



2022 ANNUAL REPORT

Serving the Global Health Community





CORE PURPOSE

To serve the global health community

MISSION

To help members of the global health community live better, healthier financial lives.



VISION

To be the preferred financial partner for the members of the global health community

VALUES

Integrity
Respect
Solidarity



2022 Management Report

At PAHO/WHO FCU, our mission is to help members of the global health community live better, healthier financial lives through our shared values of integrity, respect, and solidarity. It's part of everything we do, much like those we serve who build a better, healthier future worldwide. For nearly 75 years, members of the global health community have trusted us to help meet their unique financial needs. We prioritize delivering a Credit Union experience based on safety, soundness, and financial security to maintain your confidence.

Our Financial Health

Over our nearly 75-year history, we have sustained a strong financial position by ensuring long-term viability and success of our Credit Union. Some of the ways we do this are by building and maintaining a strong capital ratio (Net Worth). Your Credit Union remained well capitalized with a net worth ratio of 15.88% as of December 31, 2022. That's more than double the 7% minimum set by our federal regulator, the National Credit Union Administration (NCUA) to be considered a safe and stable, well-capitalized credit union. This net worth position helps protect the Credit Union from losses of value from credit defaults, changes in rates, or other challenges.

The successful operation of a financial institution requires diligent efforts to manage a multitude of different risks. Management, under the oversight of the Board of Directors, has navigated interest rates rising over 5.00% in the period from March 2022 to May 2023 by managing the makeup of the balance sheet while also improving the liquidity of the institution and increasing both earnings and dividends paid to members. Through prudent operations and managing the concentration of any

one risk, the Credit Union continues to outperform many banks and credit unions in terms of its ability to meet changing pressures in the surrounding economy while also continuing to provide member value.

In addition to our strong cash position, we maintain lines of credit for emergency purposes with other financial institution partners. These allies are vetted for their safety and soundness as well as verifying their own liquidity is sufficient during a financial crisis.

Building on a Strong Financial Foundation

Over the last year, we have helped members buy homes, vehicles and consolidate debt by lending money at favorable rates. We also helped members save by offering valuable deposit products. When more members utilize our products and services, it helps the Credit Union grow, which in turn helps provide greater financial opportunities for us to do even more for the global health community we serve. In 2022, total loans grew 6% to \$167.3 million, while the ROAA (Return on Average Assets) ratio grew to .50% overall. PAHO/WHO FCU's net income reached \$1.4 million, further reinforcing the financial safety and soundness of your Credit Union and our commitment to the global health community.

Proudly Serving the Global Health Community

Every year we are honored to pay members a bonus dividend. It's our way of giving back to those who put their trust in us. In 2022, members received a bonus dividend of 8% on their savings and 6% on their loans at the Credit Union. Over the last five years, we're proud to have paid members \$1,180,000 in total bonus dividends.



The Board and Management's commitment to building and growing a solid financial institution that benefits its members was also recognized in 2022 as the Credit Union was ranked in the Standard and Poor's (S&P) Top 100 Credit Unions, and a Top 100 Credit Union by BankDash. Our member financial education efforts were also recognized this year when the Credit Union was presented with a Diamond Award for excellence in marketing by the Credit Union National Association (CUNA) Marketing and Business Development Council. We also believe that our mission to help members of the global health community live better, healthier financial lives includes our employees. In 2022, for the 2nd consecutive year, that belief was honored when we were named one of the American Banker's Best Credit Unions to Work For®.

Improving Member Experience

As we look to the future, we remain committed to making your financial life easier and more convenient with significant investments in enhanced digital solutions. Over the last year, we introduced an online loan application option and an improved online banking experience for our credit cardholders. We upgraded our entire telecommunication system that, when fully implemented, will make it easier for you to reach us whether by text, chat, video, or phone. In the coming year, we will be launching financial planning and advising solutions and enhancing our financial awareness systems to help members navigate their current financial situations and to reach their future financial goals in a healthy, sustainable way. Operationally, we will continue to evaluate and invest in opportunities to improve our internal processes and systems to enhance your member experience.

Thank You for Your Membership

Helping members of the global health community live better, healthier financial lives through various economic situations is what we do. Additionally, we believe membership is a partnership. We are committed to building on our strong financial foundation to help even more members of the global health community. We could not do it without you, our loyal members. As always, thank you for your membership and thank you for putting your trust in PAHO/WHO FCU. We are honored to serve you.

Sincerely,



Isabel Vigil
Board Chair



Miguel Boluda, Jr.
CEO



Supervisory Committee Report

The Supervisory Committee is an independent body of volunteer credit union members, appointed by the Board of Directors, who are assigned certain duties and responsibilities to ensure the financial stability and operational soundness of the credit union.

In order to fulfill its responsibilities, in 2022 the Supervisory Committee:

- Engaged the services of the CPA firm Nearman Maynard Vallez to perform the annual external audit of the credit union's financial statements.
- Engaged the services of the CPA firm CliftonLarson Allen to conduct ongoing reviews designed to strengthen internal controls and to ensure compliance with regulatory requirements.

Our oversight of the aforementioned audit and reviews, as well as our interaction with the National Credit Union Administration (NCUA) examiners, who make periodic on-site visits to assess the financial and operational health of the credit union, puts the Supervisory Committee in a position to make an informed opinion regarding the overall quality of the credit union's operations.

Based on the reviews and assessments described above, it is our opinion that the PAHO/WHO Federal Credit Union continues to be financially stable and operationally sound.

The Supervisory Committee also has a duty to address member questions, concerns, and complaints. If you have a question or concern that has not been resolved to your satisfaction by staff and management, please feel free to contact us. All communications will be kept confidential and we will make our best effort to facilitate a satisfactory resolution.

Sincerely,



June Kyakobye

Supervisory Committee Chair

Including Supervisory Committee Members:

*Paola Florez
Tyson Kidder
Norge Dario Lisboa
Sylvia Schultz*



2022 Financial Comparisons & Ratios

FINANCIAL PERFORMANCE COMPARISONS

	2022	2021
Assets	\$ 287,947,133	\$ 291,391,952
Shares	\$ 251,819,999	\$ 246,687,453
Loans, Net	\$ 167,308,292	\$ 157,532,057
Reserves	\$ 11,000,965	\$ 11,000,965
Undivided Earnings	\$ 34,728,064	\$ 33,285,407
Interest Income	\$ 7,749,398	\$ 6,725,739
Interest Expense	\$ 1,065,485	\$ 1,057,928
Provision for Loan Losses Expense	\$ 177,703	\$ 78,486
Fee & Other Income	\$ 2,101,318	\$ 1,688,969
Operating Expenses	\$ 7,164,871	\$ 6,275,611
Net Income	\$ 1,442,657	\$ 1,002,683

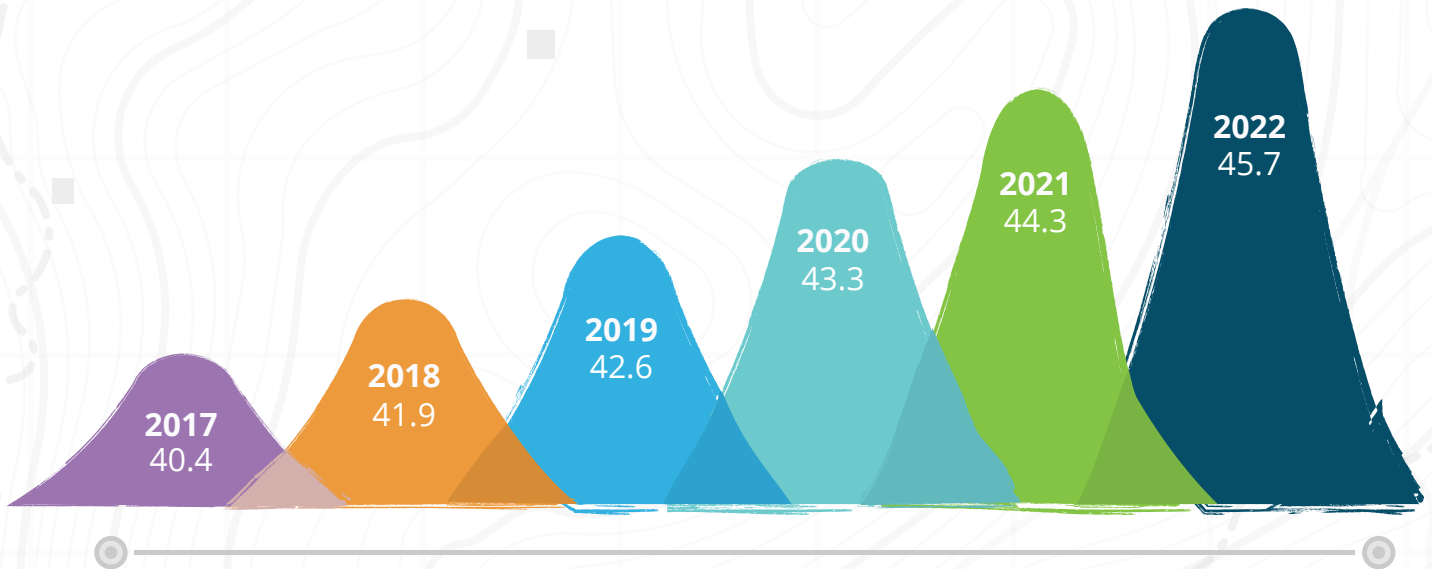
FINANCIAL RATIOS

	2022	2021
Total Net Loans to Total Shares Measures the level at which we lend out the member's deposits	66.44%	63.86%
Total Net Loans to Total Assets Measures the level of our lending within our membership	58.10%	54.06%
Net Worth to Total Assets Measures retained earnings as determined under GAAP	15.88%	15.20%
Return on Average Assets Measures net income in relation to average assets	0.50%	0.36%

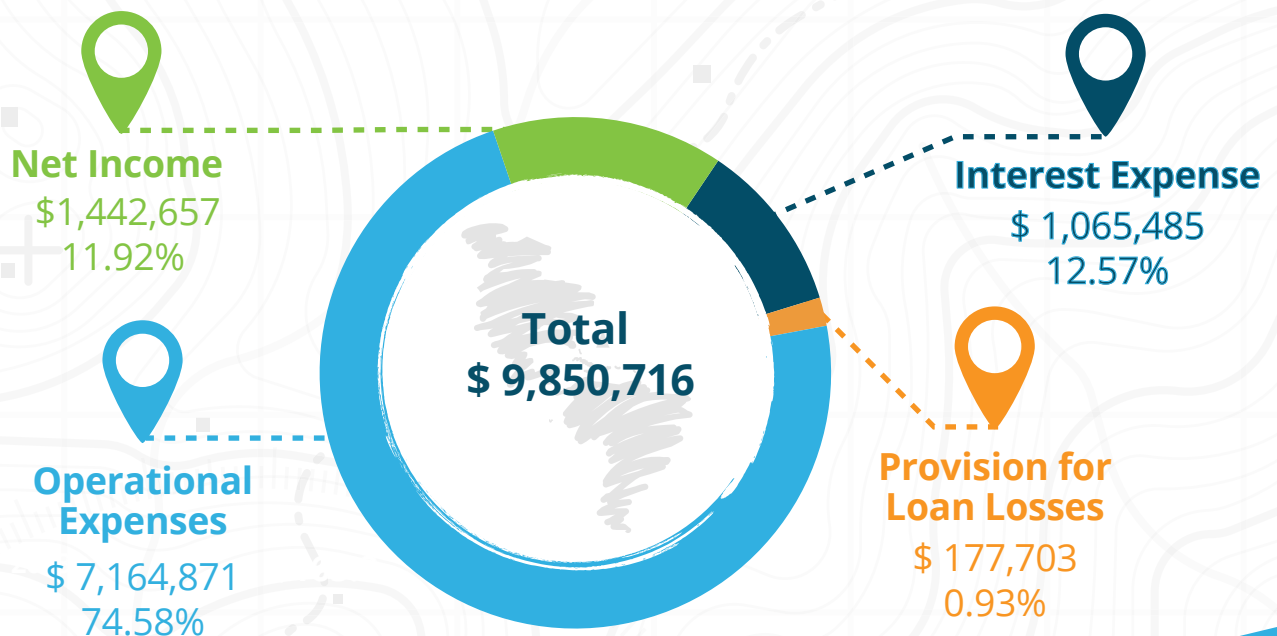


2022 Financial Comparisons & Ratios

NET WORTH *in millions*

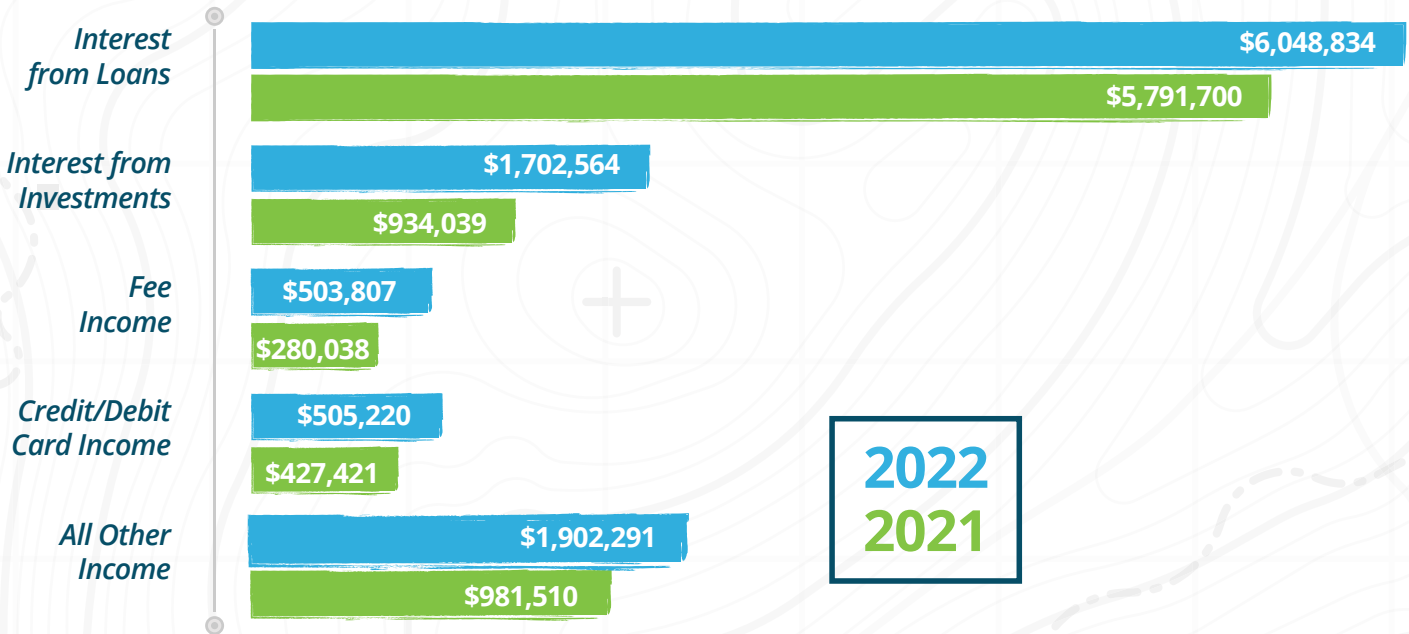


DISTRIBUTION OF INCOME

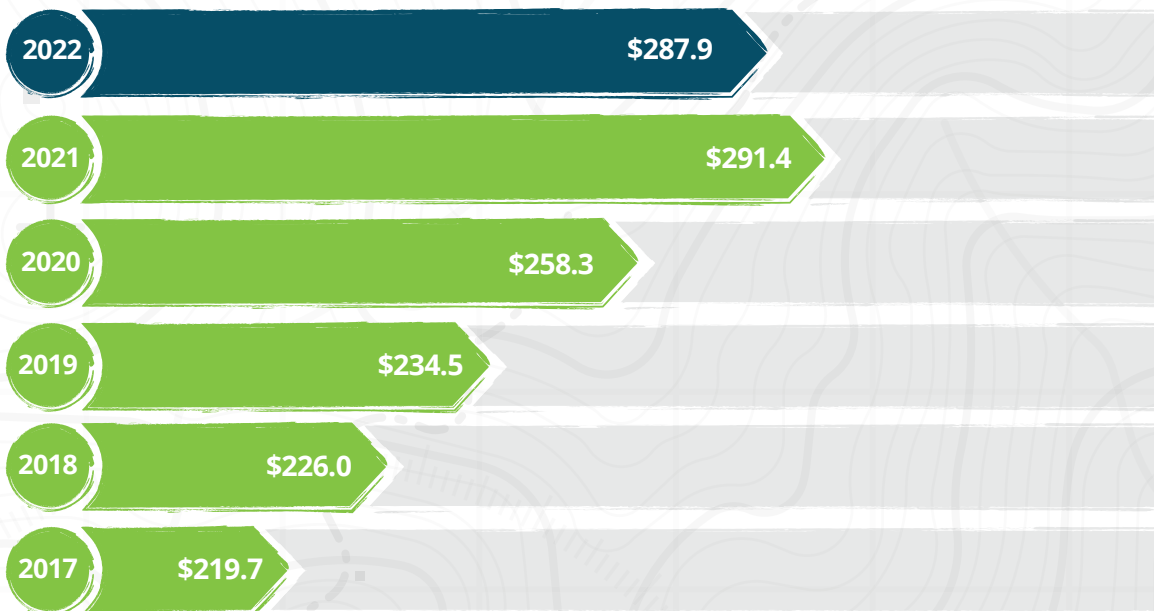


2022 Financial Comparisons & Ratios

REVENUE COMPOSITION

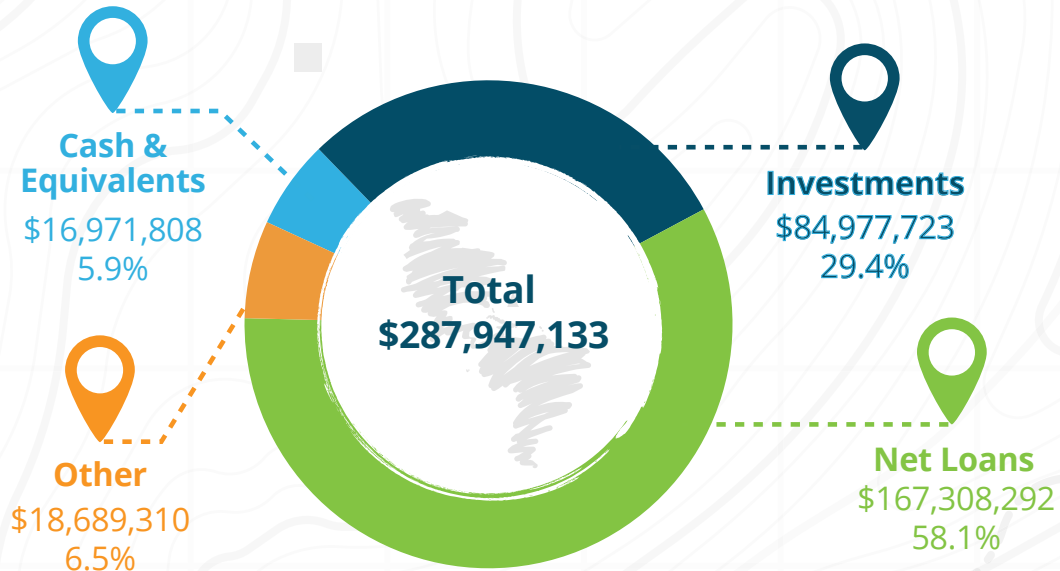


ASSETS *in millions*

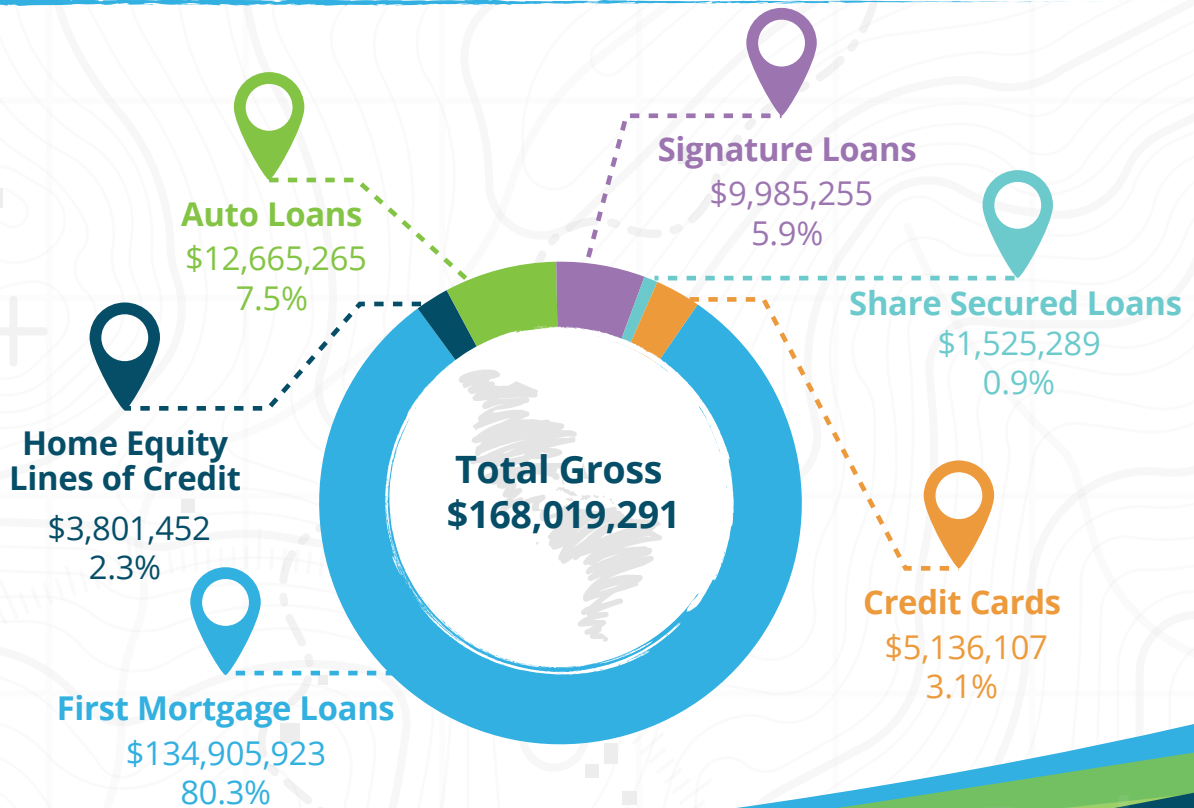


Summary Statements of Financial Condition

ASSET COMPOSITION

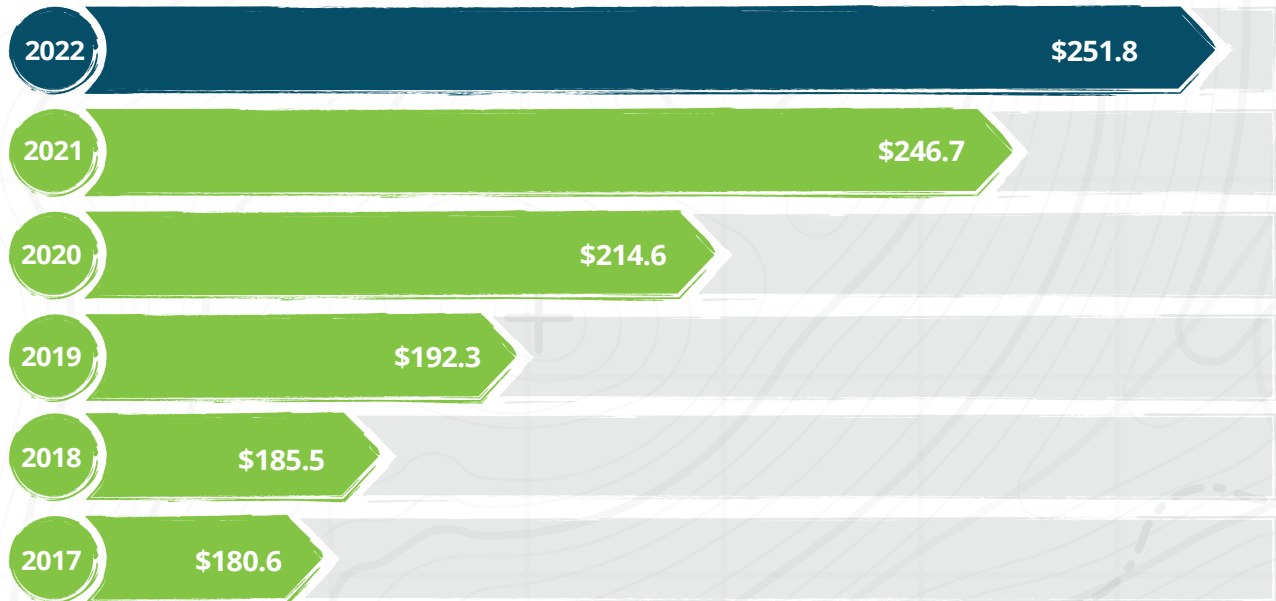


DISTRIBUTION OF LOANS

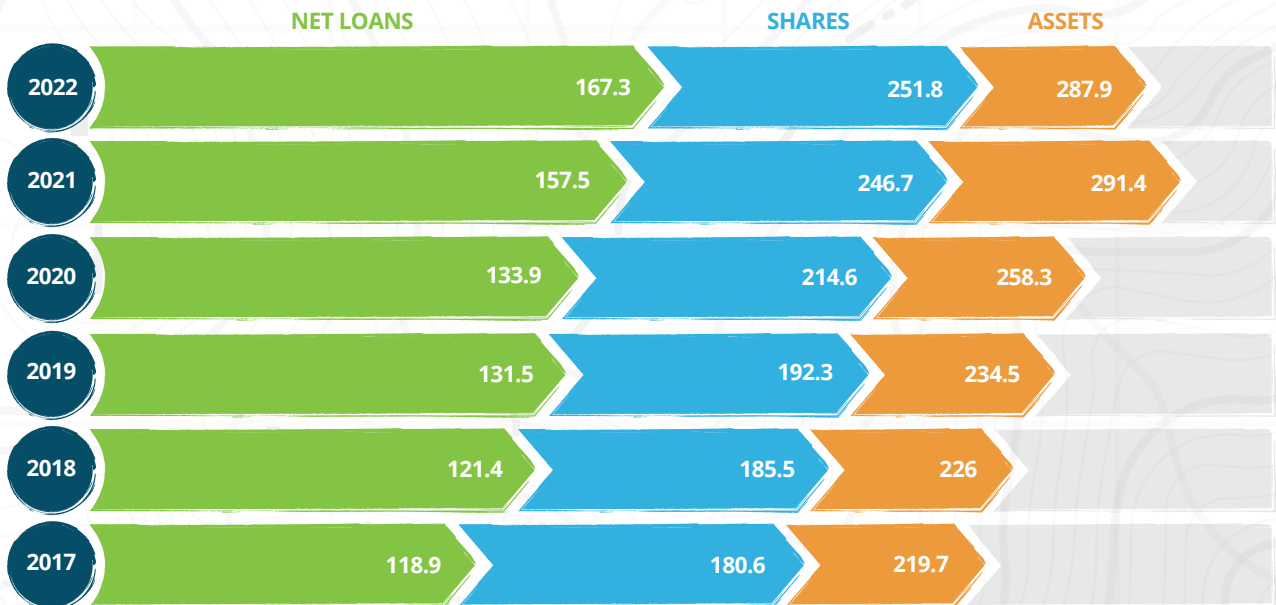


Summary Statements of Financial Condition

SHARES *in millions*



BALANCE SHEET OVER TIME *in millions*



PAHO/WHO Federal Credit Union

BOARD OF DIRECTORS

Isabel Vigil	<i>Chair</i>
Federico Ortiz	<i>Vice Chair</i>
Ricardo de la Torre	<i>Treasurer</i>
Sarah Arneson	<i>Secretary</i>
Luis Proaño	<i>Director</i>
Tyson Kidder	<i>Director</i>
Adriana Oxman	<i>Director</i>
Antonio Hernandez	<i>Director</i>
Luis Velasquez	<i>Director</i>



SUPERVISORY COMMITTEE

June Kyakobye	<i>Chair</i>
Paola Florez	<i>Member</i>
Tyson Kidder	<i>Member</i>
Norge Lisboa	<i>Member</i>
Sylvia Schultz	<i>Member</i>



Benefits of Membership



No Monthly-Fee Checking

- Dividend-earning Checking



Savings & Investments

- Savings Accounts
- Special Savings Accounts
- Certificates
- Individual Retirement Accounts



Affordable Loans & Refinancing

- Vehicle Loans
- Car Buying Service
- Rewards World Mastercard® with no International Transaction Fees
- Student Loans
- Personal Loans
- Mortgage Loans - Home Realty Service
- Home Equity Lines of Credit



24/7 Digital Banking

- Online Banking
- Mobile Banking
- Remote Deposit
- eStatements and ePay
- eLerts



Banking Convenience Where You Live, Work & Travel

- Over 30,000 Free ATMs through CO-OP Network nationwide



- CU Service Centers Shared Branching with over 5,000 shared credit union branches **nationwide**



Additional Resources & Services

- Financial Counseling and Education
- Visa® Gift Cards
- Wire Transfers
- Notary Public





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www.PAHOfcu.org | 1-866-724-6328

