



2025

Resource One Credit Union Annual Report





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At Resource One Credit Union, we help hard-working Texans achieve their financial goals. We are a Credit Union, owned by our members and working to give them control of their future. Since 1936, our members have trusted us to provide honest advice and the products they need. And our earnings? They belong to our members. We share the profits with our members in the form of better rates and lower fees. Our membership continues to grow from one of the largest counties in Texas: Dallas. People helping people is what credit unions were founded on, and it's what we live and breathe at Resource One. We like to help people in every way, from a member's first loan to the energy and enthusiasm we bring to each and every member we serve. We're not your average financial institution and we wouldn't have it any other way.

OUR MISSION

Helping members achieve their financial goals by being a trusted provider of valued and cost-effective financial services.

OUR VALUES

Integrity • Educators • Passionate • Altruistic • Resolution Focused

2025 ANNUAL REPORT

MEMBER FOCUSED, COMMUNITY DRIVEN

KAREN HART

CHAIR REPORT



Dear Resource One Family,

This past year has once again reminded us of the strength, adaptability, and spirit that define Resource One Credit Union. Amid challenges and uncertainty, our commitment to our members and community has only deepened, guiding us forward with purpose, optimism, and determination.

At Resource One, every member's journey matters. We strive to ensure that each person feels welcomed, valued, and supported, recognizing that everyone's circumstances are unique. By listening, understanding, and responding with care, we continue to build lasting relationships rooted in trust and connection. Inclusivity and empathy are the heart of our work, shaping the way we serve and engage with our diverse community.

Giving back remains central to who we are. Our team embraces opportunities to serve, uplift, and support the community around us. We remain inspired by the resilience of those we help, and we are committed to fostering hope, opportunity, and belonging for all.

Financial empowerment is at the core of our mission. By equipping our members with knowledge, guidance, and tools, we help people take confident steps toward a stronger and more secure future. It is through these efforts, rooted in education, support, and encouragement, that we make a lasting difference in the lives of those we serve.

Looking ahead, Resource One remains steadfast in our dedication to serving all members, ensuring access to meaningful resources, and promoting financial well-being across the community. We approach the future with optimism, knowing that together, as a united community, we can navigate challenges, seize opportunities, and continue building a brighter financial tomorrow.

Resource One is more than a financial institution, it is a community bound by shared values, trust, and a vision for success. On behalf of the Board, I want to express our gratitude for your continued confidence, engagement, and partnership. Together, we are shaping a legacy of resilience, opportunity, and lasting impact.

Karen Hart

Board Chair, Resource One Credit Union

MARY BETH SPUCK

PRESIDENT'S REPORT



Dear Resource One Family,

At Resource One Credit Union, we see more than numbers—we see you: your goals, your challenges, and your aspirations. Our mission is to empower you with the tools, guidance, and support to build a secure and confident financial future.

In 2025, we deepened our commitment to financial wellness and community impact. Our 29 Certified Credit Union Financial Counselors delivered more than 7,058 hours of financial education to 1,546 members, providing practical tools, workshops, and solutions like our Credit Builder Loan to strengthen financial confidence.

Our impact extended beyond financial services. We contributed 2,220 volunteer hours across 289 community events, including preparing Bye-Bye Bags for Vogel Alcove and Snack Paks for the Wilkinson Center to support children experiencing homelessness. These efforts reflect our belief that strong communities are the foundation of financial well-being.

This commitment has been recognized across the region. In 2025, our Mesquite, Garland, and Irving branches earned Platinum in both Credit Union and Bank categories in Community Votes. These honors reflect the dedication of our team and our focus on serving you with excellence.

We also navigated ongoing challenges, including nearly \$938,000 in fraud losses, with members personally impacted by approximately \$134,000. Protecting our members remains a top priority, and we continue to strengthen safeguards while helping you stay informed and secure in an increasingly complex financial environment.

Above all, you are at the heart of everything we do. You are not just a member, you are part of the Resource One family. Whether you connect with us in a branch, online, or in the community, our goal is for you to feel valued, supported, and empowered. As we look ahead, we remain committed to providing the resources, education, and personalized support you need to navigate life's challenges and seize new opportunities.

Together, we will continue building a stronger financial future—for you, your family, and our communities. Thank you for your trust and partnership. It is our honor to serve you.

With gratitude,

Mary Beth Spuck

CEO, Resource One Credit Union

JEAN MANUEL

AUDIT COMMITTEE REPORT



Greetings Resource One,

The Resource One Credit Union Audit Committee is responsible for ensuring that the Board of Directors and management establish and maintain effective policies, procedures, and internal controls to safeguard members' assets and support safe and sound operations. The Committee also ensures compliance with regulations set forth by the National Credit Union Administration (NCUA) and the Texas Credit Union Department (TCUD), and that the credit union's financial condition is accurately presented in accordance with generally accepted accounting principles.

To support this oversight, the Audit Committee engaged Doeren Mayhew, LLP, CPA's to conduct the independent external audit of the credit union's financial statements, concluding that the financial statements fairly present, in all material respects, the credit union's financial position and that its accounting practices conform to applicable standards.

In addition, the Audit Committee remains committed to continuous oversight and transparency, regularly reviewing internal processes and risk management practices to strengthen operational integrity and member confidence. Through ongoing collaboration with management and independent auditors, the Committee works to proactively identify opportunities for improvement, reinforce accountability, and uphold the highest standards of financial stewardship on behalf of Resource One's membership.

Jean Manuel

CREDIT UNION BOARD & OFFICERS

CREDIT UNION OFFICERS

Mary Beth Spuck, *President/CEO*

Brady Popp, *Executive Vice President*

George Johnson, *Chief People Officer*

Veronica Watkins, *Chief Financial Officer*

CREDIT UNION TITLE CHANGES

Robert Duffy, *Chief Credit & Technology Officer*

Mike Tambourine, *Chief Member & Revenue Officer*

VOLUNTEER BOARD MEMBERS & TERMS

<u>Name</u>	<u>Term Expiration</u>
Karen Hart , <i>Chair of the Board</i>	2027
Greg Blunt , <i>Vice Chair of the Board</i>	2027
Craig Gant* , <i>Secretary</i>	2026
Janey Appia , <i>Board Member</i>	2028
Cliff Broughton , <i>Board Member</i>	2028
LeNora King , <i>Board Member</i>	2028
Jean Manuel , <i>Board Member</i>	2028
Keith Willson* , <i>Board Member</i>	2026

*Board Members standing for re-election in 2026.

Total Combined Board Compensation for 2025: \$130,735.08

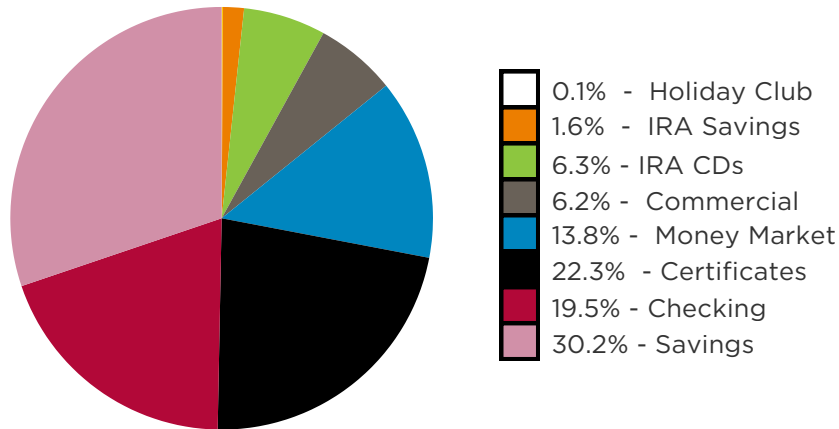
FINANCIAL STATEMENTS

Interest Income	2025	2024	2023
Loans to Members	\$ 32,114,219	\$ 34,703,524	\$ 31,172,471
Investments and Cash Equivalents	3,409,566	4,248,835	3,964,024
TOTAL INTEREST INCOME	35,523,785	38,952,359	35,136,495
Interest Expense			
Members' Shares and Savings Accounts	8,584,880	14,324,344	9,048,697
Borrowed Funds	212,990	494,636	1,696,298
TOTAL INTEREST EXPENSE	8,797,870	14,818,980	10,744,995
Net Interest Income	26,725,915	24,133,379	24,391,500
Provisions for Loan Losses	7,925,112	7,928,693	10,351,268
Net Interest Income after Provision for Credit Losses	18,800,803	16,204,686	14,040,232
Non-Interest Income			
Fees and Charges	9,079,645	9,729,482	9,751,456
Interchange Income	4,677,099	4,856,490	4,046,309
Other Income	2,222,852	889,972	532,628
Gain on Sale of Visa Stock	-	-	1,444,321
TOTAL NON-INTEREST INCOME	15,979,596	15,475,944	15,774,714
Non-Interest Expenses			
Salaries & Benefits	15,108,529	14,519,375	18,458,305
Office Operations	11,678,152	12,781,806	12,071,741
Office Occupancy	2,287,363	2,333,516	2,515,144
Professional and Outside Services	1,832,441	2,102,866	6,204,119
Loan Servicing	1,547,496	1,982,164	1,458,706
Advertising Cost	447,993	406,786	893,999
Other Expense	821,945	318,581	1,365,963
Total Non-Interest Expense	33,723,919	34,445,094	42,967,977
NET INCOME (LOSS)	1,056,480	(2,764,464)	(13,153,031)

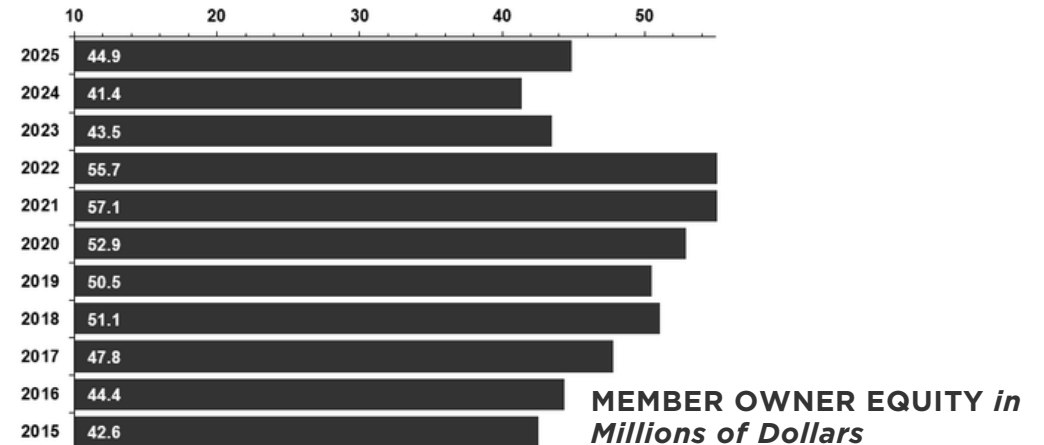
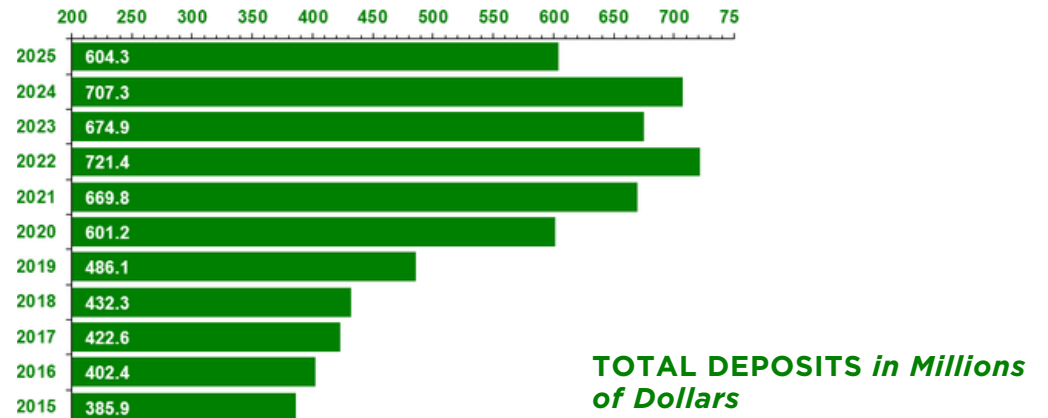
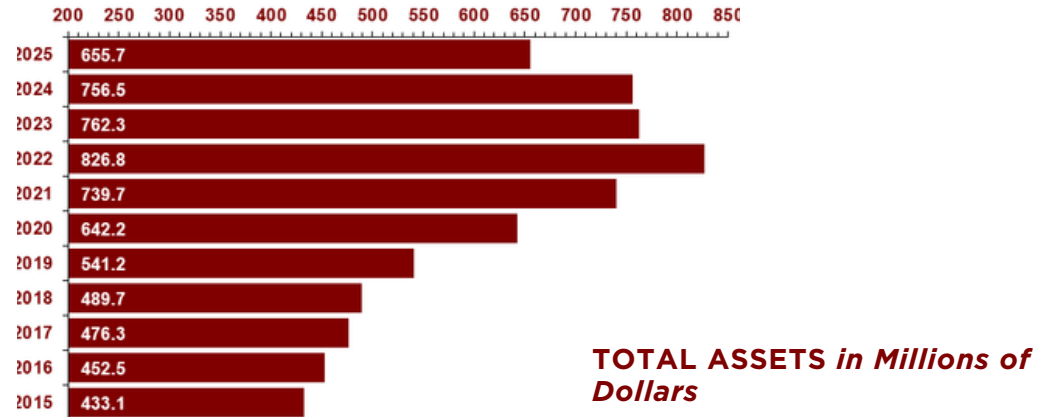
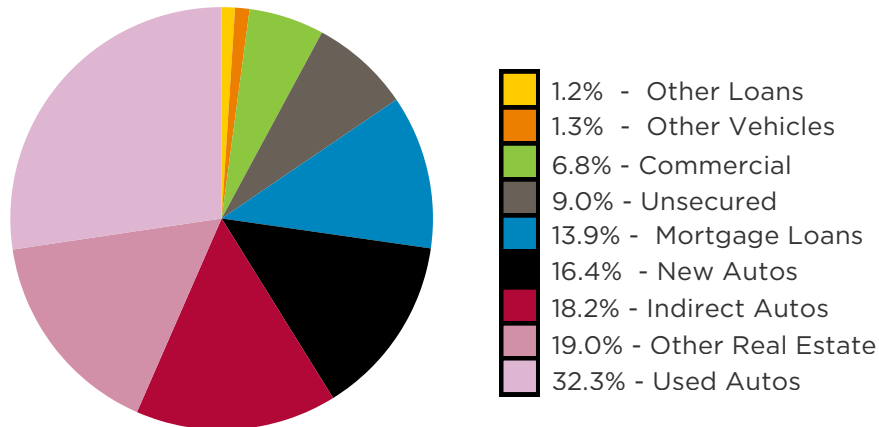
Assets	2025	2024	2023
Cash and Cash Equivalents	\$ 82,225,990	\$ 80,441,265	\$ 13,386,126
Available-For-Sale Investments	54,405,660	65,336,088	83,286,840
Loans	485,272,044	574,317,078	629,909,848
Allowance for Credit Losses	(10,694,120)	(11,486,342)	(14,343,155)
Accrued Interest Receivable	2,210,421	2,649,455	2,932,999
Prepaid and Other Assets	8,466,805	10,256,591	11,174,464
Property and Equipment	15,675,309	16,723,970	18,613,600
Split Dollar Life Insurance	12,219,786	11,609,422	11,049,632
National Credit Union Share Insurance Fund	5,877,080	6,677,977	6,274,929
TOTAL ASSETS	655,658,975	756,525,504	762,285,283
Liabilities and Member's Equity Liabilities			
Member Shares and Savings	604,340,698	707,297,513	674,881,356
Borrowed Funds	-	-	35,000,000
Subordinated Debt	5,000,000	5,000,000	5,000,000
Accrued Expenses and Other Liabilities	6,458,893	7,870,823	8,866,406
TOTAL LIABILITIES	615,799,591	720,168,336	723,747,762
Members' Equity			
Undivided Earnings	43,515,820	42,459,341	45,223,805
Accumulated Other Comprehensive Income	(3,656,436)	(6,102,173)	(6,686,284)
MEMBER OWNER EQUITY	39,859,384	36,357,168	38,537,521
TOTAL LIABILITIES & EQUITY	655,658,975	756,525,504	762,285,283

FINANCIAL HIGHLIGHTS

DEPOSIT MIX by Percentages



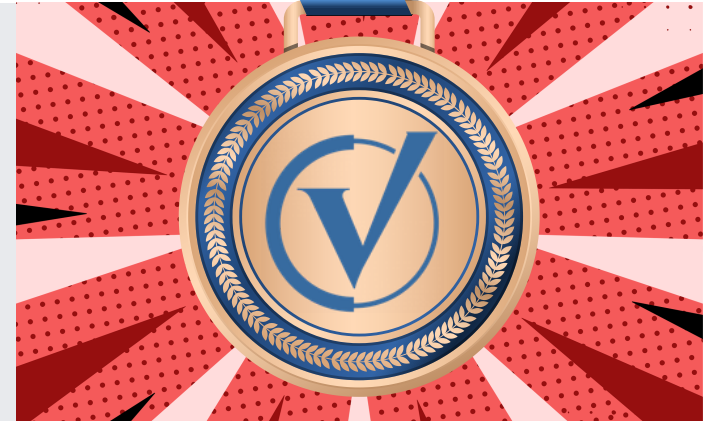
LOAN MIX by Percentages



2025 ACCOLADES

R1CU WINS IRVING, CARROLLTON, MESQUITE & GARLAND COMMUNITY VOTES!

Resource One Credit Union earned top honors across multiple communities, reflecting the trust and support of those it serves. The Garland and Irving branches received Platinum recognition in both the Credit Union and Bank categories, while Carrollton and Mesquite achieved Platinum status in the Credit Union category. These distinctions underscore Resource One's ongoing commitment to excellence and community-focused service.



DRIVING SOCIAL IMPACT

For the second consecutive year, Resource One Credit Union earned the ScholarShot Platinum Social Impact Award, recognizing its continued commitment to advancing education and expanding access to opportunity. Through this partnership, Resource One supports students in achieving their academic goals, helping to build a stronger, more prepared workforce and a brighter future for the communities it serves.



CHAMPIONING COMMUNITY, CELEBRATING IMPACT

Resource One Credit Union was proud to serve as a Unity & Action Sponsor for Proyecto Inmigrante's 20th anniversary celebration, marking two decades of advancing opportunity and inclusion. In recognition of our commitment, we were honored to receive a Certificate of Appreciation as a generous supporter and sponsor.



IN THE COMMUNITY



A MISSION THAT MATTERS - DON'T TAX MY CREDIT UNION

Credit unions serve over 140 million Americans, delivering more than \$35 billion in annual consumer financial benefits and contributing \$297 billion to the U.S. economy. Despite serving 43% of Americans, credit unions hold just 8.8% of financial assets, underscoring a mission centered on people, not profit. Preserving the credit union tax status remains essential to maintaining lower fees, better rates, and continued community investment.



EXPANDING FINANCIAL ACCESS

At the RAISE Texas Summit, Resource One helped lead the conversation on financial inclusion, advancing solutions that create opportunity and strengthen financial resilience.



COMMUNITY TRUST IN ACTION

Resource One Credit Union proudly earned top honors across multiple communities. Garland and Irving branches achieved Platinum status in both the Credit Union and Bank categories, while Carrollton and Mesquite secured Platinum in the Credit Union category. These recognitions reflect the trust placed in us by the communities we serve and our continued commitment to excellence.

IN THE COMMUNITY



A CULTURE OF SERVICE

At a celebratory luncheon, our teams honored the Top 5 Volunteers of 2025, recognizing extraordinary dedication to our communities. Ventura, named the inaugural recipient of the Clarence Nash Pillar of Purpose Award, exemplified this commitment with 194.5 hours of service. Together, these honorees contributed over 500 volunteer hours, helping us surpass our annual goal and reinforcing a culture where service extends beyond the workplace and into the heart of our communities.



SHAPING FINANCIAL FUTURES

In partnership with Dallas College, Resource One hosted Reality Fairs at various campuses throughout the metroplex, providing students with hands-on experience managing real-world financial scenarios. These initiatives reinforce our commitment to empowering the next generation with practical financial knowledge during Credit Union Youth Month and beyond.



ADVOCACY IN ACTION

Resource One leadership participated in the 2025 Texas Governmental Affairs Conference in Austin, engaging with policymakers and industry leaders to advocate for the continued strength and impact of credit unions across Texas.

ONE TEAM. ONE PURPOSE. ALL IN.

At Resource One, we are deeply committed to making a positive, lasting impact on our community. At our annual All Staff Day, themed Stronger Together, the team united around a shared purpose: uplifting the community and investing in the leaders of tomorrow. The most impactful moments came through service, with employees packing Bye-Bye Bags for Vogel Alcove and Snack Paks for the Wilkinson Center to help ensure children experiencing homelessness have reliable access to meals when school is out. By supporting these young individuals today, Resource One is helping build a stronger, more hopeful future. The day also included writing letters to future selves — a time for reflection on growth and a renewed commitment to continue serving members and communities with compassion, purpose, and heart. WE R1!



MEMBER STORIES

BUILDING TRUST BEYOND TRANSACTIONS: MR. KINNIE'S STORY

When long-time member Mr. Kinnie faced a sudden family emergency, he needed \$3,000 immediately, yet traditional lending options weren't feasible due to his debt ratios. Instead of turning him away, our team sat down with him to explore creative, responsible solutions. We recommended using Overdraft Privilege to access \$1,000, waiving the fee as a one-time courtesy, and paired it with a \$2,000 Quick Cash Loan based on his relationship with Resource One, requiring no credit application. The result wasn't just financial relief, it was trust reinforced. Mr. Kinnie later returned to personally thank the team and formally recognize the employee who helped him, sharing that he felt seen, heard, and supported, not treated like just another loan.



MEMBER STORIES

BUILDING A STRONG FINANCIAL FOUNDATION: JOSH & MARGRET'S STORY

Josh and Margret came to Resource One seeking guidance on starting their financial journey together as they prepared to get married. Our counselor guided them through Financial Partner Questionnaires, helping each reflect on their personal views of money and finances. Using the results, the counselor led a session that allowed Josh and Margret to better understand each other, prioritize what mattered most, and align their goals as a couple. They left feeling supported and grateful, noting that this service gave them confidence as they embarked on their life together. Last we checked, they were navigating married life with more ups than downs, and a strong financial foundation.

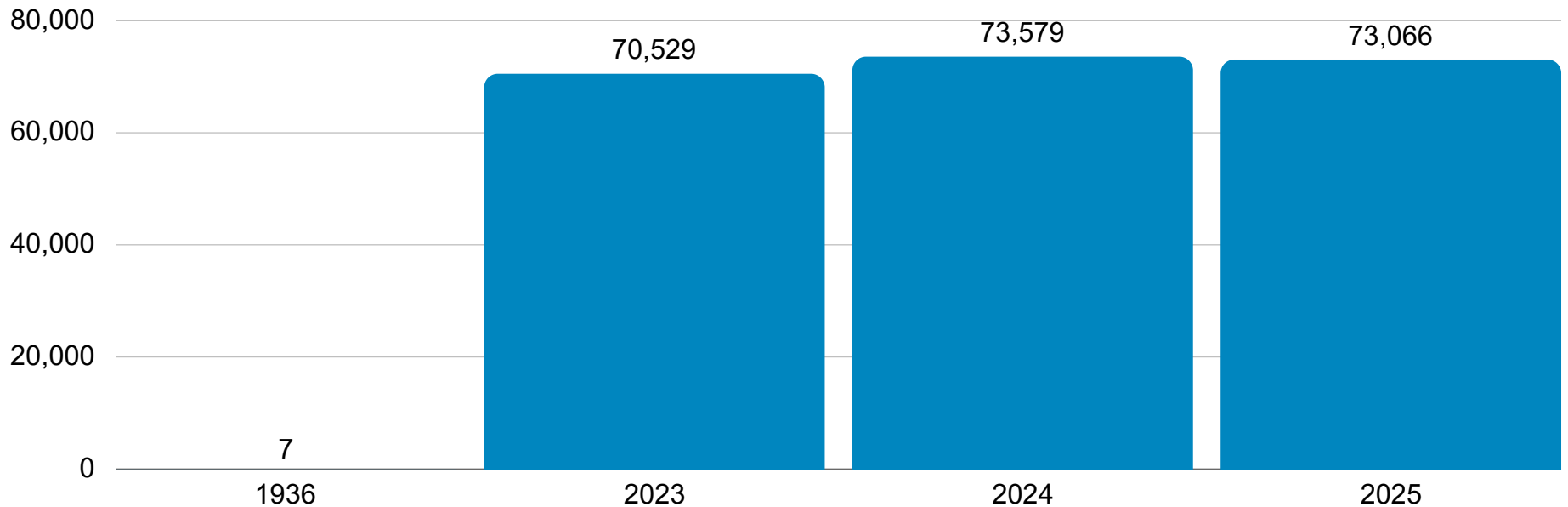


MEMBERSHIP & COMMUNITY REACH

FIELD OF MEMBERSHIP

Resource One Credit Union continues to serve a strong and engaged membership across Texas, reflecting both growth and stability in a dynamic environment. Membership increased from **70,529** in **2023** to **73,579** in **2024**, demonstrating continued momentum and trust in our mission. As of **2025**, we proudly serve **73,066** members, maintaining a solid and resilient membership base as we strategically align our footprint and resources to better serve our communities. Through a combination of personalized service and expanding digital capabilities, we remain committed to meeting our members where they are and supporting their long-term financial well-being.

NUMBER OF MEMBERS



INCLUSIVE ACCESS & COMMUNITY COMMITMENT

Resource One Credit Union is committed to serving a diverse and evolving membership through inclusive, accessible financial solutions. We engage our communities with thoughtful, bilingual communications in both English and Spanish, ensuring members feel informed, supported, and empowered. As part of this commitment, we offer Citizenship Loans to support individuals on their path to U.S. citizenship, including those who are ITIN holders. Through tailored outreach and culturally relevant engagement, we continue to expand awareness of these opportunities, helping more members access the resources they need to achieve their financial and personal goals.

SERVICES OFFERED

BUSINESS ACCOUNTS

Business Checking
Business Money Market
Business Savings
Merchant Services
Payroll Services
MasterCard® Business Credit Cards

BUSINESS LOANS

Commercial Real Estate
Equipment and Machinery
Lines of Credit
SBA Loans
Unsecured Term Loans
Vehicles and Heavy Trucks

CERTIFICATES OF DEPOSIT

Certificates of Deposit
IRA/SEP CDs
Save to Win®

CHECKING/SPENDING

CU Succeed
Daily Spending
Direct Spending
Empower Checking
Prime Spending

CONSUMER LOANS

Citizenship Loans
Credit Builder Loans
Home Improvement Personal Loans
Indirect Auto
Indirect Lease
New and Used Auto
New and Used Recreational Vehicles

- RVs, Boats, Motorcycles, Fifth Wheels, Travel Trailers, Planes, etc.

Lines of Credit
Personal Loans
Share Secured Loans
MasterCard® Credit Cards
QuickCash

MONEY MARKET

R1 Money Market

REAL ESTATE LOANS

Home Improvement and Equity Loans
Home Mortgage Loans

- First-Time Buyer, FHA, VA, USDA, and Conventional

SAVINGS

IRA/SEP Savings
Holiday and Summer Savings
Regular Savings
Youth and Teen Savings

ADDITIONAL SERVICES OFFERED

5,300+ Shared Branching Locations
30,000+ ATMs within the CO/OP® ATM Network
Budget Buddies
Credit Score by SavvyMoney
Debt Protection with Life Plus
Digital Banking
Expert Webinar Series
Mobile and Online Banking
Mobile Deposit
Mobile Wallet
My Health Solutions
Resource Rescue™
R1 Cha-Ching Savings with:

- Local and Nationwide Retailer Discounts
- Bazing Fuel
- Billshark
- Cellphone Protection
- Roadside Assistance
- Travel Accidental Death Coverage
- Pharmacy, Vision, and Hearing Savings
- Credit Monitoring

Video Banking
Enhanced Bill i-Pay
Zelle®



DALLAS

CEDAR HILL

755 North Highway 67
Cedar Hill, TX 75104

IRVING

2315 West Airport Freeway, #161
Irving, TX 75062

MESQUITE

2750 North Galloway Avenue
Mesquite, TX 75150

NORTH GARLAND

2475 Arapaho Road
Garland, TX 75044

TECHNICAL OPERATIONS CENTER

7518 Ferguson Road
Dallas, TX 75228

SOUTH GARLAND

302 West Centerville Road
Garland, TX 75041

SOUTHSIDE

1200 Belleview Street
Dallas, TX 75215



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Dallas 214-319-3100 | Nationwide 800-375-3674



WE R1!
Our members are
our prio**R1**ty.



