A circular graphic with a magnifying glass over a group of people. The magnifying glass is positioned over a circular frame containing a diverse group of smiling people. The background features a sunburst pattern of light gray rays emanating from the center, and several colorful watercolor-style droplets in shades of blue, green, and orange are scattered around the central circle. The overall design is modern and tech-oriented, with white lines and dots suggesting a digital or network theme.

FOCUS ON THE COMMUNITY

2024 ANNUAL REPORT



ANNUAL MEETING

Call to Order and Welcome

Invocation

**Introductions of Board and
Supervisory Committee**

Chairman Remarks

CEO Remarks

**2023 Annual Meeting Minutes
Presentation**

Nominations for Board of Directors

**Motion to Accept Nomination
by Acclamation**

Unfinished Business

New Business

Meeting Adjournment

Secretary/Treasurer, Dolores Hernandez

Chair, Patti Tuma

Chair, Patti Tuma

CEO/President, Annette Zimmerman

Chair, Patti Tuma

Director, Ryan Prillman

Chair, Patti Tuma

Chair, Patti Tuma

Chair, Patti Tuma

Chair, Patti Tuma



CHAIR REPORT

by Patti Tuma, Chair



When people ask me why I volunteer as Chair of PrimeWay's Board, my answer is simple: it's about people. I've spent my career helping organizations create benefits and programs that put individuals first. I believe that when people feel supported, they thrive—and when they thrive, our communities thrive. Serving on this Board is a natural extension of that belief. Alongside my fellow directors, I volunteer because we care about your dreams, your families, and your future. We are here because helping members succeed is at the heart of who we are as a credit union.

Our Board of Directors is comprised entirely of volunteers—your neighbors and fellow members—who give their time and expertise to strengthen this credit union. Each decision we make is centered on you, the member-owners of PrimeWay. Every board meeting begins with a story from a member. It reminds us that behind every loan, account, or financial decision is a person with a dream or a challenge who trusts us to help. That perspective keeps us focused on service, not profit.

That is not to say that financial strength is not critical in our pursuit of helping you achieve your dreams. Credit unions were founded to provide stability, access, and fairness when big banks overlooked everyday workers. That mission continues at PrimeWay. As your fiduciary stewards, we ensure that PrimeWay remains financially strong so that when you face challenges or opportunities, you can rely on us to be there. Strength is measured not just in numbers but in the confidence members place in us during everyday life and moments of crisis.

Member Stories: Real Challenges, Real Support

What inspires us most is the countless ways PrimeWay has been able to help members navigate life's challenges. A few stories stand out:

- **Rebuilding credit and confidence:** A member, overwhelmed and unsure how to move forward, was coached through credit education and given a loan designed to help repair her score. What mattered most to her wasn't just the financial solution—it was that she was treated with kindness and respect, as if her goals mattered as much as anyone else's.
- **Equality and dignity for veterans:** A veteran shared how, for the first time in years, he felt truly treated as an equal. He spoke of being respected, listened to, and supported—an experience that meant so much to someone who had fought for that very principle.
- **Strength through personal trials:** A member navigating the stress of refinancing her home while going through a divorce described the support she received as nothing short of life-changing. She wrote about late-night emails answered with honesty, compassion, and patience that helped her secure her loan and find light during one of life's darkest seasons.

These are not just stories—they are the living proof that when people come first, communities are strengthened.

That same spirit of care extends into the wider community. In 2024, 58% of PrimeWay employees volunteered in local community events, providing hundreds of hours of support. Together, we invested over \$200,000 in scholarships and causes that matter deeply—backpacks and school supplies for students, programs supporting foster children, food for Houston families, autism awareness, homelessness relief, and financial education, to name just a few. These efforts are an extension of our promise to every member: to invest in people, build stronger communities, and open doors to brighter futures.

As Chair, I know from my years in HR and benefits how powerful a “people-first” approach can be. At PrimeWay, this principle is woven into our volunteer leadership, commitment to financial stability, and every interaction with members. We exist to help you achieve your dreams, to walk with you in hard times, and to celebrate with you in good ones.

Thank you for entrusting us with that honor. On behalf of the board, I want to express our gratitude. Together, we will continue investing in what matters most: people.



CEO REPORT

by Annette Zimmerman, CEO/President



This year reminds us that financial security is both fragile and invaluable. At PrimeWay, our mission has never been clearer: to protect your money, guide you through volatility, and give you confidence that your credit union is always in your corner.

Economists have disparate findings oscillating between a resilient economy and an impending recession in 2029. Some put the odds of a slowdown near 40%, others near 50%, and some say it will be volatile, leading to recession in a few years. Meanwhile, real-time models still point to modest growth. What complicates forecasts further is the unknown impact of new tariffs, which create ripple effects on prices and make predictions difficult.

The best guidance remains being steady and practical:

- **Budget carefully** and review spending habits.
- **Build a stronger emergency fund**—ideally six to twelve months of essentials.
- **Pay down high-interest debt** to protect future stability.
- **Avoid panic moves** when markets swing; stay diversified and focused on long-term goals.

PrimeWay aligns its tools with these steps—budget calculators, account alerts, financial coaching, and consolidation options—so you can easily act. We use this advice at the credit union to ensure financial strength now and in the future. Our regulatory net worth is 12.93% and was 12.78% at the end of 2024. The NCUA, our government regulators, considers 7% well-capitalized.

As if an uncertain economy weren't enough to contend with, fraudsters have never been more aggressive or sophisticated. Caller-ID spoofing, fake utility calls, storm-recovery scams, and investment cons are increasingly polished. Houston has seen a spike in bank and credit union text impersonation scams, utility shut-off demands, and law-enforcement impostors threatening arrest unless "fines" are paid by Zelle or gift cards.

The numbers are sobering nationwide: In 2024, Americans reported \$12.5 billion in losses to fraud across 6.47 million consumer reports. Imposter scams and investment schemes were the costliest. Unfortunately, some of our members have been victims of unscrupulous criminals out to steal hard-earned money from you.

We are committed to staying one step ahead of those who would victimize you and others. This year, we strengthened:

- **Fraud Text Alerts:** Every suspicious debit or credit transaction triggers a message. Members confirm with a quick "Yes" or "No," stopping fraud within minutes.
- **Education with an Identity Theft Guide for You:** Updated for 2025, this resource outlines how to protect PINs, freeze credit, and respond quickly if your identity is compromised. You can find it by searching our website www.primewayfcu.com or navigating to the security page. You should also have received a few tips when you arrived.
- **Security Alerts & Multi-Factor Authentication:** You can set custom notifications for unusual withdrawals, logins, or account changes. If you need help, please let us know, and we will gladly assist you.
- **Cybersecurity and Fraud Prevention:** Software and protocols you won't see working behind the scenes have been strengthened or added for enhanced security and protection, and to reduce fraud attempts at the organizational level.

Your security is our priority; we work tirelessly to protect your accounts at the system level. But the strongest protection happens when we work together. Protecting your finances and identity is a shared responsibility, and your awareness and action make all the difference. That's why we encourage you to follow the tips from our Fraud Protection Guide: "Don't guess or wonder. Hang up and call us back on the number you already know." Never rely on a number given by a caller or texter—it could be spoofed, looking like PrimeWay, but is actually coming from another number.

This is a common tactic among fraudsters now. Hang up and call PrimeWay at a number you know. This is one simple step that can stop most scams in their tracks. And if it truly was us calling, please know we respect, support, and applaud your decision to verify before sharing information. By standing together—your vigilance and our technical protections—we create the safest environment for your money and peace of mind.

You can empower and protect yourself:

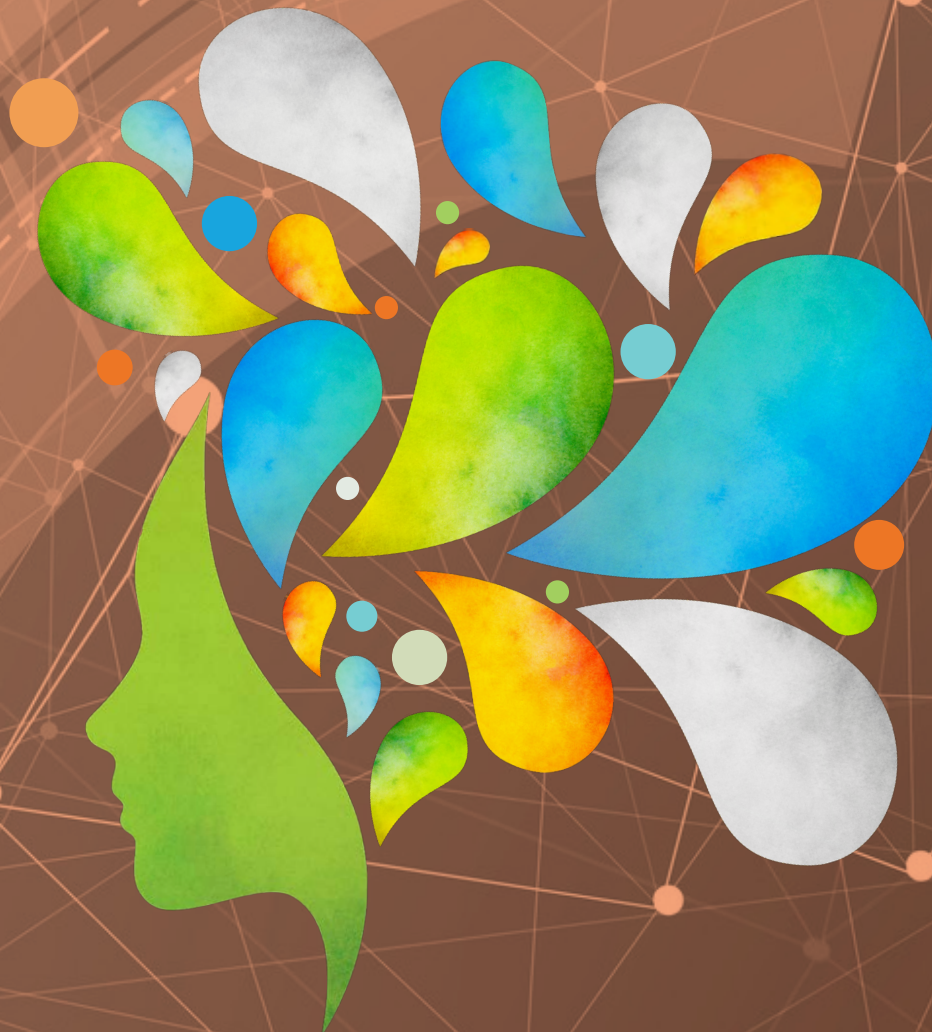
- Keep your mobile number current with PrimeWay and sign up for texts. That way, you can receive alerts or have a PrimeWay representative reach you quickly.
- Never share PINs or one-time passcodes—PrimeWay will never ask for them by phone or text. These are electronic verification codes that the system needs, not a representative. If someone asks for a PIN or passcode number, hang up and call us at the number on the back of your debit card or our website. That is fraud.
- Don't Zelle, transfer money to any account, or buy gift cards if someone calls and asks you to do that; it is a red flag! This is fraud. That is not how we test or research fraud.

If you suspect fraud, call us immediately. We'll help lock your accounts, reset credentials, and guide you through reporting and recovery.

Our vision remains member-first. Every investment in technology, every fee reduction, every fraud defense is designed to protect and empower you.

The headlines may change, but our commitment does not. At PrimeWay, we believe that in times of uncertainty, even small consistent actions—saving, budgeting, learning, staying alert—build a foundation of confidence. And you never have to take those steps alone.

Thank you for trusting us with your finances and security. Together, we will navigate the challenges, seize opportunities, and protect you for the future.



SUPERVISORY COMMITTEE REPORT

Mohina Panthi
Supervisory Committee
Committee Chair

Cookie Cook
Supervisory Committee

Paul Arlinghaus
Supervisory Committee



PrimeWay Federal Credit Union's Board of Directors appoints the Supervisory Committee to act as your representative and oversee internal auditing. The Supervisory Committee has two main goals: to ensure that management's financial reporting is sound and accurate, and that its practices and procedures safeguard members' assets. These goals are met by ensuring that PrimeWay's management properly administers plans and policies set by the Board of Directors, and establishes and maintains effective policies, procedures, and controls that safeguard against fraud and conflicts of interest.

As part of our duties, we have contracted with the CPA firm Doeren Mayhew Assurance to perform the certified annual audit and internal audit procedures. The National Credit Union Administration (NCUA), the regulatory agency for all federally chartered credit unions, conducts additional examinations. I am pleased to report that the most recent examination again confirms that PrimeWay continues to be financially sound and has appropriate risk management control procedures.

After carefully reviewing all audit reports, the Supervisory Committee concludes that the Credit Union is financially sound and has complied with all Generally Accepted Accounting Principles and applicable Federal and State regulations.

TREASURER REPORT

by Dolores Hernandez, Secretary/Treasurer



PrimeWay Federal Credit Union remains well capitalized at 12.78 percent. The National Credit Union Administration (NCUA), the federal agency overseeing credit unions, considers anything above 7 percent to be well capitalized.

The credit union posted a net income of **\$2,351,664** for 2024.

Loans totaled in 2024 to **\$521,708,884** at year-end for the combined organization.

Delinquency ended 2024 at **0.92** percent. This is considered very high loan quality in our current economic environment.

The credit union assets ended the year at **\$725,031,369** with deposits totaling **\$571,100,615**. The credit union closed 2024 serving **49,240** members.

In 2024, PrimeWay continued to build on a solid financial foundation by balancing smart growth with member-first service and competitive value. By staying strong and forward-looking, we're creating more opportunities to fulfill our purpose of Enabling Dreams for every member we serve.

BALANCE SHEET

Assets

Earning Assets

Cash	46,521,665	24,389,863
Investments	80,943,020	91,763,901
Loans to Members (Net)	521,708,884	564,806,094

Other Assets

Accounts Recieveable		10,865,544
Accrued Interest	2,743,097	2,236,410
Land, Building & Equipment	18,509,828	18,369,446
NCUA Share Insurance Fund	5,584,583	5,841,842
All Other Assets	49,020,292	32,792,577
Total	725,031,369	751,065,677

Liabilities, Shares & Equity

Accounts Payable	11,665,653	11,591,476
Other Liabilities	4,531,446	8,044,126
Borrowed Funds	78,000,000	83,000,000

Members Deposits

Shares	214,819,840	231,876,927
Other Deposits	356,280,775	361,513,811

Equity

Reserves and Undivided Earnings	59,733,655	55,039,337
	725,031,369	751,065,677
	751,065,677	732,012,923

INCOME STATEMENT

Interest Income

Loans to Members	28,850,391	25,055,766
Investments and Cash Equivalents	10,435,217	9,076,534

Interest Expense

Dividends Paid to Members	5,276,518	3,849,420
Interest on Borrowed Funds	7,654,698	6,138,744

Net Interest Income

23,819,721	24,144,136
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Provision for Loan Loss

2,534,671	2,003,380
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Non-Interest Income

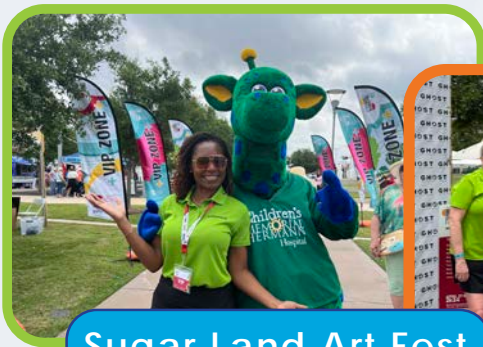
Fees & Service Charges	2,773,748	2,445,123
Other Non- Interest Income	5,857,521	6,205,336
	8,631,269	8,650,459

Non-Interest Expense

Operating Expenses	30,080,824	26,837,080
NCUA Stabilization		
Non Operating (Income) Expenses	18,126	(127,649)
	30,098,950	26,709,431

Net Income

2,352,040	4,081,776
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Sugar Land Art Fest



Pearland COC
Ribbon Cutting

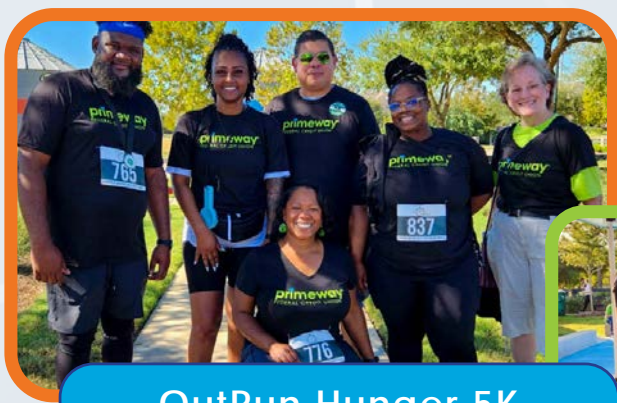


Juneteenth



Methodist PCA Student
Graduation





OutRun Hunger 5K



AMC Star Shine
Bike Drive



Cypress Assistance
Ministeries

From all of us at PrimeWay and your board, we look forward to another outstanding year of Living Positively!

Your Board Members

- Patti Tuma.....Chair
- Lollie Ramirez-Bennet.....Vice Chair
- Dolores HernandezSecretary/Treasurer
- Cecil Brewer.....Director
- Antony KiltyDirector
- Richard Kuhn.....Director
- Ryan Prillman.....Director
- Mike HuynhAssociate Director
- Mohina Panthi.....Supervisory Committee Chair
- Paul Arlinghaus.....Supervisory Committee Member
- Cookie Cook.....Supervisory Committee Member



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Federally Insured by NCUA

