

2025 ANNUAL REPORT





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A MESSAGE FROM THE CHAIRMAN AND CEO

To our valued members:

As we reflect on 2025, we do so with deep gratitude. It was a year of impact and momentum for Fortera Credit Union, driven by the trust of our members, the strength of our partnerships, and the dedication of our team. At a time when many financial institutions were focused on holding steady, Fortera moved forward by expanding our capabilities, deepening our community impact, and delivering real outcomes for the people we serve.

One of the most impactful stories of the year was record growth in home lending. For Fortera, mortgages are more than numbers on a balance sheet. They represent keys handed over, first front doors opened, and families taking the next step toward better tomorrows. From first-time buyers to growing families needing more space, and members refinancing to strengthen their financial foundation, our mortgage team helped more people make one of the most important decisions of their lives with confidence. We also invested in the future of this experience through new tools, including a new Mortgage Loan Origination System that positions us to serve members even more effectively in the years ahead.

2025 also marked the first full year of our Financial Wellness program, an important milestone in how we support members beyond transactions. The growth we saw this year reinforces what we believe: people want more than products; they want guidance they can trust. You'll learn more about this program and its impact later in this report, but we're encouraged by the way members have embraced it and by the difference it's already making.

We were also excited to announce our planned merger with Vanderbilt Credit Union. Vanderbilt Credit Union will become a subsidiary of Fortera, operating under their existing name and brand, while gaining the support and resources of the larger Fortera organization. This represents a significant step forward in our long-term commitment to sustainable growth and stronger service. This partnership will allow us to broaden our reach, strengthen our foundation, and bring the Fortera experience to even more people across the region.

“Doing Better Together comes to life through our people and our products.”

Throughout the year, we continued to enhance convenience and member benefits in practical ways. Increasing our Payday Comes Early feature from up to 24 hours early to up to 48 hours early is a major improvement that helps us meet members where they are, giving households more flexibility and less stress in managing cash flow. Behind the scenes, we launched a new learning experience platform, supported internal promotions, and celebrated outstanding individual performance. In small ways and big, through our people and our products, this is what doing better together means for our members.

In 2025, we raised the bar at every level, and we are humbled by the recognition we received. Fortera was voted Gold in Credit Union, Home Mortgage, Wealth Management and Place to Work 100+, and Silver in



Customer Service in Clarksville's Best 2025. We were also named "Best Credit Union" in the 2025 Best of Clarksville. We were honored to receive industry recognition through awards, such as Associate of the Year from the Clarksville-Montgomery County Home Builders Association and the Realtor Champion Award from the Hopkinsville-Christian & Todd County Association of Realtors. We're also proud of best-in-class performance in NPS surveys and Google reviews, an affirmation that our members feel the difference in our service.

While awards are meaningful, the real measure is the impact we make. In 2025, a record number of team members volunteered their time and continued to show up in the communities we call home through service, scholarships, and local involvement that reflects our belief that strong communities and strong financial lives go hand in hand. We were also honored to be named a "Great Place to Work" for the third year in a row, an achievement that speaks directly to the culture our employees build and sustain every day.

As we look ahead to 2026, we're energized by what's next. The work continues, and so does our focus: to lead with service, to innovate with purpose, and to keep earning the trust members place in Fortera.

Thank you for being part of this journey, whether you have been with us for years or you're just getting started. We're honored to serve you, and we're excited to continue building what comes next, together.

With appreciation,

A handwritten signature in black ink, appearing to read 'Linda Medina-Griffy'.

Linda Medina-Griffy

A handwritten signature in black ink, appearing to read 'Jennifer Ventimiglia'.

Jennifer Ventimiglia

FORTERA CREDIT UNION SUPERVISORY COMMITTEE 2025 ANNUAL REPORT



The Supervisory Committee is composed of member volunteers and plays several critical roles at the credit union. The Supervisory Committee oversees a professional Internal Audit department that performs assurance work throughout the year. We also engage qualified external auditors and consultants to perform additional projects, which provides a level of assurance commensurate with the credit union's size and complexity.

One of the Committee's most important tasks is to engage and oversee an annual financial statement audit. We engaged Doeren Mayhew to perform this "external" audit for the year ending December 31, 2025. The credit union received an "unqualified" opinion, meaning the annual financial statements fairly presented, in all material aspects, the financial position of the credit union, and conformed to generally accepted accounting principles. This opinion was based on extensive testing of controls and transactions, in accordance with generally

accepted auditing standards. An unqualified opinion, also known as a "clean" opinion, provides our members with comfort that the financial statements are free of material errors and omissions.

As a federally regulated entity, the credit union is subject to examination. Federal examiners visited the credit union in February 2025. The Supervisory Committee reviewed the results of this examination, as well as applicable findings, recommendations, and action plans. Credit union staff, including the Internal Audit department, is critical to completing the examination process.

Based on the cumulative results of the assurance work performed, we believe the credit union is well positioned and will remain competitive. The Supervisory Committee is an advocate for and representative of you, our members.

Respectfully,

John Biemesderfer
Chair, Supervisory Committee
Fortera Credit Union



CELEBRATING
EXCELLENCE

Great Place To Work®

We're proud to be a Great Place to Work Certified™ company for the third year in a row! Receiving this certification reflects Fortera's commitment to providing our employees with an outstanding workplace environment. Great Place To Work® is the global authority on workplace culture, employee experience and leadership behaviors.



Awards and Recognitions

We were honored to once again be recognized by the communities we serve. These recognitions reflect our commitment to excellence and the strong relationships we've built with those we serve.



In 2025, Fortera was voted **Best Credit Union at Best of Clarksville** and received Gold in the **Credit Union, Home/Mortgage, Wealth Management and Place to Work 100+** categories and Silver in Customer Service in **Clarksville's Best**. Fortera was also named **Associate of the Year by Clarksville Home Builders Association** and received the **Realtors Champion Award from the Hopkinsville/Christian & Todd County Association of Realtors**.

Google Reviews

We're incredibly proud of our exceptional Google review rating for 2025, a true reflection of the trust our members place in us and the meaningful, positive experiences they've shared all year long. In 2025, Fortera branches received over 350 Google Reviews with an average score of **4.7 out of 5 stars!** This recognition speaks to our team's commitment to delivering friendly service, personalized solutions, and a community-focused approach in everything we do.



BOARD OF DIRECTORS

Linda Medina-Griffy
Chair

Rick Hackwell
Vice Chair

Michael Raleigh
Treasurer

David Jones
Secretary

Gwen Richardson
Director

Nellynn Henson
Director

Bubba McIntosh
Director

Richard Glass
Director

Jordan Harmon
Director



Linda Medina-Griffy, Chair

EXECUTIVE MANAGEMENT TEAM

Jennifer Ventimiglia
President & CEO

Angela Connerty
Chief Operations Officer

Nathan Brown
Chief Financial Officer

Sharon Ward-Hermes
Chief Human Resources Officer

Corey Watts
Chief Information Officer

Tim Wheeler
Chief Lending Officer

Lauren Bolus
Vice President,
Mortgage Origination

Terry Franklin
Vice President,
Real Estate Servicing

Dan Friend
Vice President,
Risk Management

Patty Hemmingsen
Vice President,
Learning & Development

Jessica Lestienne
Vice President,
Operations

Diana Maxson
Vice President,
Human Resources

Steve Von Mann
Vice President,
Commercial Partnerships

Ryan Windham
Vice President, Marketing

Mary Wood
Vice President,
Consumer Lending

Angie Worden
Vice President, Accounting



Jennifer Ventimiglia
President & CEO



John Biemesderfer, Chair

SUPERVISORY COMMITTEE

John Biemesderfer
Chair

Bubba McIntosh

Kate Myers

BOARD ADVISORY COUNCIL

John Biemesderfer

Jill Secard

LEADERSHIP

FINANCIAL PERFORMANCE

Ensuring Safety & Security

2025 was another great year for Fortera and it's all thanks to you, our 83,000+ members. Your trust and support helped us continue building a strong and stable financial foundation.

We're proud to share that our Net Worth Ratio reached 12.20%, a sign of long-term strength you can feel confident in. We also had our most successful year ever, with net income growing to \$7.6 million and

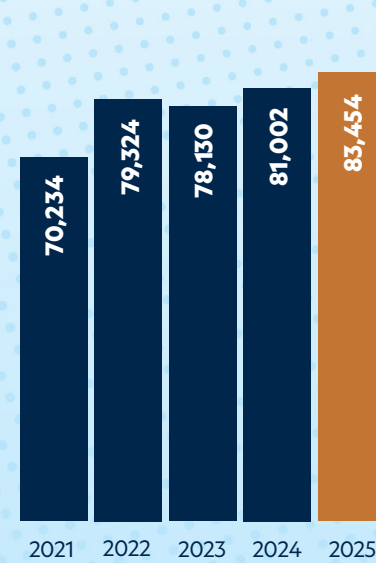
deposits increasing by an impressive 6.5%. Because of this growth, we were able to invest in better technology, offer competitive rates, and expand the services available to you. Even better, we returned more than \$14.5 million to our members through dividends.

We're excited about what's ahead and look forward to continuing to help you reach your financial goals.

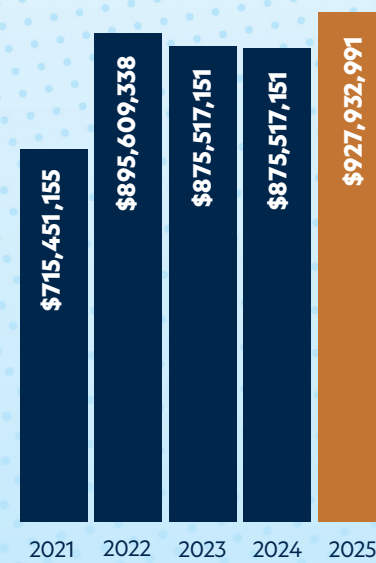


12.20%

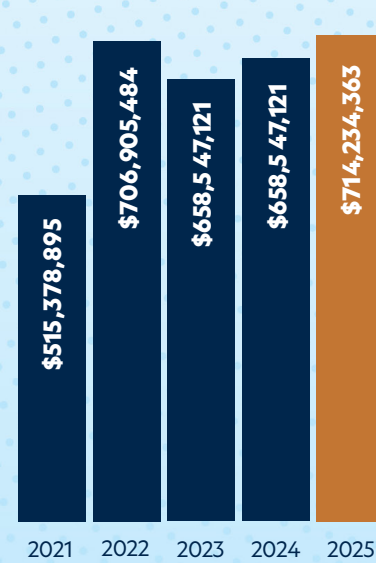
Net Worth Ratio



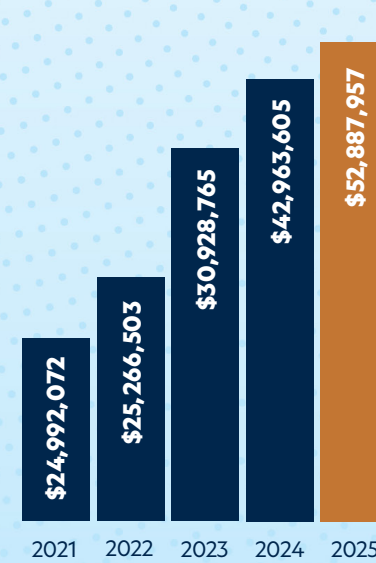
Total Primary Members



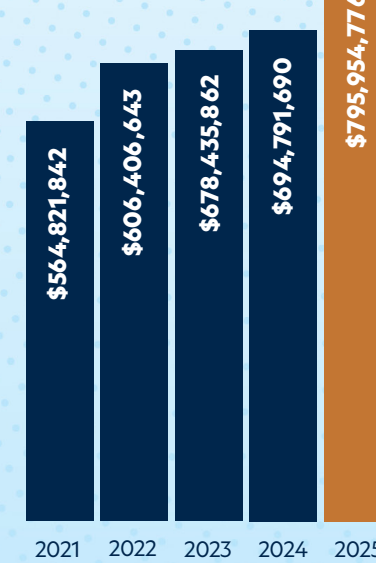
Total Assets



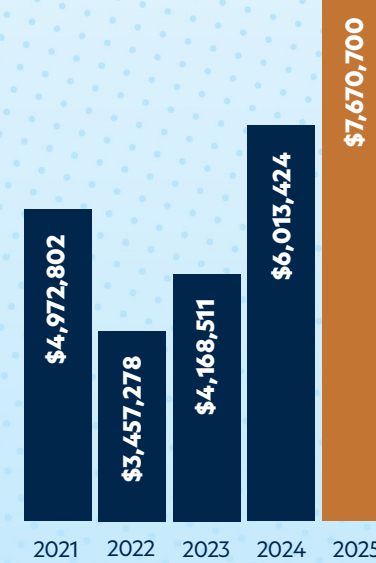
Total Net Loans



Total Interest Income



Total Gross Deposits

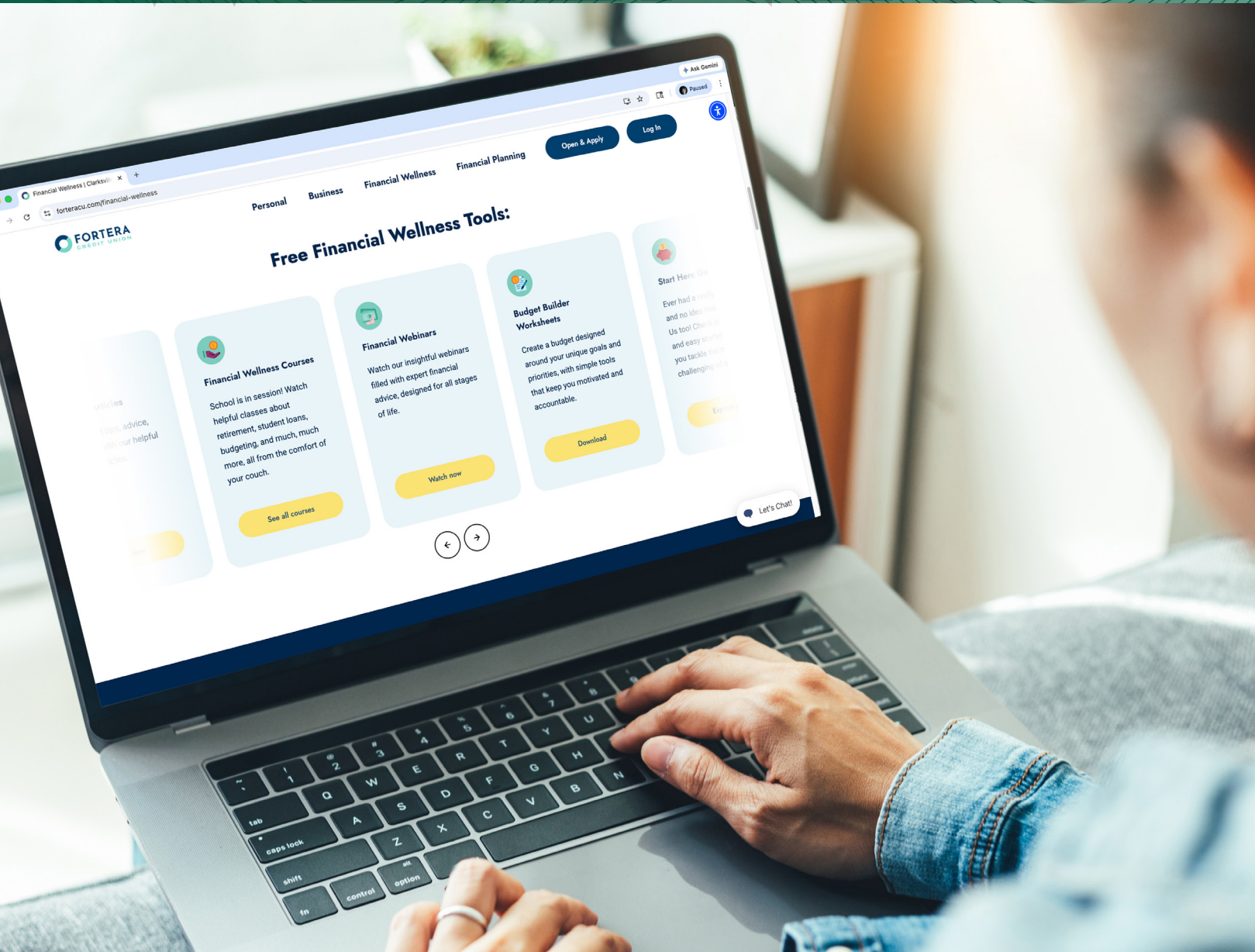


Net Income



BENEFITS OF BUDGETING

- 1 Creating a budget helps you understand where your money is going.
- 2 Developing good personal finance habits helps jump-start your future financial success.
- 3 Focusing your spending on what matters most to you helps reduce stress and financial worry.



FREE FINANCIAL WELLNESS TOOLS at forteracu.enrich.org



Financial Wellness Courses

School is in session! Watch helpful classes about retirement, student loans, budgeting, and much, much more, all from the comfort of your couch.



Financial Webinars

Watch our insightful webinars filled with expert financial advice, designed for all stages of life.



Budget Builder Worksheets

Create a budget designed around your unique goals and priorities, with simple tools that keep you motivated and accountable.



Start Here Guides

Ever had a really big question and no idea how to tackle it? Us too! Check out our quick and easy starter guides to help you tackle the most challenging of questions.



Educational Video Library

We love smart financial education in all its forms. If videos are your favorite way to grow your brain, check out our free educational video library.

2025 marked the first full year of our new Financial Wellness program. This new initiative is designed to empower our members with the knowledge and tools to make informed financial decisions. Whether through helpful workshops, online resources, or one-on-one guidance, our goal is to make our member's financial journey clear, manageable, and aligned with purpose.

Over the course of 2025, Fortera had a consistent presence in classrooms, community centers, workplaces, and military spaces across the communities we serve. We delivered 58 financial wellness workshops, both in person and virtually, totaling 132 hours of meaningful education.

More than 600 participants joined us, bringing their questions,

concerns, and aspirations. Each conversation reinforced why this work matters, creating space for people to learn, ask freely, and feel confident taking their next financial step.

We partnered with 11 community organizations to foster judgment-free, welcoming environments where real understanding and real change could begin. Among those were several groups at Austin Peay State University, Nashville State Community College, Hopkinsville Community College, Clarksville Academy, the YMCA, Family Outreach Ministries, Main 608, Workforce Essentials, Manna Café, Hopkinsville Realtor Association and several groups associated with Fort Campbell.

CORE VALUES

The Promises We Make

Fortera Credit Union is different. The difference is boldly reflected in the core values that embody our diverse team and the collective sum of all who join us. As our brand DNA, Fortera’s core values define our cultural identity and are the tenets of who we are as an organization. They guide our actions and share our story through each interaction. Our Core Values are the promises we make to our members, team members and communities.

	TEAM MEMBER	MEMBER
 <p>BETTER SIMPLER FASTER</p>	<p>Have the courage to change. Be curious and ask questions. Be innovative and proactive. Think big and take action.</p>	<p>Earn members’ trust by always acting in their best interest. Continuously improve the ease, speed & satisfaction of each interaction.</p>
 <p>ONE TEAM</p>	<p>Be adaptable. Be inclusive. Give respect and empathy. Empower each other & work together for the common good.</p>	<p>Own every opportunity to help a member and find the “yes.” Deliver a consistent, seamless experience together.</p>
 <p>LEARN+ TEACH</p>	<p>Master products, services & systems; share knowledge. Seek different perspectives & opportunities to grow & learn.</p>	<p>Educate members with tools to achieve their financial goals. Provide expert recommendations & personalize interactions.</p>
 <p>WE SERVE</p>	<p>Make an impact by giving time, talent & resources to better the lives of each other, our members and communities.</p>	<p>Stand for a greater purpose & show our commitment to care. Be a hero in members’ lives, & support causes important to them.</p>
 <p>STAY POSITIVE HAVE FUN</p>	<p>Demonstrate positivity, enthusiasm & passion for what we do. Have fun & celebrate when we get it done.</p>	<p>Delight members with uplifting experiences each and every time they connect with us. Celebrate their milestones & successes.</p>

MISSION

We passionately advocate to better the lives of those we serve.

VISION

We envision a future in which everyone can overcome financial challenges, achieve their dreams, and thrive.

WE WILL...

DO right by those we serve.

BETTER the well-being of our members, team members and communities. Succeed **TOGETHER**.

Do.
Better.
Together.

People First. Community Always.

More than a financial institution, Fortera remains a locally-led movement dedicated to the prosperity of the communities we serve. Whether we're providing financial assistance or volunteering in the neighborhood, our goal remains the same: **making life better for the people we serve.**

CHARITABLE GIVING

Helping our community thrive is at the heart of what we do. Through strategic contributions and local partnerships, we provide the **resources and support** necessary for our neighbors and local organizations to make a meaningful, long-term impact.

\$325,000+

donated to non-profits and local schools



EMPOWERING EDUCATION

We believe that **education is the ultimate empowerment.** This year, we proudly awarded 10 scholarships to graduating high school seniors and 12 scholarships to single-parent students, easing the path toward higher education. Beyond tuition, our financial literacy and budgeting workshops equip students and community members with the real-world skills they need to build a **secure financial future.**

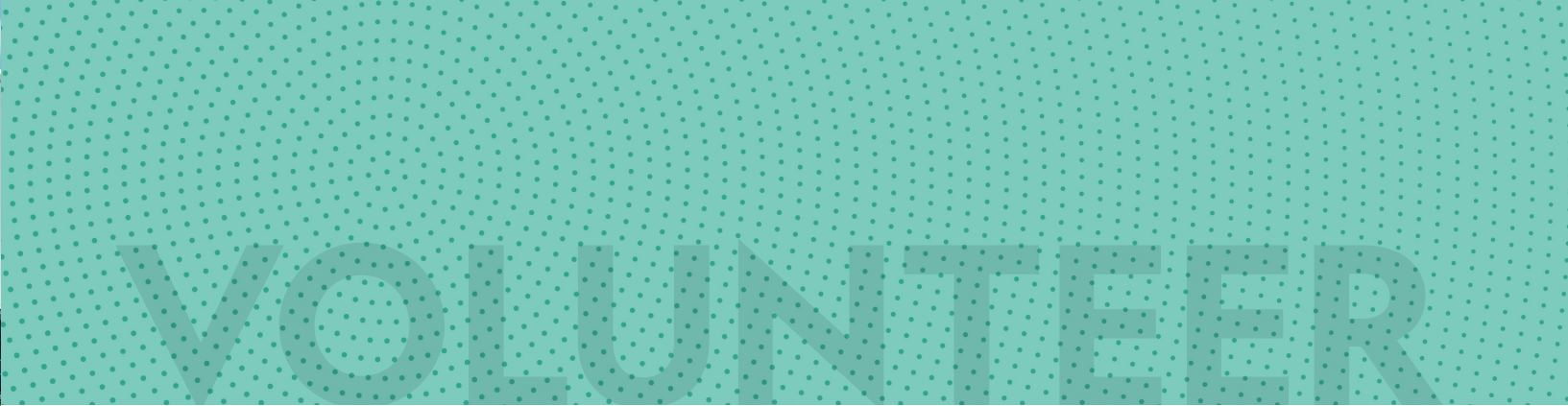
COMMUNITY OUTREACH

We believe in **unwavering community support**—standing by our neighbors through every season. Whether it's through mentorship initiatives, disaster relief, or meeting critical daily needs, we take pride in supporting the life-changing missions of local partners like Habitat for Humanity and YAIPak Outreach.



\$67,000

donated to educational scholarships



EMPLOYEE VOLUNTEERISM

Our team members don't just work in these neighborhoods—they call them home. This personal connection is why we **champion employee volunteerism**, empowering our staff to give back to the communities they love. Every hour served and every dollar donated reinforces our core mission: to serve, uplift, and drive meaningful change.

IN 2025, OUR TEAM PARTICIPATED IN OVER



102 Community Events



Deepening this commitment, Fortera offers all full-time employees **40 hours** and part-time employees **25 hours** annually of paid Volunteer Time Off to serve the charitable cause or organization of their choice.

As we move forward, we remain **rooted in our mission:** to stand beside our members, strengthen our communities, and prove daily that we **Do. Better. Together.**

65 team members

504 volunteer hours

24 charitable organizations



DO. BETTER. TOGETHER.





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