. \$1 minimum monthly deposit by payroll deduction, direct deposit or automatic share-to-share transfer only. Maximum \$2,000 a month. Annual maximum is \$25,000, including one-time catch-up deposit, dividends and credit card rewards deposits. New Summer Saver accounts are limited to current school employees in California; retired school employees are not eligible. One Summer Saver account per Membership.
7. "No Interest" rate quoted reflects a 0.75% discount for automatic payment transfer from a SchoolsFirst FCU Savings or Checking account. Requires at least one recently posted payroll deduction or direct deposit of at least \$100 for Classroom Supplies Loan and \$50 for Uniform Loan, into a SchoolsFirst FCU share account. Limit one Uniform Loan per Member per calendar year.
8. Restrictions apply. Interest will continue to accrue during the skip-payment period. Member must be in good standing.