85% NET PROMOTER SCORE

$159,168 DONATED TO NON-PROFIT ORGANIZATIONS THROUGH THE WECARE FOUNDATION IN 2019

100 COMPLIMENTARY FINANCIAL EDUCATION SEMINARS HOSTED

15,929 NEW MEMBERS

FINANCIAL HIGHLIGHTS
(Dollars In Thousands)

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2018</th>
<th>Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assets</td>
<td>$3,690,408</td>
<td>$3,478,388</td>
<td>6.1%</td>
</tr>
<tr>
<td>Members’ Shares</td>
<td>$3,005,297</td>
<td>$2,835,626</td>
<td>6.0%</td>
</tr>
<tr>
<td>Loans</td>
<td>$2,354,730</td>
<td>$2,288,311</td>
<td>2.9%</td>
</tr>
</tbody>
</table>
When we think about what Wescom’s 13 founding members envisioned for their Credit Union in 1934, and what Wescom will mean for the millions of members over the next 85 years, we are reaffirmed that creating a community of “people helping people” is at the core of who we are.
To Our Member-Owners

We’re pleased to inform you that Wescom continued its strong performance, posting net earnings of more than $33 million in 2019.

This performance can be attributed to the several key initiatives in 2019 and the commitment we made to strengthen our position as Southern California’s go-to banking partner. Our goal is to serve both our members’ and communities’ banking needs – and we did that by offering unique savings opportunities, providing affordable loan options, opening a new branch, giving back to our communities, and celebrating our rich tradition. We also celebrated many milestones, including our 85th anniversary, that show our long-standing commitment to providing personalized and innovative service and making a difference in the communities we serve.

Providing members with competitive and relevant products and services in today’s evolving financial industry was important to us. As a result of increased loan demand, we saw a nearly 50 percent increase in real estate production. Based on member feedback, we created a new lending product that helps keep our members’ accounts stable in times of financial strain. Through our Quick Assist Loan Program, we funded 211 loans totaling more than $99,000 to help members with short-term, small-dollar loans with no credit check required. More members turned to Wescom for their insurance needs as Wescom Insurance Services recorded an eight percent growth in members with a policy. Our continuous efforts to providing valuable member service and delivering accessibility to everyday banking solutions was confirmed by our members’ rating of nearly 84 percent on the Member Experience Survey, which is a score based on an average of six categories reflecting the member’s experience with us.

Our commitment to making a difference in our communities was reflected in our expanded partnership with UCLA Campus Life, the UCLA Alumni Association, UCLA Athletics, and the Rose Bowl Stadium – specifically with the grand opening of our new UCLA Campus Branch. As our footprint in Southern California grew, it was our goal to provide the greater UCLA community with direct access to our resources and services so they’re able to lay the foundation for a long-term, positive financial future with Wescom. In 2019, we opened 358 new accounts for students, faculty, staff, and alumni. We hope these new members remain Wescom members for life, like so many of our existing members.

Our founding principle of “people helping people” continued to guide us in 2019 as we sought out more ways for our members to connect with us through community outreach. For the first time in our 13 years of participation, during our 85th year of building better lives in Southern California, we invited members to join Team Wescom in the National Multiple Sclerosis (MS) Bike MS: Bay to Bay Tour. Nearly 80 Wescom employees and members biked from Irvine to San Diego and raised more than $215,000 for the National MS Society, securing our spot as one of the top fundraising teams out of all 148 teams. To date, Wescom has donated more than $1.2 million to the National MS Society.

Celebrating our milestone anniversary not only meant celebrating the Credit Union as a whole, but it also meant recognizing the 20-year milestones of two integral facets that impact our members and the community: eBranch, our online banking channel, and WeCare, our employee-run foundation. Since 1999, eBranch has released hundreds of new online features that make it possible for members to bank from any device – while WeCare has donated $2.5 million in
employee contributions and Wescom matching funds to non-profit partners in SoCal. As we continued to commemorate our 85th year, Wescom showcased our first-ever float in the 2020 Rose Parade® presented by Honda with the theme, “Better Together: Hope Creates Community.” Our unique float design and festivities leading up to the parade in 2019 honored and celebrated those who bring hope to others as we provided our members with opportunities to decorate, ride, and watch the Wescom float in the iconic parade.

Our commitment to improving the financial well-being of Southern Californians is as strong today as it was in 1934. Our goal is to consistently offer members value through our competitive loan and savings rates, convenient access to our service channels, and financial education opportunities. Our mission of exceeding expectations drives everything we do. From implementing strategic initiatives to delivering exceptional member service, we put our members first. As we continue to grow and focus on ways to better serve our members and our Southern California communities, we strive to nurture the cooperative spirit that created a strong financial institution 85 years ago.

Noel Ross
Chairman
Darren Williams
President/CEO

<table>
<thead>
<tr>
<th>Members’ Shares in Billions</th>
<th>'17</th>
<th>'18</th>
<th>'19</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$2.75</td>
<td>$2.84</td>
<td>$3.01</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Loans in Billions</th>
<th>'17</th>
<th>'18</th>
<th>'19</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$2.10</td>
<td>$2.29</td>
<td>$2.35</td>
</tr>
</tbody>
</table>
Jan
WeCare celebrated its 20th birthday.

Feb
Started donating $1 to Credit Union for Kids for the benefit of Children’s Miracle Network Hospitals® for each non-Wescom, non-CO-OP Network® cash withdrawal at Wescom ATMs. Total funds raised: $57,000.

Mar
Fifth annual #WescomKindness event at Coffee Bean & Tea Leaf® to surprise individuals with free coffee for Daylight Saving Time.

Apr
Youth Month encouraged our youngest members to adopt smart saving habits through special offers and promotions.

May
eBranch celebrated its 20th birthday.

Jun
Wescom was voted “Best Credit Union” and “Favorite Credit Union” by the readers of 13 SoCal news publications.
During our 85th year, we had many milestones to celebrate that show our commitment to providing personalized and innovative service and making a difference in the communities we serve.

**Aug**

The Wescom Riverside Branch relocated to a new location, which marks the fifth branch to feature our new branch design that better utilizes technology and allows for more meaningful interactions without barriers.

**Sept**

Opened the 24th branch on the UCLA campus to better serve the Bruin community of students, faculty, staff, and alumni.

**Oct**

Wescom members and employees formed a team of nearly 80 riders to participate in the National Multiple Sclerosis (MS) Society’s Bike MS: Bay to Bay Tour. To date, Wescom has donated more than $1.35 million to the National MS Society.

**Nov**

The Wescom Redlands Branch relocated to a new location, which marks the seventh branch to feature our new branch design.

**Dec**

Wescom celebrated its 85th birthday with special offers, festivities, and our first-ever float entry in the 2020 Rose Parade® presented by Honda with the theme, “Better Together: Hope Creates Community.”
Providing our members with competitive and relevant products and services in today’s evolving financial industry is important to us and we are committed to adding value to every aspect of their banking experience with us through every delivery channel.

“I have been banking with Wescom for more than 25 years. Every time I have needed anything related to finances, Wescom has been there – from purchasing cars, getting credit cards, and insurance. Banking with Wescom is just so convenient. Now my kids have accounts too, so we are all hopeful Wescom will be there when we need them.”

Denver, Member Since 1994

**Growing and Building Better Financial Lives**

In 2019 we helped our members build better financial lives, which was validated by the increase in auto loans, certificates, and Home Equity Lines of Credit (HELOCs).

- **7%** increase in auto loans
- **25%** increase in certificate balances
- **2%** increase in HELOCs

**MEMBER EXPERIENCE SCORE**

84%

Based on an average of six categories reflecting the member’s experience with us:

1. Net Promoter Score (a measure of member’s who say they would recommend others to Wescom)
2. Experience
3. Convenience
4. Expectations
5. Individual Value
6. Comparative Value
Increase in Members with an Insurance Policy

8,834 members have a Wescom Financial Services Account

<table>
<thead>
<tr>
<th>Year</th>
<th>Members</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017</td>
<td>8,920</td>
</tr>
<tr>
<td>2018</td>
<td>9,574</td>
</tr>
<tr>
<td>2019</td>
<td>10,382</td>
</tr>
</tbody>
</table>

211 loans funded totaling nearly $99,100 through our Quick Assist Loan Program to help members with short-term, small-dollar loans with no credit checks required

86% of members see themselves as a “lifelong partner” of Wescom*

*Reflects Fall 2019 Raddon Relationship Survey Report.

Pictured from left: Lucia, Alison, Niko, Marcelo, and Denver.
#BetterBanking4Bruins®

4 JOBS created at the Wescom UCLA Campus Branch for UCLA students

8 INTERNS participated in the paid UCLA Student Internship Program since 2018

50 WORKSHOPS hosted since 2015 that focused on financial literacy

$3,657 DONATED to UCLA non-profit organizations in 2019

$500,000 SCHOLARSHIP FUND for the Men’s Basketball program over the next 10 years

Madeleine, UCLA Economics Undergraduate, Wescom UCLA Campus Branch Member Service Representative, Summer 2019 Wescom Student Intern
EXPANDING OUR COMMUNITY

As our footprint in Southern California grows, our commitment to making a difference in our communities is as strong today as it was in 1934. Our partnership with UCLA, membership growth, and financial education efforts in 2019 reflect that commitment to provide our members and communities with convenient access to our resources and services.

“As a Wescom Investment Associate Intern, it was intriguing shadowing different departments, like Accounting and Finance, which helped me figure out what I want to specialize in the future. Working part-time at the branch is a great opportunity – we feel like we’re making a difference and helping members shape their future financially. It’s 100 percent teamwork.”

EDUCATION

2,444
users registered for the 25 free financial education modules available online through the Wescom Financial Education Center

86
Wescom Financial Services, Home Buying and Refinancing, and Auto Buying seminars hosted

1,100
students learned about real-life money challenges during 3 Bite of Reality workshops

Big Blue served as a mobile banking center at 150+ community events in 13 cities

15,929
New Members Experienced the Wescom Difference in 2019
This year, we offered more ways for our members to connect with us through community outreach, from inviting them to join our team for the National Multiple Sclerosis (MS) Society’s 2019 Bike MS: Bay to Bay Tour, to providing loans when they need it the most. Our mission in 2019 was to demonstrate the cooperative philosophy of “people helping people” that we were founded upon in 1934.

“As a kid, my parents opened a Wescom account for me and I just stuck with it through life, through mortgages, through different things, and the service has always been really fantastic. My experience as a Wescom member mimicked my experience as a Wescom Bike MS Team Member. The day of the race, I showed up with a jersey and everyone was really inviting. I’ll definitely come back and do it again.”

$236,000

donated to Children’s Miracle Network Hospitals® by Wescom employees, members, volunteers, and non-members through fundraising events and non-CO-OP Network® cash withdrawals at Wescom ATMs

BIKE MS

More than $215,000

donated to the National Multiple Sclerosis (MS) Society

80

riders biked in the two-day, 100-mile ride from Irvine to San Diego

13

years that Wescom has participated
$100,458 in 42 special emergency loans to members impacted by the federal government shutdown
### Wescom in the 2020 Rose Parade®
**presented by Honda: BY THE NUMBERS**

The Credit Union showcased our first-ever Rose Parade float with the theme, “Better Together: Hope Creates Community.”

<table>
<thead>
<tr>
<th>Wescom members were given the opportunity to ride our float</th>
<th>days where Wescom members and employees volunteered to decorate our float</th>
<th>vehicle was on our float – Wescom’s fully restored vintage 1934 truck, a nod to our 85th anniversary</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>5</td>
<td>1</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Wescom members and employees, CHLA patients and their families, and LAPD cadets volunteered to decorate our float</th>
<th>animals on the float represented a community coming together to help a family move into a new tree home</th>
</tr>
</thead>
<tbody>
<tr>
<td>216</td>
<td>10</td>
</tr>
</tbody>
</table>
CELEBRATING MILESTONES

The milestones we celebrated during our 85th year reflected how far we’ve come as a Credit Union and what kind of banking partner we are for Southern Californians. Although times have changed and our members’ needs have evolved, our dedication to service and innovation has remained consistent over the years.

“In December of 2018, I was diagnosed with thyroid cancer and had surgery at (CHLA). After the surgery and the 4-day hospital recovery, I signed up to become a CHLA Junior Ambassador to give back to the hospital and to create the best experience possible for other patients. Getting the chance to be on the Wescom Rose Parade float was so exhilarating with the music playing. Getting the chance to see all of these people waving at you makes you feel like you had an impact on their lives and that they appreciated you. Even though during the float decorating process I only added little details it was such a unique experience to see the finished product after the community had worked so hard to pull it together.”

SPECIAL 85TH ANNIVERSARY OFFERS IN 2019

13-Month Certificate at 2.85% APY* with a minimum deposit of $500 in new funds

5-Month Certificate at 2.34% APY* with a minimum deposit of $500 in existing funds

$285 for referring a friend to Wescom

*APY=Annual Percentage Yield.

20 Years of eBranch

NEW DIGITAL FEATURES IN 2019

- View insurance policy and investment account information
- Change existing passwords in the mobile app
- Chat access on Android™
- Customize eBranch home screen
- Use Account Center to open new accounts, order checks, and more
- “Pay Now” for quick loan and credit card payments
- Manage BillPayer payees
- View FICO® Score
- Use card 3-digit security code to authenticate login
- Enroll mobile devices for access to Account Alerts, text banking, and security code

20 Years of the Wescom WeCare Foundation

$159,168 donated to non-profit organizations in 2019 — and $2.5 million donated since WeCare was founded in 1999
DEDICATED VOLUNTEERS

Meet the members of our all-volunteer Board of Directors, Associate Directors, Audit Committee, and Directors Emeritus, who govern how Wescom Credit Union operates. Each works hard to act in the best interest of our members and to meet the demands of governing a financial institution with nearly $4 billion in assets.

BOARD OF DIRECTORS

Noel Ross
Chairman
Javier Morales
Vice Chairman
Daniel Kraus
Secretary
Ron Fischer
Treasurer
Hani Bhimji
Gina A. Friedrich
Jeff Luong
Virginia C. Panossian
David Perez
Phil Perkins
Brad Selby

DIRECTORS EMERITUS

Will J. Brown
Addison Carter
Mark Dilbeck
Tim Dolan
Robert Graham
Victor V. Moy
Armando Nodal
Norberta N. Noguera
Thomas G. Suter
Liz Wood
ASSOCIATE DIRECTORS

Jessica Gutierrez
Shemika Jones

Brenda Laboy
Julie Sina

Darren Williams
President/CEO

Keith Pipes
Executive Vice President
Chief Operating Officer

Javier Morales
Chairman

Lawrence McCauley
Secretary

Deena Otto
Senior Vice President
Digital Channels & Payments

Jonathon Allen
Senior Vice President
Financial Services & Deposit Operations

Joseph Pellissery
Senior Vice President
Chief Information Officer

Melissa Pederson
Senior Vice President
Administration

Deana Otto
Senior Vice President
Digital Channels & Payments

Charles Thomas
Senior Vice President, Chief Lending Officer

Adriana Welch
Senior Vice President
Branch Operations

Irving Yu
Senior Vice President
Chief Financial Officer

The Senior Executive Team of Wescom Credit Union provides leadership and guidance in serving the needs of our members and delivering Signature Experiences in all aspects of member service.

SENIOR EXECUTIVE TEAM

Hani Bhimji
David Perez
Richard Wiedemann

Irving Yu
Senior Vice President
Chief Financial Officer
## Consolidated Statement of Financial Condition

(Dollars In Thousands)

<table>
<thead>
<tr>
<th></th>
<th>December 31, 2019</th>
<th>December 31, 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash and Cash Equivalents</td>
<td>$ 199,936</td>
<td>$ 124,759</td>
</tr>
<tr>
<td>Loans to Members</td>
<td>2,354,730</td>
<td>2,288,311</td>
</tr>
<tr>
<td>Allowance for Loan Losses</td>
<td>(14,884)</td>
<td>(15,448)</td>
</tr>
<tr>
<td>Investments</td>
<td>958,917</td>
<td>900,473</td>
</tr>
<tr>
<td>Land and Building (Net)</td>
<td>42,931</td>
<td>43,275</td>
</tr>
<tr>
<td>Other Fixed Assets (Net)</td>
<td>28,348</td>
<td>23,526</td>
</tr>
<tr>
<td>National Credit Union Share Insurance Fund</td>
<td>28,382</td>
<td>27,236</td>
</tr>
<tr>
<td>Other Assets</td>
<td>92,048</td>
<td>86,256</td>
</tr>
<tr>
<td><strong>TOTAL ASSETS</strong></td>
<td>$ 3,690,408</td>
<td>$ 3,478,388</td>
</tr>
</tbody>
</table>

| **Liabilities and Equity** | | |
| Members’ Shares | $ 3,005,297 | $ 2,835,626 |
| Other Borrowings | 266,125      | 266,349      |
| Accrued Expenses and Other Liabilities | 79,427            | 86,156        |
| Regular Reserves | 74,529        | 74,529        |
| Undivided Earnings | 275,839       | 242,250       |
| Unrealized Gain (Loss) on Investments | 11,517         | (22,263)      |
| Other Comprehensive Income | (22,326)       | (4,259)       |
| **TOTAL LIABILITIES AND EQUITY** | $ 3,690,408 | $ 3,478,388 |

## Consolidated Statement of Income

For the twelve months ended

(Dollars In Thousands)

<table>
<thead>
<tr>
<th></th>
<th>December 31, 2019</th>
<th>December 31, 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Interest Income</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Loans</td>
<td>$ 105,183</td>
<td>$ 97,242</td>
</tr>
<tr>
<td>Investment Income</td>
<td>41,713</td>
<td>36,496</td>
</tr>
<tr>
<td><strong>Total Interest Income</strong></td>
<td>146,896</td>
<td>133,738</td>
</tr>
<tr>
<td><strong>Interest Expense</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dividends</td>
<td>15,554</td>
<td>10,512</td>
</tr>
<tr>
<td>Borrowed Funds</td>
<td>21,734</td>
<td>18,759</td>
</tr>
<tr>
<td><strong>Total Interest Expense</strong></td>
<td>37,288</td>
<td>29,271</td>
</tr>
<tr>
<td><strong>NET INTEREST INCOME</strong></td>
<td>109,608</td>
<td>104,467</td>
</tr>
<tr>
<td><strong>PROVISION FOR LOAN LOSSES</strong></td>
<td>3,800</td>
<td>2,940</td>
</tr>
<tr>
<td><strong>NET INTEREST INCOME AFTER PROVISION FOR LOAN LOSSES</strong></td>
<td>105,808</td>
<td>101,527</td>
</tr>
<tr>
<td><strong>NON-INTEREST INCOME</strong></td>
<td>76,014</td>
<td>65,497</td>
</tr>
<tr>
<td><strong>NON-INTEREST EXPENSE</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Salaries &amp; Benefits</td>
<td>82,099</td>
<td>80,208</td>
</tr>
<tr>
<td>Data Processing &amp; Statements</td>
<td>15,237</td>
<td>15,439</td>
</tr>
<tr>
<td>Services &amp; Supplies</td>
<td>14,267</td>
<td>13,431</td>
</tr>
<tr>
<td>Occupancy Expenses</td>
<td>14,232</td>
<td>13,859</td>
</tr>
<tr>
<td>Member Education &amp; Promotion</td>
<td>8,456</td>
<td>8,189</td>
</tr>
<tr>
<td>Other Operating Expenses</td>
<td>13,942</td>
<td>15,100</td>
</tr>
<tr>
<td><strong>Total Non-Interest Expense</strong></td>
<td>148,233</td>
<td>146,226</td>
</tr>
<tr>
<td><strong>NET INCOME</strong></td>
<td>$ 33,589</td>
<td>$ 20,798</td>
</tr>
</tbody>
</table>

These numbers are unaudited.
Administrative Offices
123 S. Marengo Ave.
Pasadena, CA 91101

Operations Center
5601 E. La Palma Ave.
Anaheim, CA 92807

1-888-4WESCOM
(1-888-493-7266)
TTY 1-888-937-2661
Teletype number for the speech- and hearing-impaired

Web site: wescom.org
Email: mail@wescom.org

Branch Locations
Anaheim          Pasadena
Corona           Redlands
Costa Mesa       Riverside
Culver City      Sherman Oaks
Hawthorne        Signal Hill
Irvine           Simi Valley
Laguna Niguel    Stevenson Ranch
La Habra         Thousand Oaks
Ontario          Torrance
Orange           Tustin
Oxnard           UCLA Campus
Palmdale         West Covina

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Insured by NCUA

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