

# 2025

IMPACT REPORT

# Doing Good is Good Business



# 2025 Impact Report

At Erie FCU, our bottom line isn't just about balances—it's about people. We pair top-tier financial services with a deep-rooted commitment to our communities we serve, reinvesting in our neighbors through education, scholarships, and active local support.

**More than just transaction... Real impact. Real change.**

## Access & Inclusion

- 80,000th Member Milestone — In 2025, we welcomed our newest member into the ErieFCU family
- Our first ever chat bot, MAE was introduced to the membership – Read more about MAE in the Annual Report

## Financial Health & Empowerment

We met members at every life stage with education, guidance, and support:

- ErieFCU@Work — revamped our business partner program that delivers on-site and virtual financial wellness to employees across our region
- 4,000+ (community members served through financial literacy programs) 2,000+ of them being youth literacy focused (Topics: Senior Wellness, Homebuyers, Scams, Community Reentry, Careers and more)
- 135 members registered for our in-house Home Buying Seminar
- 62 in-person financial counseling appointments provided one-on-one support

## VITA (Volunteer Income Tax Assistance)

- 28 trained volunteers
- 1,584 tax returns filed
- \$2M+ in refunds secured for members
- \$366,000 saved in tax preparation fees — money retained by members

*"When I am signing out our retired members they are always so grateful. They have told me they have spent over \$300-\$400 to get their taxes prepared and we do them for free and complete the property tax rebate form for them. Most of these returns are very easy and take less than 15 minutes to complete."* — Cheryl Kindle, VP of Member Solutions - VITA Coordinator



## Lending & Economic Impact: Fueling Dreams

### Loan Assistance Program

Assistance Program to Members Affected by Government Shutdowns

- Erie FCU again provided financial assistance to members affected by events such as natural disasters, large company-wide layoffs, business closures, government shutdowns, pandemics and other crisis or disaster situations

**Auto Lending** - Erie FCU understands that having reliable and affordable transportation is an important staple for families

- 33 first-time auto buyers supported
- 222 members took advantage of our auto refinance special totaling over \$6,000,000

### Mortgage Lending

- 1,093 service events – Mortgage Consultation events
- Our team guided many first-time buyers through the process of achieving homeownership
- Home Purchases total: 90 totaling over \$13 million

### First Front Door:

- 14 KEYS grants for \$275,549
- 17 First Front Door grants for \$255,000 for a total of 29 grants for \$490,549
- This number includes 2 FFD grants from 2024 that funded in 2025

### Business Lending (A Record-Breaking Year)

- \$25,546,850 loans - 73 loans
- 4 new team members hired (three business lenders) to support growth
- Introduced **ME S2S Loan** to better serve business members. These small business loans were introduced to better support local entrepreneurs. The program provides accessible funding helping owners move their businesses forward

### Credit Cards

- 378 balance transfers
- \$1,263,520.30 moved to lower-interest credit card solutions



Pictured L-R: Erie FCU MSO, Alex Carrasquillo, 80K Member, John K. and Erie FCU CEO, Brian Waugaman





## Community Impact: Investing Where It Matters

### Community Investment

- Donations and Sponsorships: Monetary support was given to hundreds of local organizations
- **Give Hope, Feed the Need** - \$20,000 distributed to 10 local organizations, providing timely food security support following SNAP benefit reductions and a government shutdown
- **Shred Day** - hundreds of members served while saving 360 trees through secure document destruction
- 653 pounds of PB&J was donated to Second Harvest by our members!

### Volunteerism

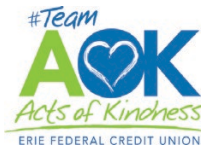
- 2,911 volunteer hours contributed by Erie FCU staff



*"Katey (Cross) and her co-workers provided such a valuable service to our clients at the Erie City Mission through the Financial Literacy classes. Just one session with the credit counselors has changed their financial outlook. We hope to continue offering this series with Erie FCU's expertise because our clients tell us how helpful it's been."*

— Jael Norman – Lippert, Erie City Mission

- Over 4,500 members of the community were impacted by TEAM AOK's service
- A total of 517 staff submissions for volunteer activities
- Employees that volunteer on local boards
- Community Blood Bank blood donations, Habitat for Humanity builds, beach clean ups, vendor fairs and more!



*"The Community Blood Bank is incredibly grateful for Erie FCU's ongoing partnership and support. From hosting community blood drives to joining us at our Bloodmobile ribbon-cutting ceremony and other special events, the team has consistently shown a strong commitment to helping us serve our community. Partnerships like the one we share with Erie FCU truly help drive our mission, and we are thankful to work alongside an organization that is so dedicated to giving back."*

— Megan Solensky, Community Relations Specialist  
Community Blood Bank of NWPA and WNY

### Partnerships

- Lincoln Elementary School – Community School Coalition partnership with local banks in support of students and families through education and hands-on engagement



### Employee Impact & Culture: Strong Teams, Stronger Community

- Number of employees – 220
- Retention and engagement rates. Retention for 2025 = 90.54%
- Training and professional development – HERO Training for (100% participation) of staff, local, state and national conferences, in-house training system
- Employee well-being initiatives – Activity clubs, charity walks, Employee Assistance Programs, in-house classes on mental health, financial literacy and conflict resolution

### Looking Ahead

Together with members, employees, and community partners, Erie FCU is building a stronger, more financially confident Erie community — One milestone, one relationship, and one life-changing moment at a time

