

# 2025

ANNUAL REPORT



**Serving with  
Strength & Purpose**

**GENISYS**  
CREDIT UNION

*Where you come first.*



## Mission Statement

Meeting Financial Needs - "Your Way"

## Values

- Trustworthy
- People Focused
- Quality Service

## 2025 Reports

### Report of The Chairman of the Board and President & CEO

#### Strong Growth and High Member Satisfaction

2025 was a year of continued growth for Genisys Credit Union. This growth was evidenced not only by our year-end assets, but also through the accomplishments of a dedicated team who embrace the philosophy of putting the member first. Quality service continues to be our focus, along with providing a full range of competitive products. Our members have given us a 96% satisfaction rating, while our Net Promoter Index score continues to be high at 76%. NPI is a customer loyalty metric with a score of 50% or more considered acceptable amongst the best companies.

#### Safety & Soundness

Genisys ended the year with just over \$6.2 billion in assets and a very healthy net worth ratio of 15.65%. We have received a 5-star rating from the independent rating firm Bauer Financial for 38 years in a row. This is the best possible rating for a financial institution, and we remain a "Best of Bauer" credit union. Fewer than 4% of all financial institutions in the country have received the 5-star rating for as many consecutive quarters as Genisys.

Genisys was also named a "Best in State Credit Union" by Forbes Magazine for the fifth consecutive year, and we were also recognized again nationally as a Top 100 Best Performing Credit Union in the U.S. by S&P Global Market Intelligence. Additionally, Kiplinger Personal Finance again named our Genius High Yield Checking the #1 high yield checking account in the country in 2025. The safety & soundness accolades and unsolicited recognition we garnered in 2025 are testaments to

our continued growth metrics, favorable key ratios, our strong net worth position and our dedicated team.

### Our Financial Position

The Financial Statement for 2025 consolidates Genisys Credit Union and its Subsidiaries. The year-end totals for December 31, 2025 are:

Assets	\$6,218,816,920
Deposits	\$5,168,902,039
Net Loans and Mortgages	\$4,708,775,255

### Technology Transformation

This year, we successfully completed our member core system conversion—one of the most significant operational initiatives in our organization's history. This strategic investment modernizes our technology foundation and positions us to deliver faster and more seamless service to our members. While the transition required tremendous collaboration, planning, and dedication across the organization, the result is a more scalable, innovative platform that supports future growth and an improved overall member experience.

### Our Products & Services

Through our many lending offerings, Genisys paid out almost \$2 billion in loans to our members in 2025, saving them tens of millions of dollars in loan interest. Loans our members enjoy saving interest on include mortgages, home equities, personal, leisure & auto loans, credit cards, and business loans. As always, our members' history and unique circumstances are taken into consideration, as we understand the needs of each individual member may be very different.

We have helped thousands of our members make their home-ownership dreams come true, as well as saved them millions of dollars a year through our low rates on purchases and through refinancing their existing mortgages. We continue to stand ready to help any of our members with purchasing or building a new home, updating an existing home, refinancing an existing mortgage, or simply taking equity out of an existing home to help with any financial needs they may have.

We continue to pay among the highest checking dividend rate in the country at 6.75% APY, and our younger members enjoy 5.12% APY with our Youth High-Yield savings account. In 2025, we paid our members **\$105 million in dividends** and members redeemed over 271 million debit and credit card reward points for gift cards, merchandise and travel. The member giveback through high savings and CD rates, and low loan rates in 2025 was unprecedented, and we look forward to giving even more back to our members in 2026 and beyond.

### Electronic Convenience

In 2025, we continued to enhance our convenient mobile and online banking services, and members continued to enjoy the convenience of many of our self-serve options available in these channels. These include lost and stolen card notifications, ATM PIN changes, and card maintenance such as card reordering, activation and blocking. Members can set travel notifications, which allows them to notify us

when they will be traveling so we can better serve their card usage needs. Members are also receiving text message fraud notifications in order to quickly alert them of suspicious or unusual card transactions, allowing them to respond in real time to let us know if the transaction is legitimate. In addition, Genisys offers contactless debit and credit cards, as well as members can change their ATM PIN at any Genisys-owned ATM. As a reminder, Genisys will never contact you and ask for your account number, pin number, one time passcode received through text, passwords, 3-digit codes on the back of your cards, or any other personal information.

Members continue to enjoy our self-service Skip-a-Pay feature, where qualifying members can skip their monthly loan payment in the event they want to keep a little cash in their pockets. In addition, existing members are able to open a variety of new accounts through our mobile and online channels. These include loans, share accounts, certificates of deposit and money market accounts. More members than ever have taken advantage of our mobile and online lending solutions, as well as electronic signature for quick and easy loan closings. With all the functionality available through mobile technology, there is little reason for our members to log into online banking, or to walk into a branch, however we do still love to see our members in person!

### Branch Convenience

Even while members can do almost anything they need through our remote channels, we are always happy to see them in any of our 32 full-service branches, located in Michigan and Minnesota. We are also happy to announce three new branches on the horizon. We will see you in Kentwood, West Bloomfield, and Southfield soon! At all of our branches, members will find our dedicated team members eagerly awaiting their arrival to help them reach their financial goals.

### Our Communities

Our commitment to our communities has never been stronger, with our team and their friends and families volunteering almost 8,000 hours of their time to support over 1,700 events in 2025. In addition to the ongoing support to our existing community partners, we continued to focus on small business grants, as well as food banks and organizations who work to end poverty and homelessness. Some of our community partners include Lighthouse of Michigan, Oakland Livingston Human Services Agency, Arthritis Foundation of Michigan and the Food Bank of Eastern Michigan.

We were also pleased to be able to help our teachers and their students by providing 22 virtual Financial Reality Fairs for our local students, as well as providing financial literacy content to help bring the importance of financial well-being to the forefront. Members and the community at large also learned about their personal finance through numerous financial empowerment webinars.

Lastly, helping members attain affordable home ownership is of paramount importance to Genisys Credit Union. In 2025, through our partnership with the Federal Home Loan Bank of Indianapolis (FHLBI), Genisys acted as a Member Sponsor to help provide \$1.5 million in grants that will be used by

Lighthouse of Michigan and Community Housing Network, to increase their affordable housing inventories. In all, over the last two years, Genisys has helped to supply an additional 229 affordable housing units in Michigan.

### Our Team

We continued to invest in our employees and they remain 100% committed to embracing the philosophy of putting our members first. We would like to thank the entire Genisys team for all they did to serve our members throughout 2025. We are grateful for their dedication to providing what we call a *Great Genisys Experience* to all of our members.

Genisys Credit Union continues to be well positioned to serve our more than 290,000 members in meaningful ways, through challenging economic times and through good times. With the strong leadership provided by our Board of Directors, as well as the dedication and hard work of the Genisys team, Genisys will continue to focus on meeting the financial needs of our membership through unsurpassed financial products & services, outstanding quality service, convenient service delivery channels, and competitive rates. The employees and volunteers of Genisys appreciate your business and look forward to continuing to serve you.

Sincerely,



Brian Zabowski  
Board Chair

&



Jackie Buchanan  
President & CEO

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### Supervisory Committee Report

The Supervisory Committee, as appointed by the Board of Directors, shares the Board's responsibilities in determining that management practices are protecting the members' assets, in properly administering the Board's policies and procedures, and in safeguarding against fraud and conflict of interest.

In fulfilling its responsibilities, the Supervisory Committee retained the accounting firm of Plante & Moran, PLLC to perform an annual audit of the financial statements and to conduct a verification of member accounts for the year, which ended December 31, 2025. Their complete audit report is available upon request.

Based on the result of audits, examinations, and on-going internal control reviews, the Supervisory Committee can assure members that Management and the Board of Directors have acted in their best interest to ensure continuance of a sound financial institution.



MiVida Burrus  
Chairperson  
Supervisory Committee

# Consolidated Statement of Financial Condition

December 31, 2025

## Assets

Cash and cash equivalents	\$ 382,313,747
Investment securities - Available for sale	809,774,151
Time deposits with other financial institutions	6,178,000
Loans held for sale	3,359,017
Loans to members - Net	4,708,775,255
Accrued interest receivable	20,229,593
NCUSIF deposit	43,597,841
Federal Home Loan Bank Stock	8,550,000
Premises and equipment	64,039,054
Other assets	172,000,262
	<b>Total Assets</b>
	<b>\$6,218,816,920</b>

## Liabilities and Members' Equity

Liabilities	
Members' shares and savings accounts	\$ 5,168,902,039
Borrowings	85,000,000
Accrued interest payable	11,332,615
Accrued and other current liabilities	40,797,959
	<b>Total Liabilities</b>
	<b>5,306,032,613</b>
Members' Equity	912,784,307
	<b>Total Liabilities &amp; Members' Equity</b>
	<b>\$ 6,218,816,920</b>

# Consolidated Statement of Income

December 31, 2025

## Interest Income

Loans	\$ 266,513,205
Investment securities	34,141,801
	<b>Total Interest Income</b>
	<b>300,655,006</b>

## Interest Expense

Members' shares and savings accounts	112,052,362
Borrowings	3,059,421
	<b>Total Interest Expense</b>
	<b>115,111,783</b>

**Net Interest Income** 185,543,223

**Provision for Credit Losses** 48,816,557

**Net Interest Income after Provision for Credit Losses** 136,726,666

## Noninterest Income

Fees and charges	26,473,984
Net gain on sale of loans	2,224,814
Interchange revenue	21,991,987
Other	17,579,150
	<b>Total Noninterest Income</b>
	<b>68,269,935</b>

## Noninterest Expense

Compensation and benefits	55,631,566
Occupancy	4,458,766
Operating expenses	46,288,242
	<b>Total Noninterest Expense</b>
	<b>106,378,574</b>

**Net Income** **\$ 98,618,027**

## Michigan Branches

### Auburn Hills

2100 Executive Hills Blvd., Auburn Hills 48326  
248-322-9800 x3205

### Belleville

10444 Belleville Rd., Belleville, MI 48111  
734-485-8000

### Chesterfield Township

47930 Gratiot Ave., Chesterfield Twp 48051  
586-598-1786

### Clarkston

7357 Deer Lake Rd., Clarkston 48346  
248-620-3278

### Clarkston

6330 Sashabaw Rd., Clarkston 48346  
248-707-6255

### Clinton Township

17498 Hall Rd., Clinton Twp. 48038  
586-226-8971

### Clio

300 Smith Street, Clio 48420  
810-686-5756

### Commerce Township

2445 Union Lake Rd., Commerce Twp. 48382  
248-363-3539

### Fenton

15405 Silver Parkway, Fenton 48430  
810-714-9431

### Grand Blanc

2343 E. Hill Rd., Grand Blanc 48439  
810-694-1301

### Marysville

207 Huron Blvd., Marysville 48040  
810-364-9290

### Orion

4055 S. Lapeer Rd., Orion 48359  
248-370-0530

### Ortonville

1101 S. Ortonville Rd., Ortonville 48462  
248-627-8600

### Oxford

120 S. Washington, Oxford 48371  
248-236-8135

### Plymouth

13000 Haggerty Rd., Plymouth 48170  
734-453-5440

### Pontiac

44400 Woodward Ave., Pontiac 48341  
248-858-2323

### Rochester Hills

1611 S. Rochester Rd., Rochester Hills 48307  
248-608-2789

### Rochester Hills

2881 Crooks Rd., Rochester Hills 48309  
248-299-5400

### Royal Oak

530 N. Main St., Royal Oak 48067  
248-268-1557

### Shelby Township

49675 Van Dyke, Shelby Twp. 48317  
586-323-7060

### Shelby Township

13630 21 Mile Rd., Shelby Twp. 48316  
586-327-4270

### Sterling Heights

35790 Van Dyke, Sterling Heights 48312  
586-978-0470

### Troy

1960 E. Big Beaver, Troy 48083  
248-528-0302

### Vassar

659 State Rd., Vassar 48768  
989-823-8433

### Waterford

7372 Highland Rd. Waterford 48327  
248-666-9742

### Waterford

4416 Dixie Hwy., Waterford 48329  
248-618-8065

### Waterford

2960 W. Walton Blvd., Waterford 48329  
248-618-0914

### White Lake

3671 Highland Rd., White Lake 48383  
248-887-1211

### Wixom

160 Wixom Rd., Wixom 48393  
248-926-0648

## Minnesota Branches

### Eagan

3300 Central Park Village Dr., Eagan 55121  
651-994-4898

### Lakeville

16106 Pilot Knob Road, Suite 140, Lakeville 55044  
952-595-6064

### Roseville

2501 Fairview Ave. N, Roseville 55113  
651-633-8443

## Board of Directors

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Brian Zabowski, Chairperson

James Campbell, Vice Chairperson

Greg Melega

Pete Devita

Tom Healy

Jennifer Rogers

John Schulte

## Supervisory Committee

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MiVida Burrus, Chairperson

David Stolk

Lisa Christensen

Andre Davis

Digla Vichunas

## Senior Management

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### **President & CEO**

Jackie Buchanan

### **Chief Financial Officer**

Nathan Davidson

### **Senior Vice President of Delivery Strategies**

Michelle Mattson

### **Chief Information Officer**

Matt Chapman

### **Vice President of Consumer Lending**

Kyle Provencher

### **Vice President of Real Estate Lending**

Lance Smith

### **Vice President of Risk Management**

Brian Dowgiallo

### **Vice President of Human Resources**

Holly Moss

### **Vice President of Marketing**

Heather Pizzala

### **Vice President of Sales and Service**

Sharon Nichols



EQUAL HOUSING  
OPPORTUNITY

NMLS ID #409008



[genisyscu.org](https://www.genisyscu.org)

