



# 2024 Annual Report



# Chairman's and President's Message

It is our honor to present this annual report to our Members, esteemed business partners, and the communities we service. While decades of technological advancements have continuously transformed the way we connect and deliver financial services, our unwavering commitment to provide exceptional value to our Membership remains constant.

Although this report reflects the accomplishments of 2024, we would be remiss not to acknowledge the historic fires that impacted the Altadena and Pacific Palisades communities in January 2025. Our hearts are with the families and businesses affected by these life-altering events and we shall remain committed to serving as a financial resource during the difficult and challenging rebuilding process.

Despite significant economic challenges and the highest inflation rate since 1981, E-Central continued to serve as an affordable beacon of support. In 2024, we held many free financial workshops and offered a cost-reducing program via our CU Save Personal Loan product that provided our Members with the ability to consolidate high-interest unsecured debt, resulting in significant monthly savings. Additionally, via our Home Equity Line of Credit (HELOC) offering, we provided a cost effective tool to tap into unpledged home equity, enabling our Members to perform home improvements or repairs, pay for education, address emergencies, start a business, or purchase additional real estate.

Our continued strong financial position allowed us to successfully adapt to the evolving marketplace while maintaining resilience against economic uncertainty. Our long-term strategic initiative to improve our capital position year after year afforded your Credit Union the ability to return Member profits through above-market certificate rate (CD) promotions. As a result, dividends paid to Members increased by 74% from the prior year. In 2024, our Net Worth Ratio improved to an extremely robust 22.70%, significantly exceeding the National Credit Union Administration's criteria to be classified as a well-capitalized institution. Finally, our Return on Assets (ROA) was 1.11%, which translated to Net Income of \$1,888,741, in a year when many financial institutions encountered significant losses.

The economic challenges that impacted consumers had a direct impact on most financial institutions, including E-Central. Accordingly, we witnessed declines in Assets by 2.00%, Total Shares by 3.20%, and Total Loans by 5.00%. Despite this decline in loans, our prudent lending strategies resulted in an 18.00% growth in HELOCs, offsetting declines in our other diverse loan programs. Moreover, our Loan Loss Ratio remained impressively low at 0.19%, reflecting the careful lending practices that continue to safeguard Member assets. Although our delinquent loans and charge-offs rose in 2024, that change is more of a reflection of the state of the economy than the Credit Union's financial strength. Our Loan Loss Ratio was 26 basis points lower and our Return on Assets was 1.7 times higher than our peer group.

In 2024, E-Central introduced several new services and enhancements to deliver greater value to our Members. We launched digital issuance card services to improve the Member experience when ordering a new

debit or credit card. This new service creates an instant digital card, allowing cardholders to make in-store and online purchases through a digital wallet, such as Apple Pay, while awaiting delivery of their plastic card. We also implemented enhanced alerts, thereby improving fraud detection and prevention through real-time notifications. Recognizing the increasing prevalence of cyber threats, we also introduced a fraud awareness initiative to educate Members about financial safety in the digital age. Additionally, financial education workshops were hosted to empower Members with knowledge and tools for making informed financial decisions. E-Central continued to prioritize cybersecurity, strengthening our digital infrastructure and earning the "Excellence in Network Security Award" for the fifth consecutive year. These investments reflect our dedication to protecting Member assets while ensuring access to modern, convenient, and secure digital banking solutions.

The achievements of 2024 would not have been possible without the dedication and expertise of our incredible team. This year, we celebrated the service and commitment of several long-term employees, some of whom reached milestones of 25 years or more. Their faithful dedication continues to uphold the personalized service our Members value and trust.

As we look toward 2025 and beyond, E-Central is well-positioned to navigate the ever-changing financial landscape. By leveraging technology, optimizing resources, and maintaining a strong capital position, we remain committed to delivering value to our Members while ensuring the longevity and stability of the Credit Union.

We extend our heartfelt gratitude to our Membership for trusting us to fulfill their financial needs. We are deeply thankful for the vision, resilience, and unwavering commitment to E-Central's success which remain the hallmarks of our Board of Directors, Supervisory Committee, and dedicated staff.

Respectfully submitted,



Mark A. Garmus  
Chairman of the Board



Michael Theodore  
President/CEO

## Supervisory Committee Report

E-Central's Supervisory Committee is a highly qualified volunteer panel of Credit Union Members charged with safeguarding the interests and assets of our Membership. The Committee works independently of the Board of Directors and Management Team to monitor the accuracy of records, the security of Members' deposits, and compliance with regulatory policies and procedures. In the course of executing its duties, the Committee engaged the services of Turner, Warren, Hwang, and Conrad Accountancy Corporation to perform the annual audit of E-Central's financial statements. I am honored to report that the audit confirmed that the Credit Union met or exceeded regulatory requirements across all operational categories.

Respectfully submitted,

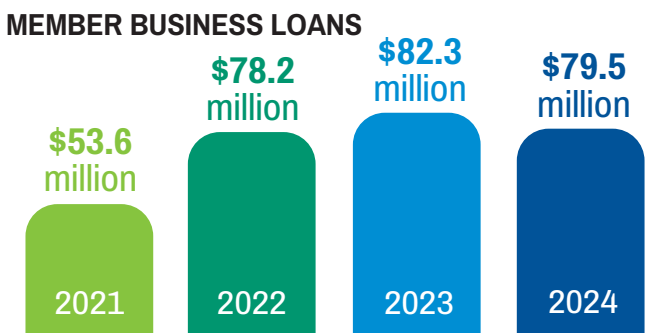
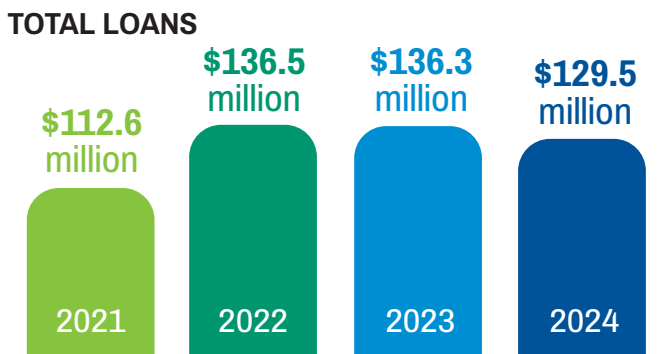
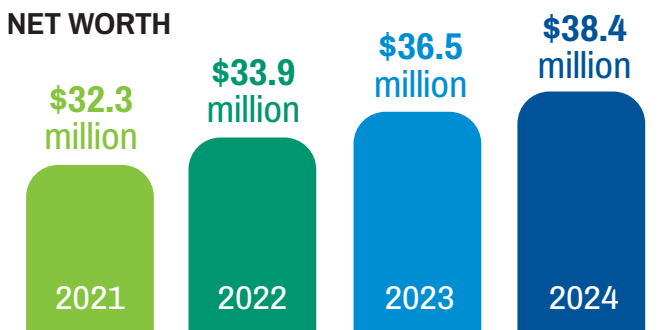
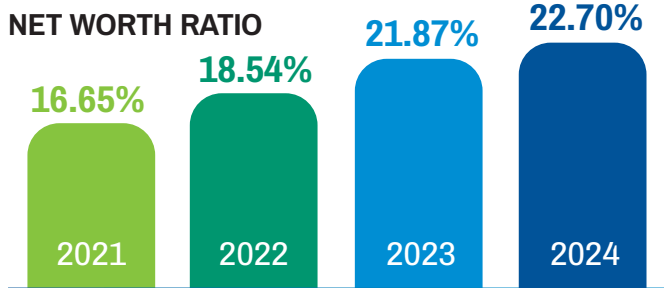


Jon Oliver  
Chairman of the Supervisory Committee

# Returning Member Value Through Financial Strength

Our Net Worth Ratio is more than three times what the National Credit Union Administration considers “well-capitalized.” This financial strength is the foundation on which we are able to fulfill our core mission of returning exceptional value and profit to the Membership.

The Credit Union continues to offer competitive rates on deposits while delivering affordable financing options, thereby enhancing the financial health of our Members.



## STATEMENT OF FINANCIAL CONDITION

	2024	2023
Cash	\$ 307,277	\$ 208,682
Investments	33,356,373	29,582,550
Loans to Members (Net)	128,381,961	135,146,973
Building & Equipment (Net)	4,086,111	4,198,085
Other Assets	3,071,484	3,315,861
<b>Total Assets</b>	<b>\$ 169,203,207</b>	<b>\$ 172,452,151</b>

## LIABILITIES & MEMBERS' EQUITY

Other Liabilities	\$ 2,642,974	\$ 3,480,138
Members' Shares	128,156,892	132,457,413
Regular Reserve	4,604,869	4,604,869
Undivided Earnings	33,798,471	31,909,730
<b>Total Members' Equity</b>	<b>38,403,341</b>	<b>36,514,599</b>
<b>Total Liabilities &amp; Members' Equity</b>	<b>\$ 169,203,207</b>	<b>\$ 172,452,151</b>

## STATEMENT OF INCOME & EXPENSE

Interest Income	\$ 8,550,208	\$ 8,391,367
Less, Dividends Paid on Shares	943,670	543,440
<b>Net Interest Income</b>	<b>7,606,537</b>	<b>7,847,926</b>
Provision for Loan Losses	211,397	(352,678)
Other Income	2,067,486	2,082,991
<b>Income from Operations</b>	<b>9,462,626</b>	<b>10,283,596</b>
Operating Expenses	7,573,885	7,630,625
NCUA Stabilization Expense	-	-
<b>Total Expenses</b>	<b>7,573,885</b>	<b>7,630,625</b>
<b>Net Income</b>	<b>\$ 1,888,741</b>	<b>\$ 2,652,971</b>

\*These financials are unaudited. Our fiscal year ends March 31, 2025.

## BOARD OF DIRECTORS

Mark A. Garmus, Chairman  
Dominick Edwards, Vice Chairman  
Dennis Magaldi, Secretary/Treasurer  
Glenda Giles-Luick, Director  
Stephen Henson, Director  
Richard Honore, Director  
Trevor Kale, Director  
James P. Cafferty, Director Emeritus

## SUPERVISORY COMMITTEE

Jon Oliver, Chairman  
Jim Greenbaum, Member  
Corbet Wilcox, Member

## MANAGEMENT TEAM

Michael Theodore, President/CEO  
Laurent Sy, Senior Vice President of Lending/CCO  
Silvio Jorge, Vice President/CFO  
Jose Davila, Vice President of Information Technology  
Jennifer Gin, Vice President of Commercial Lending Manager  
Evan Hitchcock, Vice President of Operations  
Isabel Hsiao, HR Manager & Executive Assistant to the CEO  
Michelle Aguilera, Operations Manager  
Howard Chang, Consumer Loan Manager

## CORPORATE

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