



2025

ANNUAL REPORT



MANAGEMENT & BOARD REPORT

A Year of Financial Discipline, Resilience, and Strategic Momentum

At the conclusion of 2025, Zing Credit Union remains a **safe, sound, and well-capitalized financial institution**, focused on long-term sustainability, prudent growth, and delivering meaningful value to our members. Building on the operational transformations and infrastructure investments completed in 2024, the organization shifted in 2025 toward **financial optimization, expense discipline, and balance sheet strength**.

Despite a continued challenging economic environment characterized by elevated interest rates, tightening liquidity across the industry, and pressure on consumer credit, Zing Credit Union demonstrated resilience and adaptability. Strong governance, proactive management, and disciplined execution enabled the credit union to exceed budgeted earnings expectations while maintaining solid capital and liquidity positions.

Financial Strength and Performance

At December 31, 2025, **total assets reached \$418.2 million**, reflecting a year-over-year increase of \$5.7 million (1.4%). The balance sheet remains well diversified, with loans comprising approximately **64% of total assets** and cash and investments providing ample liquidity.

Net income for the year totaled \$1.60 million, exceeding budget by more than \$1.07 million. This performance was driven by strong net interest income, disciplined operating expense management, and favorable non-interest income results, partially offset by elevated credit loss provisioning in response to portfolio risk trends.

Zing Credit Union closed the year with a **net worth ratio of 12.90%**, maintaining its status as a well-capitalized institution and providing a strong buffer against economic volatility. While modestly lower than the prior year, capital levels remain comfortably above regulatory requirements and aligned with the Board's long-term capital strategy.

Earnings and Operating Efficiency

Net interest income for 2025 totaled **\$14.0 million**, exceeding budget by 2.3%, as asset yields remained favorable and deposit pricing was effectively managed in a competitive rate environment. Non-interest income reached **\$7.14 million**, driven by stable fee income and strong miscellaneous revenue performance.

Operating expenses were tightly controlled throughout the year, finishing **\$1.08 million (5.7%) below budget**.

This resulted in a **year-end efficiency ratio of 85.41%**, a meaningful improvement over budget expectations and reflective of the benefits realized from prior-year system upgrades, real estate optimization, and ongoing cost management initiatives.

Asset Quality and Risk Management

Zing Credit Union continued to prioritize sound underwriting and proactive risk oversight. At year-end, **delinquent loans totaled 0.61% of total loans**, while **net charge-offs remained stable at 0.37% year-to-date**.

Although credit loss expense increased during the year, management views this as a prudent and forward-looking response to economic conditions and portfolio seasoning rather than a deterioration in underwriting standards.

Total loans ended the year at **\$270.0 million**, representing modest net growth of 0.6% year-over-year. Loan activity was balanced across consumer, auto, and real estate products, with deliberate moderation in response to rate sensitivity and credit risk considerations.

Liquidity and Balance Sheet Position

Liquidity remained strong throughout 2025. **Cash and equivalents totaled \$46.9 million**, representing 11.2% of total assets, while investments increased to **\$65.7 million** following strategic purchases during the year. Member deposits ended the year at **\$358.3 million**, reflecting stable member confidence and a diversified funding base.

Looking Ahead

As we enter 2026, Zing Credit Union is well positioned to navigate continued economic uncertainty while remaining focused on its mission of serving members and strengthening communities. Management and the Board will continue to prioritize:

- Sustaining strong capital and liquidity levels
- Monitoring credit quality and economic trends
- Leveraging operational efficiencies gained through prior investments
- Delivering competitive, member-focused financial solutions

We extend our sincere appreciation to our members, employees, and volunteers for their continued trust and commitment. Their support remains the foundation of Zing Credit Union's strength and success.

Tessa Bonfante CO-CEO **Shane Silvernale** CO-CEO **Andrew Blunt** CHAIR OF THE BOARD

SUPERVISORY COMMITTEE REPORT

Ensuring Financial Integrity and Member Confidence

The volunteer Supervisory Committee is charged with ensuring that the operations of Zing Credit Union are conducted with business soundness and within compliance with the credit union's governing regulatory bodies. The Committee provides oversight and independent evaluation of financial reporting, internal controls, and regulatory compliance.

In collaboration with Zing's internal and external auditors, audits and reviews of financial records, policies and procedures were conducted in 2025. As a result of these audits, the Supervisory Committee is



pleased to report there were no findings and the credit union is operating in full compliance with applicable regulations.

The members of the Supervisory Committee thank the Board of Directors, management, staff and members for their continued trust and support.

Zing remains a safe and sound institution for its members.

Lynn Martin
CHAIR OF THE SUPERVISORY
COMMITTEE

TREASURER'S REPORT

Maintaining Financial Strength and Stability

Zing Credit Union closed the year ended December 31, 2025, in a strong and stable financial position, reflecting prudent financial management, disciplined expense control, and a continued focus on long-term sustainability. Despite a challenging economic environment marked by elevated interest rates and increased credit risk across the financial services industry, the credit union remained well capitalized, liquid, and operationally sound.

Total Assets

\$418,175,259.96

Total Equity

\$53,768,719.34

Interest and Dividends Paid

\$4,882,072.25

Net Worth:

12.90%



Total assets ended the year at \$418 million, with a net worth ratio of 12.90%, reflecting a well-capitalized institution.

Shane Silvernale
CO-CEO

INCOME STATEMENT

UNAUDITED

INCOME	2025	2024
Interest from Loans	\$15,447,131.78	\$15,091,821.96
Interest from Cash and Investments	3,445,787.87	2,702,769.68
Member Fees/Charges	3,237,832.66	2,790,063.41
Miscellaneous Income	3,905,921.13	3,989,299.74
TOTAL INCOME	\$26,036,673.44	\$24,573,954.79

EXPENSES

Employee Compensation & Benefits	\$8,726,299.24	\$8,488,323.78
Travel & Conference	89,957.18	88,563.63
Office Occupancy	1,628,305.14	1,522,845.82
Office Operations	2,992,130.18	2,806,974.75
Education & Promotion	392,912.68	514,363.61
Loan Servicing	3,328,161.14	3,969,882.28
Professional & Outside Services	514,776.36	391,252.98
Provision for Credit Losses	1,483,067.36	915,475.45
Operating Fees	34,451.15	31,089.85
Miscellaneous Operating Expenses	181,962.09	455,478.43
TOTAL OPERATING EXPENSES	\$19,372,022.52	\$19,184,250.58
(Gain)/Loss on Disposition of Assets	0.00	(2,022,341.22)
(Gain)/Loss on Sale of Loans	179,049.88	89,163.32
(Gain)/Loss on Sale of Investments	0.00	(1,770,482.58)
Interest on Borrowed Money	22.46	44.43
Interest on Deposits	4,638,173.81	5,263,682.14
Dividends on Shares	243,875.98	319,466.61
TOTAL EXPENSES	\$24,433,144.65	\$21,063,783.28

NET INCOME

\$1,603,528.79

\$3,510,171.51

BALANCE SHEET

UNAUDITED

ASSETS	2025	2024
Cash & Equivalents	\$46,989,435.76	\$44,916,013.70
Accrued Loan & Investment Income	1,227,206.84	1,201,116.86
Investments	65,726,155.15	66,358,987.17
Loans to Members	270,038,540.72	268,379,071.13
Allowance for Credit Losses	(3,008,072.63)	(2,498,852.11)
Property & Equipment	18,341,756.22	19,214,145.12
Other Assets	18,860,237.90	14,882,654.09

TOTAL ASSETS

\$418,175,259.96

\$412,453,135.96

LIABILITIES & EQUITY

Liabilities

Share Accounts	\$96,781,195.85	\$102,284,171.57
Checking Accounts	89,767,570.15	83,817,525.34
Club Accounts	1,475,324.57	1,476,639.03
Money Market Accounts	73,852,109.85	72,219,907.71
IRA Accounts	3,660,099.30	3,984,341.00
Share Certificates	82,814,187.77	80,285,231.98
IRA Share Certificates	9,926,510.56	10,941,184.45
Accounts Payable & Other Liabilities	6,129,542.57	7,097,335.11
TOTAL LIABILITIES	\$364,406,540.62	\$362,106,336.19

Equity

Regular Reserves	\$0	\$0
Undivided Earnings	52,536,445.35	47,730,940.78
Equity Acquired in Merger	1,670,316.00	1,670,316.00
Unrealized Gains/(Losses)	(746,237.74)	(2,564,628.52)
Net Income (Loss)	308,195.73	3,510,171.51
TOTAL EQUITY	\$53,768,719.34	\$50,346,799.77

TOTAL LIABILITIES & EQUITY

\$418,175,259.96

\$412,453,135.96

CREDIT OFFICER'S REPORT

Lending Performance, Portfolio Quality, and Risk Management

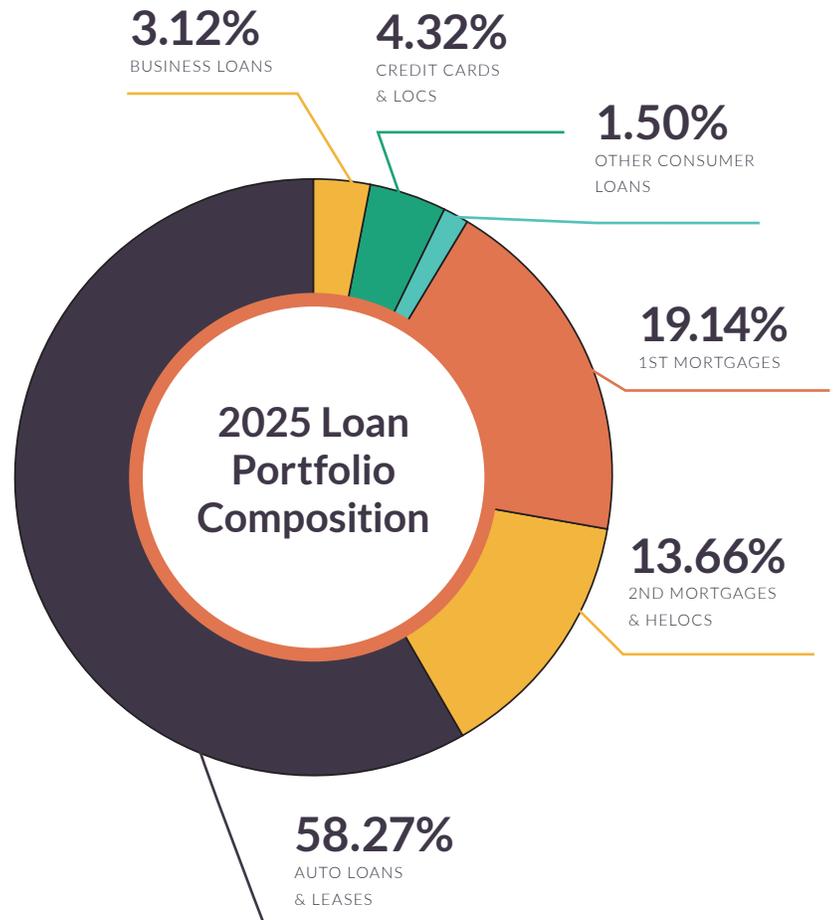
In 2025, Zing Credit Union delivered responsible, member focused lending while maintaining disciplined credit risk management. Despite high interest rates, inflation, and increased consumer financial stress, the credit union achieved measured loan growth with a strong focus on asset quality and long term sustainability.

Loan Portfolio Overview

As of December 31, 2025, total loans reached **\$270.0 million**, a modest **0.6%** year over year increase. Growth was intentionally paced as management emphasized credit quality, pricing discipline, and portfolio diversification. The portfolio remains primarily consumer focused, led by auto loans and leases, with diversified contributions from real estate secured lending, credit cards, member business loans, and other consumer products.

Credit Quality and Asset Performance

Credit quality remained solid throughout 2025. Delinquencies ended the year at **0.61%** of total loans—slightly higher than the prior year but still within acceptable ranges. Net charge offs held steady at **0.37%**, reflecting stable performance and effective collection practices. Management continues to prioritize responsible lending based on borrowers' ability to repay, helping maintain strong portfolio performance while meeting member needs.



In 2025, Zing Credit Union delivered responsible, member focused lending while maintaining disciplined credit risk management.

Tessa Bonfante
CO-CEO



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303-573-1170

Federally Insured by the NCUA

Equal Housing Lender