



# CORPORATE ONE

## 2021 YEAR-IN-REVIEW

### Membership

**316**

MEMBERS  
WITH ASSETS  
BELOW \$75M

**167**

MEMBERS  
WITH ASSETS BETWEEN  
\$75M AND \$250M

**201**

MEMBERS  
WITH ASSETS  
ABOVE \$250M

**25,856,927**

NATURAL-PERSON MEMBERS  
SERVED TOGETHER WITH OUR  
MEMBER CREDIT UNIONS

**725**

MEMBERS LOCATED IN 44  
STATES, INCLUDING PUERTO  
RICO AND WASHINGTON, D.C.

Corporate One is focused on delivering innovative solutions and outstanding service to our credit union family to support their efforts to drive the financial success of their members and strengthen the communities they serve.



### Finances at a Glance (as of Dec. 31, 2021)

**\$91.1M**

IN NET INCOME

**\$419.6M**

IN TOTAL REGULATORY CAPITAL

**\$6.36B**

IN AVERAGE ASSETS

**\$9.35B**

IN ASSETS UNDER  
MANAGEMENT

As a proud member of an industry committed to service and community citizenship, we wholeheartedly support opportunities to step up and give back.

**In 2021, Corporate One supported and contributed more than \$289,000 in donations and sponsorships to our credit union members, their affiliates, and our industry.**

## Honors

- + EPCOR Payments Innovation Award – Corporate One and Sherpa Technologies
- + ACI Worldwide Impact Award – Sherpa Technologies

## Highlights

- + Strong financial performance in 2021 allowed us to pay **\$3.4 million** in Perpetual Contributed Capital (PCC) dividends to PCC holders.
- + Corporate One and Sherpa launched **three new product offerings** to assist credit unions with the shift to real-time payments:
  - + Sherpa's Real-Time Payment Services for connecting to the RTP® network
  - + Corporate One's Funding Agent Services for easy cash management on the RTP network
  - + RTP receive/send capabilities for Corporate One account holders
- + Commitment to an **outstanding member experience** is evident in our 2021 NPS score of 78.9. That score exceeds the national average for banking (34) and reflects a 48.6% increase over the past seven years.
- + In 2021, Corporate One's Member Success team supported more than **51,900 member contacts** via phone, email, web requests and MyCorp1 Manager.
- + Around 44% of our Associate and Partner members use three or more solutions from Corporate One.
- + We evolved our **mission, vision, and values** to reflect a more contemporary and comprehensive purpose of our organization:
  - + **Mission Statement:** Elevating and empowering credit unions to drive the financial success of the members they serve.
  - + **Vision Statement:** Together with our CUSOs, we will grow a thriving cooperative that fosters collaboration, drives innovation, values financial strength, and delivers exceptional service for the benefit of all credit unions.
  - + **Values:** Value everyone; Do the right thing; Be a team player; Think outside the box; Be your best.

## Our CUSOs

### 2021 Successes



#### ACCOLADE INVESTMENT ADVISORY

*Making ALM easy and providing unbiased investment advice*

Accolade rolled out a current expected credit loss (CECL) solution to help credit unions transition to the new methodology of accounting for credit losses.  
[www.accoladeadvisory.com](http://www.accoladeadvisory.com)



#### LUCRO COMMERCIAL SOLUTIONS

*Digitizing member business lending for portfolio growth*

The paycheck protection program generated 4,235 in loans and \$12.1 million in revenue for their lending partners.  
[www.lucro.org](http://www.lucro.org)



#### SHERPA TECHNOLOGIES

*Leading the member experience journey*

Sherpa launched a unified solution for digital account opening and no-credit impact, pre-qualified digital lending with pilots and early adopters.  
[www.sherpatech.org](http://www.sherpatech.org)

Our annual report can be found at [www.corporateone.coop](http://www.corporateone.coop).