

## Growth & Stability since 1934

***Since 1934, Campus Federal has served our members as a trusted financial partner.***

Over the years, we've grown tremendously and changed quite a bit. But through it all, we've remained a source of stability for our members.

After a year with more uncertainty than we've seen in quite a while, 2021 ushered in a call for stability. To accomplish this, we served our members in new ways both in-person and remotely. We continued our digital transformation with new technology and expanded service.

After completion of the Interaction Center at Long Farm Village late in 2020, we began renovations to our Pierremont Branch. We incorporated Campus Connect Interactive Teller Machines (ITMs) in the drive-thru, which allowed us to extend our service hours from 7 AM to 7 PM in the Shreveport market. In Baton Rouge, we broke ground on the new 27,500 square-foot Mortgage and Business Center on Siegen Lane opening in early 2023.

But, our growth and progress weren't limited to brick and mortar. We expanded our digital presence as well with the launch of our Video Call Center. This service allows members to talk with our team of financial experts on their computer, tablet or mobile device from anywhere with an internet connection. The new Video Call Center in conjunction with our network of more than 55,000 ATMs worldwide, Online Banking and a robust suite of digital services, means the world is truly your campus.

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The credit union ended 2021 with total assets of \$862 million, an increase of \$91 million over 2020. Net worth grew to \$73.4 million, resulting in a net worth-to-asset ratio of 8.52% that is regarded as “well capitalized” by our regulators. Shares ended the year at \$786 million while loan balances were \$513 million. The mortgage portfolio ended the year at an all-time high with a balance of \$233 million. We also assisted business members with Payroll Protection Program loans and ended 2021 with \$62 million in business loan balances, as we are the top credit union for business in Louisiana. We generated a return on average assets of 0.80%. As a not-for-profit institution, we strive for positive performance that allows us to continue to give back to our members in the form of competitive loan rates, higher dividends and enhanced services.

On behalf of the Board of Directors, ***thank you for allowing us the opportunity to continue to provide you with meaningful solutions and excellent experiences for your lifetime financial journey.***

A copy of the 2021 Financial Statement is available upon request. [Click here to request a copy.](#)



*Donna H. Torres*

**Donna Torres, Chair**  
Vice President for Finance  
Louisiana State University



*Jane G. Verret*

**Jane G. Verret**  
President & CEO  
Campus Federal Credit Union



COMING SOON

## SIEGEN LANE MORTGAGE & BUSINESS CENTER

### GROWTH AND STABILITY

- Broke ground on Siegen Lane Mortgage and Business Center
- Interactive Drive-Thru at Pierremont with extended hours and Lobby enhancements
- Grew Home Loan portfolio to another record level
- Grew total assets by \$91 million (11.8%) setting assets at an all-time high
- Added an ATM in St. Mary's Hospital in Shreveport
- Upgraded our Marketing Customer Information File system to enhance targeting efforts and streamline operations
- Awarded five Excellence in Marketing Awards from the Louisiana Credit Union League
- Developed centralized underwriting platform to improve loan turnaround time and efficiencies



### THE MEMBER EXPERIENCE

- Committed to Excellent Member Experiences with continual investments in our digital & physical presence statewide
- Launched Member Appreciation Month with a digital format inclusive of all members with more than 11,000 entries
- Introduced the Video Call Center
- Offered member exclusive promotions including a 0% intro APR on credit cards through 2022, an Auto Refinance Promotion, Zelle® Summer Better Sweepstakes, and Mastercard® Priceless Surprises Promotion
- Launched upgraded Clover Business Management and POS Solutions for business members
- Expanded our partnership presence with LSU Online Continuing Education with Springboard
- Added enhancements to Online and Mobile Banking
- Upgraded the online account opening process



### COMMUNITY SERVICE

- Graduated 30 participants in the 2021 LSU Workplace Financial Literacy Program
- Conducted 141 Financial Education sessions that reached 1,549 participants
- Donated \$100,000 to LSU Health Shreveport to support the design and construction of the future Center for Medical Education and Wellness and Center for Emerging Viral Threats
- Fulfilled a commitment made in 2006 to raise \$50,000 in funds supporting the development of the Our Lady of the Lake Children's Hospital
- Participated in the 17th Annual Baton Rouge Area Credit Union Charity Golf Tournament raising \$45,304 for OLOL Children's Hospital and The Kiwanis House of Louisiana
- Volunteered with various organizations such as LSU Health Shreveport, OLOL Children's Hospital, LSU, FranU, LSU Dental School, LSU Health New Orleans, Kiwanis Club at LSU and more



**CAMPUS FEDERAL**

Federally Insured by NCUA. Equal Housing Lender.