

We Go Beyond Banking at RBFCU ...
with kindness



RBFCU 
2025 ANNUAL REPORT



ABOUT RBFCU

When you visit RBFCU at one of our 64 branches or on rbfcu.org and the RBFCU Mobile® app, you'll see we provide our members high-value products and services. We'll show you features that apply to all members and also get you connected to benefits that are unique to you. As professionals in member service, we are confident in everything we offer to you. We listen. We are committed to *Go Beyond Banking* at RBFCU, and we work to build trust for long-term relationships.

We are a strong organization that will keep growing while meeting our obligation to financial soundness. At RBFCU, we believe in serving our communities.

When you need us to *Go Beyond Banking* – we are there for you. With kindness.

Whether you interact with RBFCU through our world-class, in-person member service, or through our effective and expanding technology, it all leads to fulfilling **our mission:**

to improve our members' economic well-being and quality of life.

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WE GO BEYOND BANKING AT RBFCU ... with kindness

Throughout 2025, we expanded our strong commitment to *Go Beyond Banking* at RBFCU. Our teams rallied with efforts to embed RBFCU further into our communities. We met members and many new faces where they are – with kindness.

Our members saw these surprises as “random” – we would take a day to visit our communities and engage with people by buying coffee for them in the morning, covering their lunch at mid-day and, when they were heading home after a busy day, filling their car with gas.

It wasn’t random for us. It was a very intentional way to draw closer to the people we serve. We wanted to get even further involved with our members, their families, friends and neighbors in their communities.

What started as a great idea soon grew to full force into 2025. It was a year our members needed it. For example, when people near Kerrville were devastated by floods during the July 4th weekend, our teams met face to face with community members to offer support. Yes, we bought them coffee and lunch and gas, and we donated at their cherished community trusts and nonprofits. We accepted and distributed donated clothes and other needed items, and we brought almost 2,500 pounds of food and other donated items from our employees. Our monetary donations reached \$120,000.

We saw and felt the gratitude. Yet we want to say “thank you” for the warm responses, and “thank you” for letting us get to know everyone and do what we could to help out.



“We wanted to get even further involved with our members, their families, friends and neighbors in their communities.”



Go Beyond BANKING

When we *Go Beyond Banking*, we take strong action that is supported by our core values:

- We do the right thing
- We serve our members with integrity
- We strive for excellence in all areas
- We are bold but financially conservative
- We are a strong organization

WE GO BEYOND BANKING AT RBFCU WITH

financial growth that reflects our strength



When we *Go Beyond Banking* with kindness, we can't help but grow. We see growth as a response to you wanting us to come to where you live, work or worship. We can't think about growth unless we are financially strong and every move we make is dictated by the requirement of soundness.

We should grow through strength, because we believe people are best served financially by the primary objectives spelled out in our original charter from almost 75 years ago:

1 TO PROVIDE A SAFE FACILITY FOR REGULAR SAVINGS;

2 TO MAKE LOANS AT A LOW COST AND FOR GOOD PURPOSES; AND

3 TO HELP MEMBERS USE BUYING POWER TO THEIR ADVANTAGE

But it's not always easy to make everything happen. Challenges present themselves, and we give attention to resolving them to your benefit.

Because our credit union continues to grow, we can add to those objectives to meet the demands of a changing society. RBFCU's growth allows us to:

- ✓ Develop teams that can mitigate fraud
- ✓ Help you get your money to where you want it to go – instantly, and
- ✓ Confirm, transparently, that our operations are sound, fair and exceed the security standards required by our regulators

RBFCU did all of that in 2025 and produced another year of solid business results that our membership deserves!

MORE THAN 83,000 PEOPLE JOINED AS NEW MEMBERS
*an annual increase of 7.1 percent**

ASSETS SURGED PAST \$19 BILLION
an annual increase of 7 percent

DEPOSITS GREW BEYOND \$15 BILLION
an annual increase of 6 percent

LOANS HAVE GROWN CLOSE TO \$13 BILLION
an annual increase of 3 percent

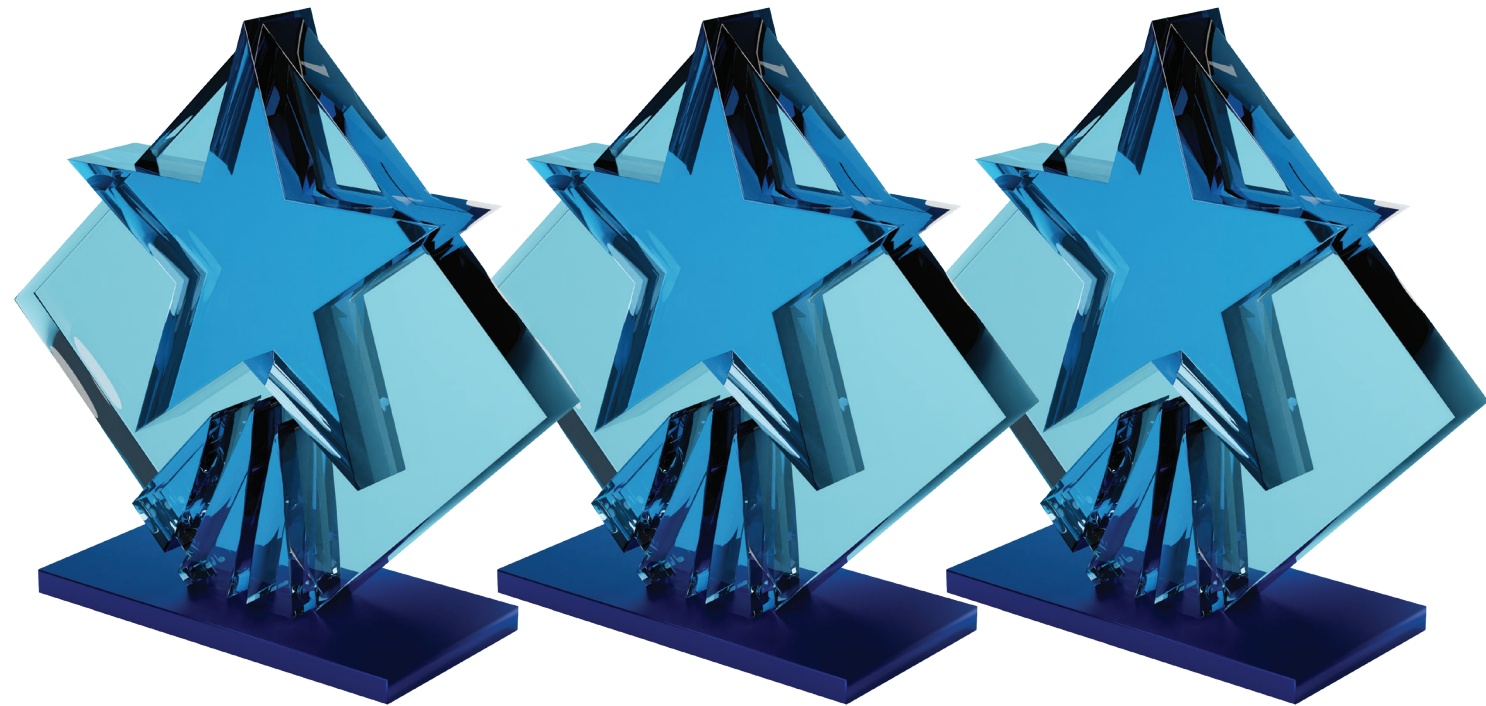
MEMBER EQUITY GREW TO MORE THAN \$2 BILLION
an annual increase of 18 percent

*-24,306 members with dormant or inactive accounts were purged from the system in June 2025 as part of the annual Texas Escheatment process. An account closeout job began closing dormant and inactive accounts in September 2025 and has closed 95,174 accounts as of Dec. 31, 2025. Membership growth excluding these two closure initiatives is 83,445 from the prior year - an annual growth rate of 7.1%.

Member equity is very important. Also called "capital," it's like a savings account that can be drawn against in times of uncertainty. **In each year since 2023, member equity at RBFCU has grown no less than 17 percent!** That's *financial growth that reflects our strength!*

WE GO BEYOND BANKING BY

believing in our top workplace



Employees treat employees at RBFCU with kindness, because we believe in our top workplace. Our *Go Beyond Banking* spirit helps us build an award-winning culture – year after year. We believe our care and kindness for each other can be seen by you and is recognized by the communities we serve.

RBFCU is a great place to work – and a great place to stay for a career. Because **RBFCU’s employee turnover rate is 50 percent better than our financial-institution peer group**, our members can expect an outstanding, consistent level of service. When national measures are taken by asking consumers this question – how likely would you be to recommend this company to your friends and family – **RBFCU scores almost twice as favorably** than our business sector average.

RBFCU service is truly award-winning. RBFCU is a top workplace, and we believe it!

RBFCU service is truly award-winning, and the recognition we humbly accepted in 2025 included the impact we have for the benefit of credit unions. When our tax-exempt status was under threat, we were leaders in credit union advocacy to successfully keep that benefit for our members!

OUR AWARDS FOR OUR CULTURE AND OPERATIONS IN 2025 INCLUDED:

Top Workplace by the San Antonio Express-News for the 14th year in a row

Top Workplace by the Austin American-Statesman for the eighth year in a row

Best Place to Work by the San Antonio Business Journal for the eighth year in a row

Best Place to Work by the Austin Business Journal for the fifth year in a row

Top Workplaces USA for the fourth year in a row, and in the top 10 nationally in 2025

Top Workplaces National Industry Award for **Employee Well-being, Appreciation and Professional Development**

Top Workplaces USA award for **Compensation & Benefits, Innovation, Leadership, Purpose & Values and Work-Life Flexibility**

Top Workplaces National Industry Awards for **Financial Services Top Workplace**

San Antonio Business Journal “Fast Track” for **phenomenal growth** for the sixth year in a row

YourSA Reader’s Choice Award from mysa.com as **best credit union in San Antonio** for the second year in a row and the No. 1 Friendliest Staff; RBFCU Investments Group-Ameriprise Financial was **best for financial advisors/investments** for the second year in a row

Best of the Best through MemberXP’s service-evaluation platform, seventh year in a row (includes **Best Mortgage Loan Experience, Best New Account Experience, Best Transaction Experience, and Best New Member Experience**)

Raddon Crystal Performance Award for third-straight year, and 12th time in the past 16 years

“**Employer of the Year**” by Texas A&M University at San Antonio

RBFCU Investments Group Financial Advisors earned the **Ameriprise Client Experience Award**

Austin Business Journal and San Antonio Business Journal recognized 48 of Kuper Sotheby’s International Realty’s agents, which included recognition as the **No. 1 Realtors in San Antonio and Austin**, along with the top producing Farm and Ranch Agent

Recognized on the list of top credit unions nationally by Newsweek, Forbes and Bankrate

RBFCU **Marketing won three national awards for excellence** at the America’s Credit Unions Marketing & Business Development Diamond Awards

WE GO BEYOND BANKING BY

serving our members and our communities

At RBFCU, service doesn't stop with our members – we *Go Beyond Banking* to become a community partner. We gave, and it's not only corporate dollars. Our employees gave by volunteering individually, with their teams or through the RBFCU Volunteer Corps. Here's a look at how we gave back in 2025:



Our **employees shared from their own earnings and pledged more than \$225,000** to United Way. Combined with a matching corporate contribution from RBFCU, **more than \$450,000 was donated.**

When our United Way contributions were combined with our more than 800 donation and sponsorship requests from across our regions (including Haven for Hope, SA Food Bank, South Texas Blood & Tissue Center, Blue Santa, Boys & Girls Clubs of San Antonio and

San Antonio Sports Foundation), **RBFCU contributions to our regions and beyond exceeded \$1.75 million!** During the government shutdown, RBFCU extended millions of dollars in no-interest loans to members who missed their regular federal checks and extended the 0% rate when the shutdown went past 30 days. RBFCU also responded to the government shutdown by providing a total of \$100,000 in donations to food banks in Austin, Corpus Christi, Dallas-Fort Worth and San Antonio.



We are proud that **RBFCU is the Official Credit Union of the San Antonio Spurs**, because this five-year agreement allows RBFCU to join with a proven community-impact leader for beneficial projects. We were able to assist at the Spurs' "Season of Giving" Thanksgiving dinner to help families throughout San Antonio, and we presented checks totaling \$20,000 to educators recognized in the Spurs Educator Spotlight Sweepstakes.

During the final three months of 2025, the **RBFCU Go Beyond: Member Giveback** provided our members with 10¢ cash back for every eligible purchase with the RBFCU Freedom Debit Card and 3% unlimited cash-back rewards for every eligible purchase with the RBFCU World Cash Back Mastercard® credit card.

RBFCU's **media partnerships** enable us to contribute to important community benefits like Bill's Elves, which provided toys for children in South Texas during the

holidays. We continued using these TV platforms to spread useful information on financial literacy and fraud awareness.

Our CUSO operations provided several educational events on topics such as Social Security, income planning, investment strategies, trust services, estate planning and Medicare and retirement. In 2025, **these events attracted more than 1,000 attendees with requests for complimentary advisor consultations.**

RBFCU made multiple donations to regional organizations engaged in the work of promoting civil rights, educational opportunities and economic advancement within their communities. We participated in outreach events to support **World Mental Health Day.**

RBFCU provided access to our facilities for regional career conferences at the RBFCU campus in addition to hosting college interns from universities across the country. We remained dedicated to our long relationships with veterans' transitioning programs.

RBFCU **donated to benefit education**, including a gift of \$125,000 to the McCoy College of Business Center for Banking and Financial Services at Texas State University, and funding toward the "Huddle Against Hunger" program that benefitted on-campus food pantry programs at Texas State and UTSA.



WE GO BEYOND BANKING BY providing new products and secure enhancements

GROWING OUR NETWORK

If you visited an RBFCU branch in 2025, many members had more options. RBFCU grew in Dallas-Fort Worth with branch openings in Garland and The Colony, bringing our network to 64 locations.

NEW ENHANCED TERMINALS

Also at our branches, we upgraded many of our ATMs. We completed our 100th installation of new enhanced terminals designed to make your banking experience faster, easier and more convenient – any time, day or night – with the option to request a friendly virtual drive-thru teller to assist you during business hours.

CERTIFIED SPANISH-SPEAKING STAFF

For our Spanish-speaking members, we built upon a pilot program in Austin by hiring certified Spanish-speaking staff and included bilingual versions of our marketing materials.

GREENPATH FINANCIAL WELLNESS

Our partnership with GreenPath Financial Wellness helped members to repay more than \$1.5 million in debt.

NEW OFFICE IN PORT ARANSAS

Kuper Sotheby's International Realty opened an office at Port Aransas to assist homebuyers on the Texas coast as RBFCU remained the "No. 1 Mortgage Lender in Texas for Credit Unions – Loans Funded," based on the most recent National HMDA data published by Federal Financial Institutions Examination Council.

DIRECT FINANCIAL BENEFITS

As we hit 2025, the America's Credit Unions trade association estimated that RBFCU households received an estimated \$500 annually in direct financial benefits compared to those that use other financial institutions.

OUR AI CHAT PLATFORM BROOKE



Our AI chat platform provides more efficiencies for members and the representatives that are serving you. Visitors to rbfuc.org clicked to chat with "Brooke" for information about products and services, and after more than 800,000 inquiries, people gave a "thumbs-up" positive response that was above the industry average of 60-70 percent.

LILY IS HERE TO HELP TOO

Chat capabilities also were added to RBFCU Insurance Agency when we expanded member access to more than 40 insurance companies nationwide. The "Lily" chat assisted members online, over the phone and through email to help them get the coverage they needed, quickly and easily.

MORE OPTIONS

We provided more options for real-time payments so our members had the tools to send funds more efficiently. Members could also create more account alerts to improve security and keep them up to date in real time about changes in their accounts and transactions, with these alerts helping detect potential fraud and guiding members to manage their cards effectively.

FINANCIAL STATEMENTS

As of and for the years ended December 31 (dollars in 000's)

ASSETS	2024	2025
Cash & Cash Equivalents	\$572,770	\$532,094
Loans Held for Sale	18,407	293,001
Investments	4,380,676	4,896,248
Loans	12,382,213	12,802,984
Allowance for Credit Losses	(107,357)	(123,007)
Fixed Assets (net)	282,906	289,386
NCUA Insurance Deposit	121,175	126,358
Other Assets	304,422	386,921
TOTAL ASSETS	\$17,955,212	\$19,203,985

LIABILITIES & EQUITY	2024	2025
Checking	\$3,063,860	\$3,228,021
Savings	2,673,415	2,728,893
Money Market	4,276,984	4,644,169
Certificates	3,670,372	3,931,069
IRAs	626,155	654,075
Borrowings	1,504,043	1,504,029
Other Liabilities	211,385	242,607
Members' Equity	1,928,998	2,271,122
TOTAL LIABILITIES & EQUITY	\$17,955,212	19,203,985

INCOME STATEMENT	2024	2025
Investment Income	\$248,737	\$252,142
Interest on Loans	661,866	739,688
Total Interest Income	910,603	991,830
Dividends to Members	264,244	288,608
Interest on Borrowings	127,931	108,102
Total Dividends and Interest	392,175	396,710
Net Interest Income	518,428	595,120
Provision for Credit Losses	72,500	101,700
Non-Interest Income	254,074	257,711
Operating Expenses	456,364	483,502
NET INCOME	\$243,638	\$267,629

SUPERVISORY COMMITTEE REPORT



Marshall Pitman
Chair



Pat Lopez



Amy Roberts



Linda Tudyk



Lt. Col (Ret.)
James Williams III

The Supervisory Committee is a statutory committee that acts as your representative with the responsibility for verifying financial reports and documents are accurate and timely. The committee also oversees the Internal Audit function, which is responsible for reviewing the credit union's internal controls to evaluate their design and operating effectiveness. In addition, Internal Audit performs numerous regulatory, operational and verification audits throughout the year, reporting findings to management and the committee. The Supervisory Committee also resolves member concerns that are referred to it.

We retained the public accounting firm of Crowe, LLP to perform an annual audit of RBFCU's consolidated financial statements for the 12 months ending March 31. The audit verified the credit union's compliance with generally accepted accounting principles and resulted in an unqualified opinion on our financial statements by our independent auditors. Examiners of the National Credit Union Administration also conduct periodic examinations as required under the Federal Credit Union Act.

Based on the results of management's system of internal controls, periodic reviews, and the annual audit and examinations, the Supervisory Committee is confident that the financial statements of RBFCU are fairly presented in all material respects, in accordance with accounting principles generally accepted in the United States of America, and reflect a sound financial position.

BOARD OF DIRECTORS



Edward Polansky
Chair



CMSgt. (Ret.)
Barbara Heyward
Vice Chair



Karen Vazquez
Secretary



Mark Sekula
Treasurer



Paul Denham



Lt. Col. (Ret.)
Chris Domangue



Julie Klumpyan



Sandra Reeh



Lt. Col. (Ret.)
James Williams III



Lt. Col. (Ret.)
Edward Marvin
Director Emeritus

RBFCU COMMITTEES AND PANELS

Advisory Panel

Derrick Flowers
Christopher Schneider
Michael Dippo
CMSgt. (Ret.) Gerald Gooding

Loan Review Committee

CMSgt. (Ret.) Gerald Gooding, Chair
Paul Denham
Michael Dippo
Lt. Col. (Ret.) Chris Domangue
CMSgt. (Ret.) Barbara Heyward



RBFCU

RANDOLPH ★ BROOKS
FEDERAL CREDIT UNION



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