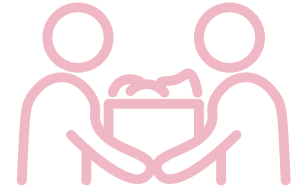




2023 IMPACT REPORT

AltaOne’s mission is to improve the inequalities that exist in income, wealth, and access to financial solutions.

As a leading non-for-profit financial cooperative in Central California, AltaOne is dedicated to uplifting the communities we serve. Our core mission is centered around enhancing the financial well-being of our members. We share the same neighborhoods with our members—living, working, shopping, and raising our families alongside them. Our commitment extends beyond services; we invest our time, skills, and resources because we are invested in improving the financial stability of our communities.



We are focused on preventing **“financial deserts”** in our communities by providing services where other institutions won’t.

In 2023, AltaOne accounted for **\$75,190,000** in economic impact.



We made **8,298** loans in 2023, totaling **\$206,500,000.**



A total of **1,372** AltaOne Zogo Financial Literacy app users completed **25,700** financial literacy activities.

“In 2023, we amplified our dedication to empowering the communities we serve by opening new avenues for financial education, fostering a space where individuals can gain insights on navigating financial challenges, and seizing opportunities for growth. Our mission extends beyond transactions; it’s about creating lasting impacts that elevate financial well-being and access for all.”

— **Stephanie Sievers, CEO**



COMMUNITY

IMPACT

In 2023, we built upon our CDFI certification and the positive impact opportunity it represents. As a Community Development Financial Institution designated by the U.S. Department of the Treasury, AltaOne serves many areas that have limited or no access to financial services. In 2023, we received \$2.4M in Equitable Recovery Program grant money to support and enhance our efforts. We achieved success in creating financial stability for families, contributing to the success of our members, and in a concerted effort, providing more sustainability at the community level.



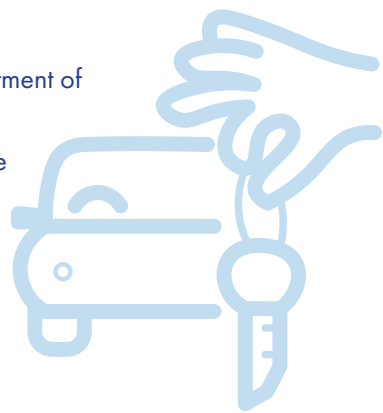
57 local families got a fresh start with **\$11.2M** in new mortgages.



\$1.2M provided in ITIN (Individual Tax Identification Number) loans for local families.



2,325 auto loans represented an investment of **\$80.2M**, including 57 first-time auto buyer loans for **\$1.2M**.



Average savings per member was **\$302**, which represents over **\$17,454,392** in summary.

ENGAGEMENT

We continued to improve our members' lives; provide clear financial benefit; and ensure sustainable support through new programs, initiatives, and individual member connections, including new programs such as:

FARMWORKER OUTREACH PROGRAM

in partnership with **Lotus Bakersfield/Spanish Radio Group**

- Connected with over 1,800 farmworkers in the fields and provided financial resources and financial literacy.

NATURE, CONNECTIVITY AND CREDIT

in partnership with **Friends of the Inyo**

- Connected with the Hispanic community in Inyo County by hosting an event in our Bishop Branch parking lot on June 15, 2023.
- The National Park Service is going cashless across their system, which impedes access. AltaOne offered checking accounts with debit cards and credit cards to help disadvantaged, unbanked and underserved communities access the National Park Service and participate in ecotourism.

AltaOne staff members contributed over **2,000** community services hours.



Readers' Choice Poll Awards from the **BAKERSFIELD CALIFORNIAN** and **TEHACHAPI NEWS**

- Favorite Financial Institution
- Favorite Locally Owned Employer
- Favorite Mortgage Company/Professional



Certificate of Excellence from **AMERICA'S CREDIT UNIONS**

Large Business of the Year Award from the **KERN COUNTY HISPANIC CHAMBER OF COMMERCE**

VOLUNTEER INCOME TAX ASSISTANCE PROGRAM

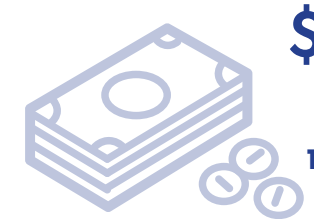
in partnership with **Community Action Partnership of Kern**

- 41 tax returns completed by nine AltaOne volunteers at four sites.

HISPANIC BUSINESS EXPO WORKSHOPS

in partnership with the **Kern County Hispanic Chamber of Commerce**

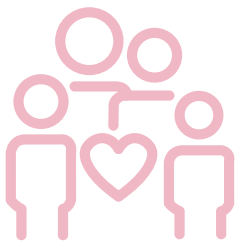
- Two series of three sessions: one series in English, one series in Spanish.
- 305 attended sessions in Spanish.
- 212 attended sessions in English.



\$154,000 in total community contributions made to **148** local charities and community groups.

GREENPATH FINANCIAL WELLNESS COUNSELING AND WEBINARS

- **295** members attended financial counseling sessions and live financial literacy webinars.



ALTAONE FINANCIALLY SPEAKING PODCAST (www.altaone.org/podcast)

- **3** episodes with over **250** YouTube views.

ALTAONE BLOG (www.altaone.org/blog)

- **15** blog posts in 2023 with **2,000** views.

Bakersfield Ming



Bakersfield Riverwalk



Bishop



Boron



California City



China Lake-Base



Kernville



Lake Isabella



Lone Pine



Ridgecrest Corporate



Ridgecrest North



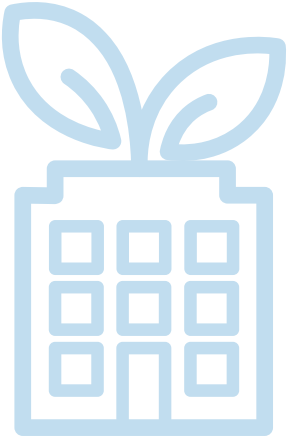
Tehachapi



SUPPORTING

Local Businesses

In 2023, we added significant new resources to our business support team and expanded our line-up of financial tools and services available to our local business community.



- Made **23** new member business loans for over **\$4M**.
- Provided **109** member business loans for **\$32.3M** (30% increase over 2022).
- Launched NEW Small Business Administration (SBA) Loan program to better serve the business community.



Local Non-Profits

- Employees served on **32** boards of local charities and community groups.
- Launched the **AltaOne Foundation** to support scholarships and financial education in our communities.



The Military

Celebrated **25-year partnership** with the Armed Forces Financial Network.



Our Members

- **111,128** member service calls handled by our Ridgecrest call center.
- **28,004** secure member messages sent.
- **2,877** member support chats completed.
- **717,494** website visits by **358,000** visitors with over **1,100,000** page views.



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AltaOne.org



AltaOne
FEDERAL CREDIT UNION

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