

NORTH STAR CREDIT UNION

CELEBRATING 85 YEARS



For 85 years North Star Credit Union has been in the heart of the region providing banking services and connecting with community. As part of this our mascot Star traveled across the region to explore her roots visiting attractions that highlighted our history and heritage. Our members did the same sharing their journey for a chance to WIN \$850. It was an amazing adventure. We truly hope that you will travel with us for another 85 years.



Cook
218-666-5940

Duluth
218-722-2720

Mountain Iron
218-550-2940

Nashwauk
218-885-1600

OUR NORTH STARS



Board of Directors:

Margaret Rinne
Jon Korpi
Lara Whiteside
Vicki Schelde
Jodie Pierce
Josh Svedberg

Supervisory Committee:

Jody Refsdal
Bob Champa
Deanne Howard

ALCO members:

Jennifer Stedt
Stephanie Burckhardt
Alicia Dahl
Julia DeVries
Christie Kainwo
Jen Judas
Lizzie Pretti
Margaret Rinne
Jon Korpi
Bob Champa



It is our team who make us who we are and our board and supervisory members who support us as we fulfill our mission. Each person makes North Star Credit Union shine.

Leadership Team

Jennifer Stedt – CEO
Jennifer Judas – VP of Accounting
Julia DeVries – Resource Manager
Christie Kainwo – Regional Branch Manager
Stephanie Burckhardt – VP of Mortgage Lending
Alicia Dahl – VP of Business Services

Administrative

Cheri Carter – Accountant
Lori Chilstrom – Accounting Clerk
Melissa Cox – Marketing Manager
Rachel Indihar – Executive Assistant
Haylie Nelson – Training and Development Specialist

Lending

Lizzie Pretti – Consumer Lending Manager
Drew Braun – Consumer Loan Officer
Lynn LaFlair – Consumer Loan Officer/MSR
Lindsey Grife – Mortgage Loan Officer
Lori Astleford – Mortgage Loan Officer
Jessica Johnson – Mortgage Loan Processor
Brenna Simpson – Loan Clerk
Kim Martinson – Business Services Credit Analyst

Member Services

Mandie Mitchell – MSR Supervisor – Cook/Mt. Iron
Cindy Stevens – Branch Manager, Nashwauk
Missy Holmes – MSR Float
Shannon Reed – MSR II
Marissa LaPatka – MSR II
Logan Brookshire – MSR II
Laurie Milleson – MSR II
Jae Wuori – Sr. MSR
Holly Hanson – Sr. MSR
Courtney Brewer – Sr. MSR/Jr. Underwriter

Intern

Addison Burckhardt – Student Intern
Seth Hauber – Business Services Intern



WHO WE ARE

Our mission expanded this year to include the promotion of community development as we recognize our commitment to the betterment of the communities we serve. We will continue to be involved and make a difference by giving back and carrying out our the philosophies of the credit union.

MISSION

North Star Credit Union provides high-quality financial services and education to meet the needs of our community, with a focus on promoting community development.



HOMETOWN VALUES

We are small enough to know you and large enough to serve you. We care about community and take pride in our hometown values. It means a lot to us to have branches in Cook, Duluth, Nashwauk, and Mountain Iron where we can connect with community and serve our members.



WORLDWIDE ACCESS

With mobile and online banking, members are able to access their account wherever they travel. Remote check deposit allows members to deposit funds by taking a photo. We provide high-quality service and the technology that enables you to bank from anywhere. With a click of a button, you are able to access your account.



LIFELONG RELATIONSHIPS

We have been a part of the community since 1939 and have been creating and building relationships ever since. We provide local decision making and underwriting which helps our members with receiving loans for their next purchase and education programs to promote financial well-being for our members.

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218-885-1600

WELCOME MEMBERS

Core Values

TEAM WORK
INTEGRITY
EXCELLENCE
ACCOUNTABILITY



Our Vision

**OUR VISION IS TO HELP
BUILD THRIVING
COMMUNITIES ACROSS
NORTHERN MINNESOTA**

North Star Credit Union cares about community. Our employees live and work in the communities we serve. Our kids go to area schools and attend sporting events and activities. We volunteer and support local businesses. It means a lot to us to be a part of community and promote our region. A lot of our members started out as kids and now have kids and grandkids of their own who are members. We are proud to serve our neighbors. Our core values are a part of who we are and how we serve. We truly love our community and love our credit union. We hope to share that with each of our members as we are not just another financial institution. We are member-owned and not-for-profit and we share profits with owners.



THE CREDIT UNION DIFFERENCE

Insight From Our Company CEO: *Jennifer Stedt*

From the records we have, January 1, 2024, marked 85 years as the time the credit union was organized as Northern Farmers Co-op Credit Union. The name may have changed a few times but the philosophy and the mission of the credit union, driven by its membership and guided by its staff and volunteers, has led to a viable and thriving financial institution. The continued support of our members and the community solidifies our sustainability, and the vision and drive of our staff and volunteers has allowed the credit union to grow and flourish through the years.



Last year we opened the newly renovated building in Mt. Iron, and we closed the branch office in the Super One in Virginia. We also moved the location of our Duluth branch office to a new building on Grand Ave. which includes more parking, overnight deposit and a drive-through. The convenience of both new locations has contributed to the continued growth and recognition of the credit union. Unfortunately, due to the geographical location of the Brooks, MN branch office we were unable to continue operations in the Brooks community and closed that location at the end of March 2024.

We continue to operate the student branch in the North Woods school and add additional financial education curriculum year after year to support the students in their future financial success. Staff and our mascot, Star the Yeti, visited eleven schools in the surrounding communities as part of the February I Love to Read statewide initiative, and attended library and community center events. We also support our communities through volunteerism, participation in parades and other community wide events, and sponsorship support.

Our motto, "We are small enough to know you and large enough to serve you," is a point of pride we take seriously. We want to know our members and have the conversations that lead to beneficial financial results. We offer in branch, mobile and online banking, same day debit card replacement, remote check deposit, local and fast decision making on loans, no fees business checking, and all the same deposit and loan services we have always had.

Year after year the economic situation varies in ways that change the needs of our membership and we strive to adjust, expand, or introduce the products and services that will support those changes. Recently we added a Home Equity Line of Credit product to our mortgage loan department and a Tiered Money Market product to our investment services to meet the needs of our members.

I would like to take this opportunity to thank the credit union staff, volunteers, our communities, and you the members, for the success of OUR North Star Credit Union.

MEET OUR LEADERSHIP TEAM



JENNIFER STEDT

CEO



JENNIFER JUDAS

VP OF ACCOUNTING



JULIA DEVRIES

RESOURCE MANAGER



CHRISTIE KAINWO

**REGIONAL BRANCH
MANAGER**



**STEPHANIE
BURCKHARDT**

**VP OF MORTGAGE
LENDING**



ALICIA DAHL

**VP OF BUSINESS
SERVICES**

If your actions inspire others to dream more, learn more,
do more and become more, you are a leader."

-John Quincy Adams

MINUTES



Date: 9/21/2023

S M T W T F S

ANNUAL MEETING OF THE MEMBERSHIP

LOCATION

COOK COMMUNITY CENTER

6:00 P.M.

MEMBERS PRESENT

96

GUESTS PRESENT

4

The 84th annual meeting was called to order by board chair Jon Korpi at 6:27 pm.

Roll call and declaration of a quorum was made. (15 members represent a quorum).

ACTION & AGENDA ITEMS

Jon Korpi, the board chair of the North Star Credit Union, certified that the Proof of Notice of the meeting, as well as the reports of the Supervisory Committee, Financial Statements, Rates, and Minutes from Last Year's Meeting are in the Annual Report which is available on our website, from the credit union, or there was some copies at the meeting if anyone would like to take one on with them.

A motion to skip the reading of the minutes and approve them was made by: Jenny Johnson second by: Jen Judas

Motion passed. 96/0

Introduction of the board members, and supervisory committee by Jennifer Stedt.
CEO Report was read by Jennifer Stedt.
Introduction of staff by Jennifer Stedt.

NOMINATING COMMITTEE REPORT

Given by board member Vicki Schelde

For the Board of Directors:

- One three-year term to expire 2026:
Incumbent, Lara Whiteside

Being that there are no other candidates, the board has declared the election to be uncontested.

A motion was made by Liz Storm to qualify these candidates with a vote of the membership and was second by DeAnne Howard.

Motion passes 96/0

REMAINING AGENDA ITEMS

Unfinished Business : None

New Business : None

Meeting Adjourned 07:05 PM

FINANCES

2023 AT A GLANCE

TOTAL ASSETS (AS OF Q4) 2023 \$97,475,733

CREDIT UNION STATISTICS

6,295

Number of Members at Month End

9.58%

Capital / Total Assets Ratio

.074%

Returns on Assets Ratio

OPERATIONS

At the end of 2023, North Star had six branch Locations: Cook, Nashwauk, Mountain Iron, Duluth, Brooks, and Virginia

Administrative Branch Location: Cook, Minnesota

FINANCES

Statement of Financial Position

December 2023

ASSETS

Cash on Hand and Deposit	\$ 4,775,869
Total Investments	5,528,181
Total Loans Receivable	81,308,269
Allowance for Loan Losses	(257,229)
Fixed Assets (Building, Improvements, Equipment)	4,916,873
National Credit Union Insurance Fund Deposit	789,116
Accrued Income and Other Assets	414,694
Total Assets	<u>\$ 97,475,773</u>

LIABILITIES AND EQUITY

Member Share/Deposit Accounts	87,310,462
Credit Union Capital	9,337,842
Accounts Payable	466,570
Other Liabilities	360,899
Total Liabilities And Equity	<u>\$ 97,475,773</u>

STATISTICS

Number of Members at Month End	6,295
Capital / Total Assets Ratio	9.58%
Return on Assets Ratio	0.74%

Statement of Operations

December 2023

INCOME

	December 2023	Year to Date
Interest Received on Loan Accounts	\$ 359,396	\$ 4,041,658
Interest Received on Investments	22,107	115,457
Operating and Other Income	71,104	1,212,344
Total Income	<u>\$ 452,606</u>	<u>\$ 5,369,460</u>

EXPENSE

Employee Expense	\$ 202,117	\$ 2,297,854
Operations, Occupancy and Other	186,050	1,622,405
Provisions for Loan Losses	(75,646)	(8,361)
Dividends Paid to Members	94,705	740,853
Total Expense	<u>\$ 407,226</u>	<u>\$ 4,652,750</u>

Addition to Credit Union Capital	<u>\$ 45,380</u>	<u>\$ 716,710</u>
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SUPERVISORY COMMITTEE

Deanne, Bob + Jody

The Supervisory Committee consists of three members; Jody Refsdal, Deanne Howard, and Bob Champa. As a general rule, we meet twice monthly, on the Tuesday before and the Thursday after the monthly board meeting. A member of the committee attends each monthly board meeting to report new trends, and to offer thoughts on policies or procedures to be reviewed.

Our duties are to oversee the operations of the credit union and:

1. To ensure that the financial statements accurately and fairly present the financial condition of North Star Credit Union,

2. To ensure that management practices and procedures safeguard members' assets,
3. To ensure that internal controls are established and effectively maintained, and
4. To ensure that plans, policies, and procedures established by the board of directors are properly administered. We review board meeting minutes, bookkeeping procedures, and do surprise cash counts, along with the NCUA requirements of 12 CFR § 715.3 - General responsibilities of the Supervisory Committee.

The Supervisory Committee contracts with a CPA firm to perform the annual audit which assures the NSCU is in sound financial condition.

Our credit union is continually monitored and operates according to all State and Federal rules and regulations.



**OUR CREDIT UNION IS CONTINUALLY MONITORED AND OPERATES
ACCORDING TO ALL STATE AND FEDERAL RULES AND REGULATIONS.**

NOMINATING COMMITTEE

By resolution of the Board director elections will be conducted annually.

Members may be considered for director positions by filling out the online application or petition available on the North Star Credit Union website.

Nominating Committee submitted to the Board of Directors the following candidate(s):

For one three-year term to expire 2027:

- Incumbent, Vicki Schelde
- Incumbent, Margaret Rinne



Being that there are no other candidates, the board has declared the election to be uncontested, and therefore to save the credit union the cost of mailing ballots, the candidates are duly elected.

That concludes the report of the Nominating Committee

Directors set the credit union's objectives and long term goals. As a credit union board member you have the ability to be a voice for the North Star Credit Union members and help us build a strong financial future.

Credit Union Volunteers

- Believe in the credit union philosophy
- Attend meetings and participate in credit union functions.
- Have a willingness to learn.
- Act in the best interest of your fellow credit union members

Rewarding Experience

Volunteering to serve on your credit union's Board of Directors can be an extremely rewarding experience. Not only will you gain valuable knowledge, but you will also be representing your fellow credit union members and be in a position to help them realize their financial goals and dreams.

RATES



Loan Rates* %

- New Auto As Low As 5.74%
- Used Auto As Low As 6.24%
- New Recreational Vehicles As Low As 6.49%
- Used Recreational Vehicles As Low As 6.99%
- Signature Loans As Low As 10.65%
- Real Estate/Home Equity As Low As 7.99%

*All loan rates vary based on credit score and term of loan. * Annual Percentage Rate*

Share Rates ** %

- Kid's Club Account (0-12 Yrs.) Earns .50%
- Future Freedom Account (13-18 Yrs.) Earns .50%
- Regular Share Account Earns .10%
- Preferred Share Account Earns Up To 1.00%
- Money Market Share Account Earns Up To 1.00%
- Share Certificates Earns Up To 5.00%
- IRA Certificates Earns Up To 5.20%

***Annual Percentage Yield*

North Star Credit Union provides local underwriting and fast decision-making on mortgage, home improvement, refinancing, construction, and other loans.

Rates subject to change



OUR ROOTS



HUMBLE BEGINNINGS

North Star Credit Union opened in 1939 as Northern Farmer's Co-op Credit Union. The Credit Union was based out of the Co-op Store in Cook until it burned down in October 1994. After operating out of the BIC building for some time, the Credit Union was able to relocate in January 1996 to Main Street, where it currently stands. That was the beginning of our story. Once relocated, North Star extended its membership to Lake Country Power members. To accommodate our growth, we expanded our building in 2012. In 2013, we broadened our membership again; this time allowing students, family, volunteers, and staff of school district 2142 to join.

With the help of students, we opened a student branch in the North Woods Campus called "The Money Cave" on June 1, 2015. With the addition of our mascot Star to our team, the branch is now referred to as Star's Money Cave.

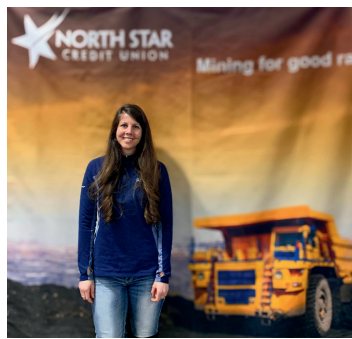
Cook Area Credit Union changed its name to North Star Credit Union. Our name is representative of our vision: to build thriving communities across Northern Minnesota.

We are proud of our history and growth in the region and we work hard to help our communities thrive. We understand our success goes hand in hand with the success of our communities. That is why we continually work to bring our members additional products and services, invest in our communities through sponsorships, scholarships, and events, and encouraging financial education for members of all ages. Education is a core part of who we are.

In the past five years we have expanded and now proudly serve Duluth, Nashwauk, and Mountain Iron, as well as our hometown of Cook. The mergers and growth offered more opportunities for our members and surrounding communities to benefit from the cooperative spirit. We are still your hometown bank, now with more products and services, and growing to serve our membership for future generations.



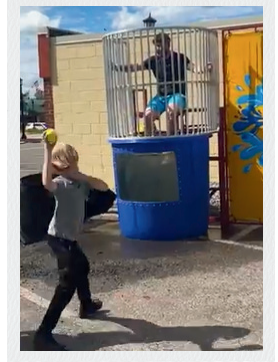
COMMUNITY INVOLVEMENT



- Annual Meeting
- Cook's Timber Days
- Land of the Loon
- Spirit Valley Days
- Family Fun Night
- Arrowhead Home and Builders Show
- Scholarships
- Member Appreciation Week
- National Youth Credit Union Awareness Month
- United Way's Power of the Purse
- Merritt Days
- Nashwauk Home Show
- Golf Fundraisers
- Mountain Iron Branch Grand Opening
- Laurentian Chamber Breakfast Connections
- Gary New Duluth Rec. Center Ice Cream Social
- United Way's Meet up and Chow Down

- Hibbing Chamber Annual Dinner
- Grade Promotions at North Woods & MIB Schools
- 47th Annual Lakes and Pines Chapter Golf Tournament Fundraiser
- United's Way Flavor of the North
- Celebrating 85 Years
- I Love My Credit Union Day
- United Way Buddy Backpacks
- Financial Education
- Star Reading in Schools & Libraries
- NE MN Habitat for Humanity Annual Gala
- Laurentian Chamber Annual Gala
- CU Forward Day
- Star's Book Signing
- Virgie Hegg 5k Fundraiser
- Laurentian Chamber Women's Leadership Conference

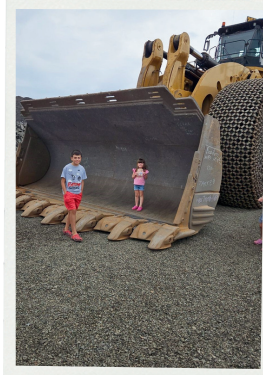
COMMUNITY IMPACT



OUR CORE - OUR MEMBER

NORTH STAR CREDIT UNION CELEBRATES COMMUNITY & OUR MEMBERS

Our members are the reason we exist. We appreciate each of our members and that you have shared in our story, our success, and our growth. We offer new promotions, contests, and giveaways as a way to engage our members and highlight our products and services. We offer financial education in the schools and six free financial education sessions to our members annually. We are thankful for you choosing North Star Credit Union for all of your banking needs. We have enjoyed meeting you with Star our mascot and creating wonderful memories in the community and connecting with people of all ages.



REACH FOR THE STARS



NSCU received four marketing awards from Minnesota Credit Union Network.



NSCU was recognized statewide for practicing the credit union philosophy of “people helping people” award.



NSCU awarded \$3,000 in scholarships to deserving students for the 2023-2024 school year



Star the Yeti published a children’s book teaching lessons on how to save money and being kind.



One of our members was awarded \$5,000 just for saving money with our WINcentive Savings account.



Our staff read 11 hours and 50 minutes impacting 1,091 kids at area schools during I Love to Read month. Our mascot Star joined for all of the reading.

NORTH STAR CREDIT UNION



CREDIT UNION HIGHLIGHTS

- ✔ Mobile / Online Banking
- ✔ Remote Check Deposit
- ✔ Free ATM Network
- ✔ Local, Friendly Service
- ✔ Mortgage Team for Fast & Local Decision Making
- ✔ Kid's Accounts
- ✔ No Fees Business Checking
- ✔ WINcentive Savings Account: Save Money. Win Money.
- ✔ Four Branch Locations
- ✔ Savings Options including IRAs
- ✔ Access to our Products
- ✔ Member Owned and Focused
- ✔ Certificate of Deposit
- ✔ VISA Credit Card
- ✔ Debit Card
- ✔ Community focused.

Visit Northstarcreditunion.org to learn more



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