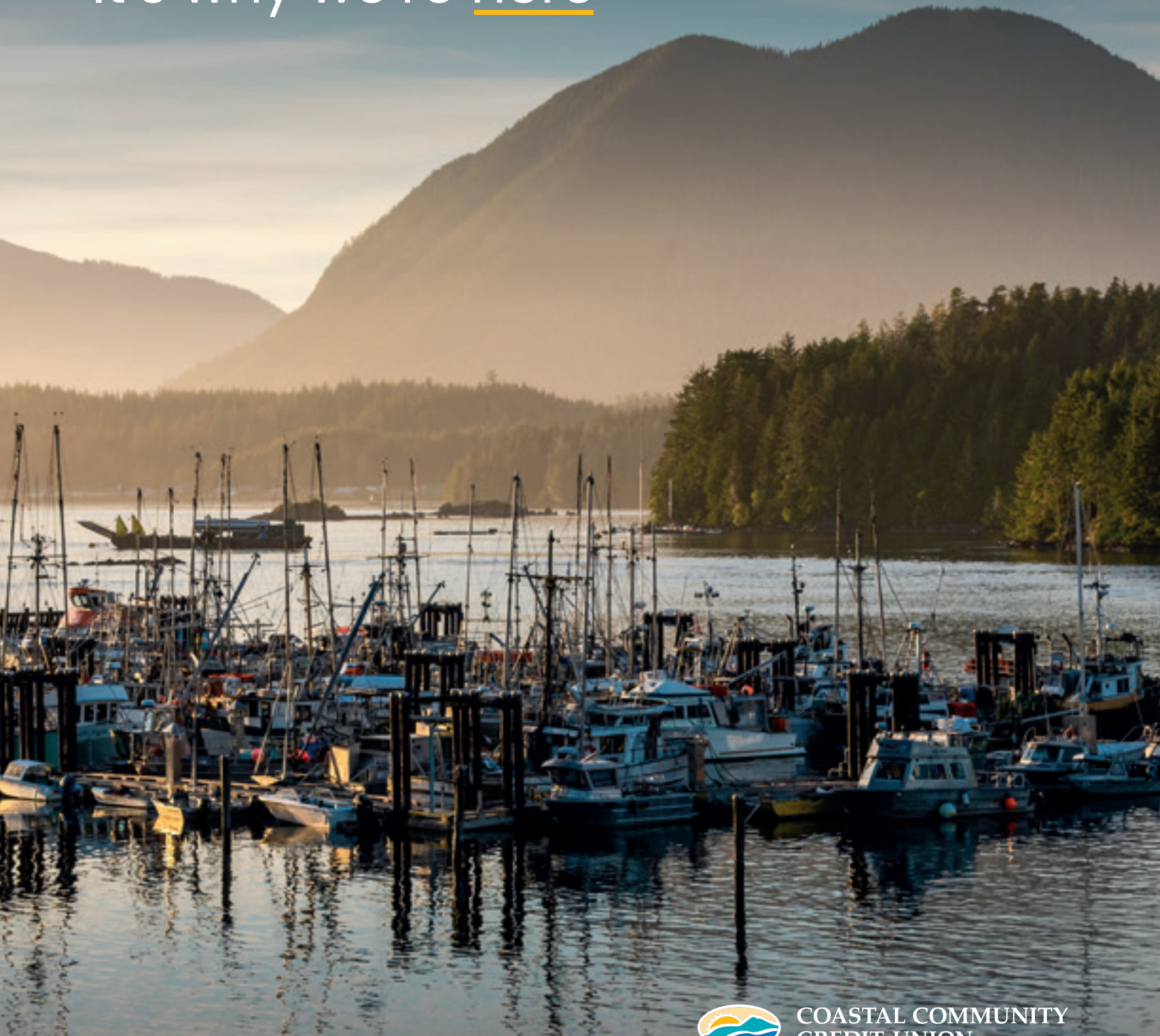


**Together,  
let's do great things.**

It's why we're here



**2025 Annual Report**



**COASTAL COMMUNITY  
CREDIT UNION**

TOGETHER, LET'S DO GREAT THINGS

## OUR VISION

We will be the leaders in building relationships that improve financial health, enrich people's lives and build healthier communities.

## OUR VALUES

Accountability | Co-operation | Excellence | Innovation | Integrity | Responsiveness | Social Responsibility

## OUR PURPOSE

### Member and Client Experience

We will be the leaders in building strong relationships by being more helpful and caring, and improving financial health.

### Community Experience

We will be the leaders in making a visible and meaningful difference in building healthier communities. Our communities are our home.

### Employee Experience

We will be the leaders in creating an environment where we say great things, do great things, and where we want to stay.



COASTAL COMMUNITY  
CREDIT UNION



COASTAL COMMUNITY  
INSURANCE SERVICES (2007) LTD



COASTAL COMMUNITY  
PRIVATE WEALTH GROUP™

Coastal Community Credit Union acknowledges and respects that we are located on the Lands of the Coast Salish, Nuu-chah-nulth and Kwakwaka'wakw ancestors and families, whose historical relationships with the Land continue to this day. We continue to work toward building relationships with the Indigenous Peoples of this Land.

1. References to "Coastal Community" in this Annual Report mean "Coastal Community Credit Union."
2. References to insurance in this Annual Report refer to the property and casualty insurance services provided through Coastal Community Insurance Services (2007) Ltd. (CCIS). CCIS is a subsidiary of 1200089 B.C. Ltd., a company jointly owned by Coastal Community Credit Union and Beem Credit Union, which in turn fully owns Coastal Community Insurance Services (2007) Ltd. and Interior Savings Insurance Services.
3. Mutual funds and other securities are offered through Aviso Wealth. Online brokerage services are offered through Qtrade Direct Investing. Aviso Wealth, Qtrade Direct Investing, and Qtrade Guided Portfolios are divisions of Aviso Financial Inc.
4. Coastal Community Private Wealth Group is a division of Coastal Community Financial Management Inc., which is a subsidiary of Coastal Community Credit Union. Coastal Community Financial Management Inc. is a licensed life insurance agency offering financial planning, life insurance and investments. All insurance products are subject to the limitations, terms and conditions in the applicable policy or insurance contract in force at the time of purchase or enrolment and applicable legislation. The products sold through Coastal Community Financial Management Inc. are not guaranteed or insured by a deposit insurer.
5. Trust and estate services provided through Concentra Trust, an Equitable Bank company.



## BOARD CHAIR REPORT

In 2025, amid an ever-changing external landscape, Coastal Community focused on what matters most: finding ways to help improve your financial well-being. Your Board also took strategic steps to position our organization for continued strength and resilience.


A key initiative and focus for the Board last year was assessing a proposed merger with Integris Credit Union, based in north central BC. We approached this potential merger with diligence and transparency. After careful review, the Board determined that moving forward with Integris would benefit members and employees as well as strengthen our Credit Union for the future.

In November, 2025, Integris members voted to join us through an asset transfer. This result paves the way for us to create a stronger, more adaptable, and technologically advanced organization—one that leverages the strengths, knowledge and expertise of both credit unions. It's been an incredible journey, and we're looking forward to doing more together.

Thank you to my fellow directors for your dedication and support throughout the merger process. Your expertise and spirit of collaboration were vital to our success and continue to guide the Board's work and decisions.

The Board of Directors also focused on strengthening the organization's governance Rules in 2025. Your Credit Union brought a vote to the membership to amend the Board term limits from a limit of nine out of 12 years to a lifetime maximum of four terms. Our goal was to strike the right balance between renewal and continuity and align our practices with other large BC credit unions. We also added a provision in a merger scenario to count the time served by directors from the other credit union on their previous board toward

our Board term limits — ensuring that no director serves more than four terms. The successful result means we are well-positioned to continue serving the long-term interests and evolving needs of our members and clients.

 *Our success enables us to help our communities thrive.*

Staying true to our co-operative roots, we contribute approximately half a million dollars each year through donations, grants, sponsorships, and fundraising initiatives, building a brighter future together.


As I close, I want to wish our former President and Chief Executive Officer, Adrian Legin, a long, happy, and healthy retirement. He was a remarkable leader and mentor to many at Coastal Community. On behalf of the Board, I am happy to welcome a familiar face: Kent Jesse as our new President and CEO. Formerly our Chief Risk Officer, Kent's collaborative leadership style and deep understanding of our organization make him the right person to lead us into our next chapter.

I'll finish by expressing my heartfelt appreciation to all Coastal Community employees for your tireless efforts and dedication to enhancing the financial health of our members and clients. I'm excited about all we will achieve together in 2026 and beyond.



Dominique Roelants  
Chair, Board of Directors





## MESSAGE FROM THE PRESIDENT AND CEO

Stepping into my new role as of June 1, 2025, has been a true privilege. I'll begin by acknowledging Adrian Legin for his exceptional leadership and the strong legacy he leaves behind. His vision has paved the way for our ongoing success, and I am honoured to build upon his foundation. My leadership philosophy is all about the co-operative spirit. Our new five-year strategic plan will put this into action by broadening our base of members and strengthening our role as a social and economic engine for the benefit of our communities and members.

I'm happy to share that 2025 was a strong year for your Credit Union. That success let us be there for you, whether you were making big plans, working through tough moments, or taking steps to build your business. You faced mixed economic news, with ongoing international challenges and rising everyday expenses last year. We kept your financial health front and centre, because that's the heart of our business. Our financially sound and stable foundation means we're well-prepared to listen and provide services and advice to meet your financial, investment<sup>3</sup> and insurance<sup>2</sup> needs.

Building on that foundation, as Dominique Roelants highlighted in the Board Chair report, Integris Credit Union members voted to join us last year.

Over the next 18 to 24 months, our focus will be on ensuring a seamless transition, preserving the unique identities and local engagement that our communities rely on.

Our financial strength allows us to respond swiftly to local changes. For instance, after the closure of the Crofton Mill, we offered flexible lending options to assist those affected, just as we've done for other communities in the past.

We are committed to enhancing our services and products across all business lines to make a meaningful difference in your financial life. For example, you can now apply for loans directly through our mobile app, anytime and anywhere. We have also supported our youth by removing monthly fees and providing unlimited transactions in our Student Package.

While we're proud of our financial achievements, we never forget our co-operative roots. Last year, our Random Acts of Kindness campaign during Credit Union Week brought smiles across our communities. We also earned several workplace distinctions, including our seventh Great Place to Work® (GPTW) certification, and, for the first time, recognition on the GPTW Giving Back list for our community efforts. To everyone on the Coastal Community team, thank you for putting leadership into action and for making a positive impact, both within our organization and beyond.

And to you, our members and clients, we're grateful for the chance to continue serving you. We look forward to supporting your goals, celebrating your milestones, and navigating any challenges along the way.

“Welcome, *Integris members,*  
to our *Coastal Community family!*”



A DIVISION OF  
COASTAL COMMUNITY  
CREDIT UNION

Kent Jesse  
President & CEO



# For you and for your financial health.

It's why we're here





## OUR MEMBER AND CLIENT EXPERIENCE

Your financial well-being is at the heart of everything we do. As your goals and needs evolve, so do our solutions. Whether we're enhancing our mobile app to make it easier to apply for a loan or updating our Student Package to further improve support for post-secondary students, we're always striving to serve you better.

### ENHANCING SERVICE DELIVERY TO MEET YOUR EVOLVING NEEDS

We know that life moves fast, and we're always looking for ways to simplify and improve your experience with us. Last year we:

- Added **self-serve application for personal loans** of up to \$20,000 to our mobile app
- Enhanced our **secure ID verification process** to make it smoother and more secure
- Implemented a new **ICBC digital stamp tool** to increase efficiency in the auto insurance process and deliver an excellent experience for you
- Added **personal check-ins** during your first 18 months at Coastal Community, so you always feel supported as a new member
- Completed our **renovations to the 4th Street Courtenay branch** to create a bright modern space to meet with your advisor and a Small Business Hub to support local business

### PROVIDING EXPERTISE, ADVICE AND PRODUCTS TO IMPROVE FINANCIAL HEALTH

2025 brought both opportunities and challenges, especially as many of you continued to navigate the rising cost of living. To be there when you needed us, we:

- Introduced a **spring loan campaign** that helped 484 members access the credit they needed to

support their financial goals—\$8.1 million in loans were dispersed

- Offered flexible lending options and six months of **service fee relief** to members who lost their job as a result of the Crofton Mill closure, as we have done in the past when other communities were economically affected
- Enhanced our **Student Package** to remove the monthly fee and provide unlimited transactions for post-secondary students
- Refreshed our **lending guidelines** to make it easier for small and medium business owners and professionals to access financing
- Expanded our **lifestyle product offering** with an insurance product specifically designed to protect members and clients' recreational vehicles

### HOW WE KEEP YOU INFORMED AND STAY CONNECTED

- Regular **financial education emails**
- **Financial education events** delivered by our experts
- Timely, relevant and easy-to-find **educational content** on our website, including **fraud alert** articles
- **Educational articles** in community news media from our experts on topics like "Unlocking Lending Success"

- Comprehensive information on **corporate and governance** topics, such as the annual report, directors election, special resolutions and merger information
- An electronic **Annual General Meeting** to update you on the previous year's financial results and accomplishments of your Credit Union and to share how we met the needs of members, clients, employees and the communities we serve

## PROTECTING YOUR MONEY AND INFORMATION

At Coastal Community, your security is our priority. We use a multi-layered approach to safeguard your data, including:

- **Multi-factor authentication:** requires two or more forms of ID to access accounts
- **Automated security updates:** keeps our systems protected against known vulnerabilities
- **Employee training:** regular sessions on identifying and preventing threats like phishing and social engineering
- **Security monitoring** of our systems and networks: constantly watching for suspicious activity and acting swiftly against potential threats



## SURVEY HIGHLIGHTS AT A GLANCE

Below are some of the positive highlights we received from Coastal Community's 2025 Member and Client Experience surveys. We appreciate all of the feedback you give us, and we're committed to making things even better.

### COASTAL COMMUNITY CREDIT UNION (CCCU) MEMBER SURVEY

Overall experiences:

**95%** of respondents who visited a **branch** rated their overall experience as Excellent, Very Good, or Good

**94%** of respondents who phoned the **Relationship Centre** rated their overall experience as Excellent, Very Good, or Good

**95%** of respondents gave Excellent, Very Good, or Good ratings for our **online banking platform**

**93%** of respondents gave Excellent, Very Good, or Good ratings for our **mobile banking app**

**93%** of respondents rated us as Excellent, Very Good, or Good in terms of **treating members fairly**

### COASTAL COMMUNITY INSURANCE SERVICES (CCIS) CLIENT SURVEY

**88%** of respondents thought the **value of their policies** for the premiums they paid was Excellent, Very Good, or Good

**95%** of respondents indicated their **overall experience** when buying insurance was Excellent, Very Good, or Good

### COASTAL COMMUNITY PRIVATE WEALTH CLIENT SURVEY

**92%** of respondents felt they **receive the right amount of support** from their Private Wealth Advisor

**89%** of respondents indicated their Private Wealth Advisor always demonstrates **strong investing expertise and competence**

## YOUR INSIGHTS ARE IMPORTANT TO US

We always appreciate your feedback. It helps us understand what matters to you, so we can take action based on your insights. For decades, we've been conducting research surveys to gather measurable and objective feedback from our members and clients. Since 2018, we've partnered with Sentis Market Research to evaluate our member and client experience across our business lines. Our performance is compared to Sentis' 2025 Credit Union Norms and 2025 Benchmarks, where available, and our own past metrics. Here's what our Sentis surveys revealed last year:

### 2025 Credit Union Year End Report on Member quarterly surveys

- Member loyalty continued to strengthen, with our Member Loyalty Index well above industry norms.
- CCCU continues to effectively meet members' needs, with 84% saying our products and services mostly or completely meet their needs – another year of steady improvement.
- Members found us easier to do business with, reaching 85% positive ratings – outperforming credit union benchmarks.
- Problem incidence dropped significantly, falling from 17% last year to 13%, now outperforming credit union norms.
- Members continue to view CCCU as a socially and environmentally responsible organization, with 79% rating us outstanding or very good\* – well above the Sentis benchmark of 59%. As in past years, roughly one-third of respondents say they don't feel informed enough to offer a rating, reinforcing the opportunity to better communicate how we're helping our communities.

A member provided this feedback in the survey: "I have had several other bank accounts. I can honestly say that Coastal Community exceeds all of my expectations based on experiences with other banks. I really appreciate the customer service above all. Everyone I have dealt with has gone over and beyond what I would expect. Keep up the excellent work."

\*Based on an annual market survey conducted with retail customers of all types of financial institutions in BC (2025 sample size=872).

### 2025 Insurance Year End Report on Client quarterly surveys

- Client loyalty remains stable, with the Client Loyalty Index holding at 57%, consistent with 2024 and in line with longer-term trends.
- CCIS continues to meet client needs extremely well, with 93% saying our insurance products meet their needs.
- Renewals remain a strong point, with 84% rating their renewal experience as excellent or very good – consistent with last year.
- Claims processes improved meaningfully, with 82% of claimants saying their claim was resolved quickly and efficiently, up sharply from 68% last year.
- Purchasing experiences remain highly positive, with 86% rating the experience excellent or very good. Auto insurance continues to be the strongest purchasing touchpoint.
- Clients continue to feel confident they receive strong value, with 88% saying they get good value for the premiums they pay.

A client provided this feedback in the survey: "They are the only insurer I've worked with that thoroughly understands the policy underwriting and exclusions. Best insurer within the industry!"

## 2025 Wealth Management Year End Report on Client quarterly surveys

- Private Wealth Advisor (PWA) clients continue to rate their advisors exceptionally highly, with 97% saying their advisor is friendly and approachable – an improvement over last year.
- Investing expertise remains a standout strength, with 89% of PWA clients saying their advisor always demonstrates strong investing expertise and competence.
- PWA clients report strong clarity in communication, with 85% saying their advisor always explains things in easy-to-understand terms.
- Clients feel well supported in their wealth planning, with 94% saying they receive the right amount or more support than they need from their PWA team.
- Reasons for choosing our wealth team remain deeply relational, with many clients citing meeting and liking their advisor, wanting a local provider, and convenience as key decision drivers – all of which strengthened in 2025.
- Wealth Management services provided in partnership with Aviso Wealth<sup>3</sup>.

A client provided this feedback in the survey: “Very helpful and easy to talk to. Everything gets explained as simply as possible.”



**Helping our people  
do their best for you.**

It's why we're here





## EMPLOYEE EXPERIENCE

Our employees are the heart of our organization. We believe in helping them grow, taking on new leadership roles to make a real difference to our members, clients and communities. That's why we focus on ongoing learning and creating an award-winning culture where collaboration and respect come first.

### LEARNING IN ACTION

- Combined total of **3,690** annual mandatory courses on topics like anti-money laundering, cyber security, and privacy completed by employees.
- **60** employees attended the Coastal Young Leaders Network Conference, "The Power of Collaboration."
- **42** managers completed the VIU Management Training Program, a people management skills program delivered through Vancouver Island University. **90** managers have taken this training over the last four years.
- **15** employees participated in the 15<sup>th</sup> cohort of Leading Edge, our leadership development program offered to all employees. **278** employees have completed this program over 12 years.
- A new state-of-the-art **learning management system** was launched to deepen our employees' engagement in continuous learning.



Leading Edge Cohort #15

## SHAPING OUR WORKPLACE TOGETHER

A strong, supportive culture is at the core of every successful organization—and ours continues to shine. Last year, we celebrated:

- being ranked #94 on Forbes' Canada's Best Employers list, joining top names like Google and Microsoft;
- our seventh straight year as a Great Place to Work® (GPTW) certified organization, based on an independently conducted GPTW survey;
- earning spots on GPTW's 2025 lists for Best Workplaces in BC and Best in Financial Services & Insurance (Canada wide); and
- being honoured for the first time on GPTW's Best Workplaces for Giving Back list!

These achievements highlight the dedication, talent, and passion of our outstanding employees. We'll use the survey results to continue to build a workplace where everyone can thrive.



## EMPOWERING AND ENGAGING OUR EMPLOYEES

Other ways we build a culture of trust and excellence include:

- ensuring our employees and their families have access to the extensive resources of our Employee & Family Assistance Program;
- championing volunteer employee-led Coastal Community groups like the Truth and Reconciliation Committee and the Wellness Committee to continue to grow leadership skills; and
- making connections, sharing laughs, and building stronger teams through events like our annual Beach Day—311 Coastal Community employees and family members took part last year!

## SPOTLIGHT

Earning a spot on the GPTW Giving Back list reflects how deeply Coastal Community employees care about supporting our communities. For example, a team from our Coastal Young Leaders Network stepped out for the Coldest Night of the Year walk, supporting those facing homelessness and hunger in our community. This spirit of giving back is at the heart of everything we do as a co-operative. You can read more about the ways our employees give back in the Community section.



## SHARING OUR KNOWLEDGE

Our experts are passionate about growing the financial knowledge of our members and clients, and the general public. Last year we:

- delivered six educational Coastal Community events; and
- wrote 12 guest columns in the Business Examiner to help entrepreneurs grow their business.

# Putting our values into action.

It's why we're here





## OUR COMMUNITY EXPERIENCE

All our community efforts are rooted in our belief that lasting change happens when we work together. Guided by our co-operative values, we focus on supporting Islanders, local organizations, and small businesses in meaningful ways. Each year, we invest half a million dollars through grants, education awards, sponsorships, and fundraising.

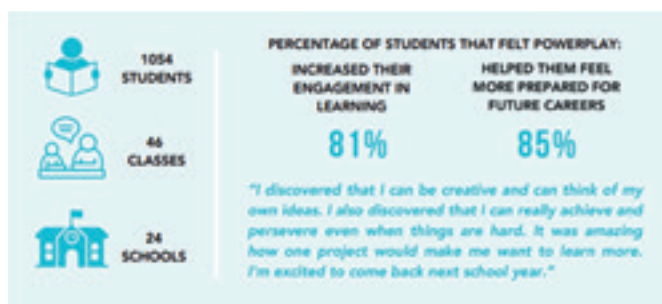
By investing in programs, partnerships, and education, we empower our communities with financial knowledge, create new possibilities, and enhance the quality of life for those around us. Below are some examples of how we gave back in 2025. Thank you to our members and clients for your support as we work to strengthen our communities sustainably.

### FINANCIAL LITERACY

Last year, we helped build financial skills in the community with two key programs:

- **Each One, Teach One** offered free financial literacy workshops to the community, empowering individuals with essential money skills.
- **Young Entrepreneurs** gave over 1,000 elementary students in 24 schools a taste of the business world as they created and sold their own products—and generously donated part of their proceeds to community groups!

### IMPACT AT A GLANCE



### LOCAL SUPPORT

In 2025, we supported Island-based organizations through:

- Our **Building Healthier Communities Fund**, supporting organizations like Island Crisis Care Society and Clayoquot Biosphere Trust
- Our **Community Investment program**, supporting initiatives like Triport Pride Society and Cowichan Mental Health Society
- **Sponsorships** to benefit communities across the Islands, such as the Parksville Beach Festival Society and the Victoria Open Golf Society
- **Partnerships** with community organizations that strengthen Island economies, like the Vancouver Island Economic Alliance and Chambers of Commerce across the islands
- **Initiatives** like our Great Things calendar, featuring photos from local photographers—all proceeds go to the Children's Health Foundation of Vancouver Island

You can visit [our website](#) for more updates on the ways Coastal Community gives back to community.



**SUPPORTING YOUTH IN OUR COMMUNITY**

There's nothing more inspiring than watching young people discover their passions as they develop into the changemakers of the future. To support their growth, we offered scholarships, fostered youth leadership, and gave to children's health initiatives. We also joined in toy and school supply drives to make sure students had what they needed for a good start. Our goal is simple: to empower our youth as they take on new challenges.

**SHARING OUR EXPERTISE, TIME AND PASSION**

Every year, our caring employees step up and volunteer thousands of hours to causes they care deeply about. We also raise funds through our employee-driven fundraising for causes like the Heart and Stroke Foundation, Stock the Lockers and the Nanaimo Child Development Centre.



**COMMUNITY HIGHLIGHTS**

Over **\$500,000**  
given to hundreds of community organizations, including:

**\$102,200**

awarded in total through our Building Healthier Communities Fund and Community Investment program

**\$231,349**

given in sponsorships

**\$73,000+**

raised through employee and corporate fundraising events

**\$45,000**

awarded in educational scholarships and bursaries

**\$40,187**

given to youth programs

**\$7,200+**

raised through our Sunset Cinema series

# Taking action through Environmental, Social and Governance Principles

It's why we're here





## ENVIRONMENTAL, SOCIAL AND GOVERNANCE HIGHLIGHTS

At Coastal Community, we know that caring for the environment, our people, and our communities matters now more than ever. Our members and clients expect us to do our part as the world changes—whether it’s technology getting smarter, the economy shifting, or new government rules coming into play. That’s why we believe in making ESG (Environmental, Social, and Governance) principles a key part of how we do business.

ESG principles aren’t new to us. They have always guided our actions, but now we’re sharing our efforts with greater clarity and transparency. We’re strengthening our promise to support sustainability, good governance, and the wellbeing of everyone we serve. Our strategies reflect this commitment: we prioritize eco-conscious building methods, minimize travel by hosting virtual meetings, and seek partnerships with organizations that share our values whenever possible.

In 2025, we continued taking action aimed to reduce our CO<sub>2</sub> emissions and address climate-related risk for our organization. Coastal Community has now established baselines for CO<sub>2</sub> emissions and for financed emissions, which help us plan for and mitigate potential risk. We also work closely with industry groups to better understand climate change risks in our region, which in turn helps us future proof our organization.

Here are some highlights of the ways we put our principles into action last year.

### COURTENAY LOCATION UNVEILS TRANSFORMATIVE RENOVATION

The significant renovations at our 4th Street location in Courtenay were completed last year.

The redesigned layout has a Small Business Hub to support local business, convenient banking through our ATMs and Interactive Teller Machine, and a bright modern space to meet with your advisor. We followed sustainable construction practices, such as hiring local trades and an island-based general contractor. Here are some other examples:

- Used Low-VOC paint, as well as recyclable flooring and recycled asphalt for paving
- Installed an EV charging station, free for the community to use
- Implemented LED lighting to conserve energy
- Sourced chairs that are 94% recyclable or higher and constructed from 37% recyclable material



## PRIDE PARADE BRINGS THE COMMUNITY TOGETHER

At Coastal Community, we know the importance of a sense of belonging. Amber Shipley, Assistant Agency Manager in Parksville, shares: "I walk in the Pride Parade because inclusivity and kindness matter to me. By participating, I help create a space where all voices are heard and valued. My daughter and her friend joined me because even at their young age, they know it matters."



## MERGER WITH INTEGRIS

Our openness to mergers comes from a commitment to long-term sustainability, responsible governance, and supporting the well-being of our members, clients and communities. In 2025, our board carefully considered a merger opportunity with Integris Credit Union, based in north central BC.

After thoughtful review, both boards determined that we could build a stronger, more resilient credit union together—one that remains deeply rooted in local values while expanding opportunities for members, clients and communities across British Columbia.

The proposed merger was structured as an asset transfer from Integris to Coastal Community, so

only eligible Integris members were required to vote. Integris members voted yes to the transfer in November 2025.

Effective January 1, 2026, Integris will become a division of Coastal Community Credit Union. Both Integris and Coastal Community will retain their distinct brands and strong local presence, continuing to provide the personalized service our members value. This important milestone paves the way for us to build resilience and unlock new growth opportunities in the years to come. The next step will be the smooth integration of our two organizations, which is expected to take 18 to 24 months. We couldn't be more excited about the road ahead, together.

## PASSING THE TORCH - A NOTE FROM INTEGRIS

Integris is shaped by the way we live *Life Out Here*. Our love for where we live is woven into everything we do, captured in our promise to members: *From Here. All In. For You*. For generations, we have safeguarded our members' assets and stewarded them in ways that benefit everyone who chooses to bank, borrow, invest, and plan with us.

Integris's passing of the torch represents the passing of that stewardship to Coastal Community Credit Union, who will carry forward the governance of Integris. Built from 100% recycled materials and hand-painted in the Integris brand, the torch is a symbol of continuity, responsibility, and our enduring commitment to community.



*Kent Jesse, President and Chief Executive Officer of Coastal Community, and Alison Hoskins, then Chief Executive Officer of Integris, pass the torch in celebration of the integration journey (December 2025). With the merger taking effect January 1, 2026, Alison is now Chief Operating Officer and President, Integris.*






## DATA INSIGHTS: COASTAL COMMUNITY'S STRONG SOCIAL AND ENVIRONMENTAL RATINGS

We value your feedback through all channels; it helps us better understand your perspectives. As reported on page 8 of this report, you'll see that last year, 79% of our respondents rated us as outstanding or very good in social and environmental responsibility, well above the industry benchmark of 59%, based on independent surveying of our members each quarter. This result has increased progressively from 71% when we first asked the question in 2022 to the current 79%. Thank you for your strong recognition of our efforts and for your input on this important topic. We will continue to engage with our membership as we advance our ESG journey.

### ENVIRONMENTAL BENEFITS STATEMENT

Each year, we remain committed to reducing our paper usage. When paper is necessary, we choose to partner with a like-minded company that shares our values. Here's the Environmental Benefits Statement for Coastal Community provided by our printing partner, Hemlock.

By using paper made with post-consumer recycled content, the following resources have been saved:

-  **172**  
fully grown trees
-  **52,100**  
litres of water
-  **73.32**  
million BTUs of energy
-  **266**  
kgs of solid waste
-  **26,100**  
kgs of greenhouse gases

Environmental impact estimates were made using the Environmental Paper Network's Paper Calculator™ Version 4.0. For more information visit [papercalculator.org](http://papercalculator.org).

# Giving back to our communities.

It's why we're here





## CELEBRATING COMMUNITY IMPACT

At Coastal Community, our co-operative values shape how we show up for our neighbours every day. Here are some highlights of the ways we gave back to our Vancouver Island and Gulf Island communities last year.

In 2025, we supported health and wellness by donating \$20,000 to the Nanaimo Association for Community Living, sponsoring grand prizes for the Victoria Hospitals Foundation’s 50/50 raffle—which raised over \$144,000—and raising over \$7,200 for the Children’s Health Foundation of Vancouver Island through our Sunset Cinema series. Our free outdoor movie events are also a wonderful example of our employees having fun while volunteering their time and talents to support local community organizations.

Leadership by example was front and center last year when Kent Jesse stepped into his new role as President and CEO of Coastal Community. Cheered on by our employees, he and Chief



*Our employees loved being able to spread random acts of kindness in our communities.*



*Our President and CEO Kent Jesse takes the plunge for a great cause.*



Relationship & Growth Officer Mark Jones dove into the Toss the Boss bungee jump! Their fearless plunge helped raise over \$2,000 for the Nanaimo Brain Injury Society.

On International Credit Union Day, we empowered employees to perform random acts of kindness in our communities. From handing out gift certificates at a gas bar to helping people with their grocery bill, they loved brightening people's day by putting our co-operative values into action!

Our employees are passionate about giving back to the community, rallying behind fundraisers like Sunset Cinema, Stock the Lockers, and Heart Month events year after year. Whether volunteering, organizing events, or supporting local causes, they help build stronger, more connected communities throughout the Islands.

We're also grateful to our members and clients for their ongoing support. Together, we're making a real difference.



*Rolling up our sleeves for Nanaimo Association for Community Living.*



*Giving back under the stars  
—volunteering at Sunset Cinema!*

**To remain a strong,  
growing and  
socially responsible  
organization.**

It's why we're here





## OUR CORPORATE PERFORMANCE

2025 brought a mix of economic news and a lot of uncertainty on the world stage. Though markets were upbeat, we know many of you felt the impact of rising costs and other financial pressures. Last year's strong financial performance left us well-positioned to support your financial goals and help you meet challenges, while also giving back to our Island communities. With our secure and stable foundation, we were here for you, whether you were navigating a job loss or looking to grow and streamline your business. We know that every financial journey is unique, which is why our advice and solutions are always tailored specifically for you.

Whatever comes next, you can count on us to listen, adapt, and act—always putting you first and staying true to our co-operative spirit. Thank you for the privilege of serving you.

### 2025 FINANCIAL HIGHLIGHTS

<p><b>\$3.5 BILLION</b> in On-Book Credit Union Assets</p>	<p><b>0.47% RETURN</b> on Average On-Book Assets</p>	<p><b>\$1.3 BILLION</b> in total Wealth Assets Under Management through partners</p>	<p><b>\$269.3 MILLION</b> in Members' Equity</p>	<p><b>\$83.5 MILLION</b> in Income from Financial Margin</p>
----------------------------------------------------------------------------	------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------	--------------------------------------------------------------	--------------------------------------------------------------------------

Despite pressures in the financial sector last year, Coastal Community Credit Union ended the year with \$3.5 billion in on-book credit union assets. We also hold \$1.2 billion in assets under management through our partner, Aviso Wealth.<sup>3</sup> Coastal Community Private Wealth Group<sup>4</sup>, in partnership with Manulife Financial, holds a further \$63.8 million in assets under management. Combined, total assets under management through partners are \$1.3 billion.

We're pleased to report that together with our partners we managed a larger asset portfolio in a year of upbeat financial markets against a softer economic backdrop. This strong financial position

demonstrates the deep trust our clients and members have in our advice and expertise.

A trusted financial partner to over 7,000 wealth members and clients, we continue to be a leader in Canada, providing a fully integrated holistic approach that includes investment management through our partner Aviso Wealth<sup>3</sup>, life and health insurance through Coastal Community Private Wealth Group<sup>4</sup>, and personal trust and estate services in partnership with Concentra Trust<sup>5</sup>.

For Coastal Community Insurance Services (2007) Ltd. (CCIS), 2025 was a year of advancing our digital

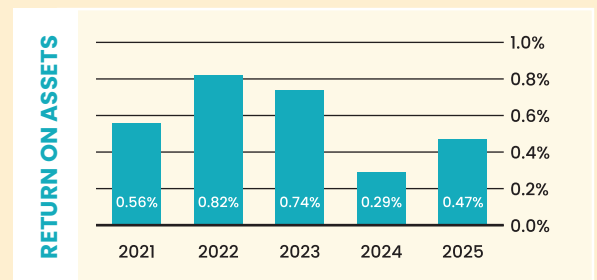
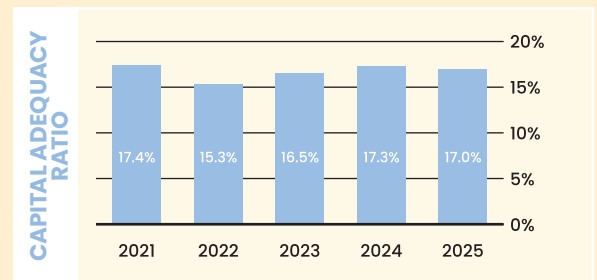
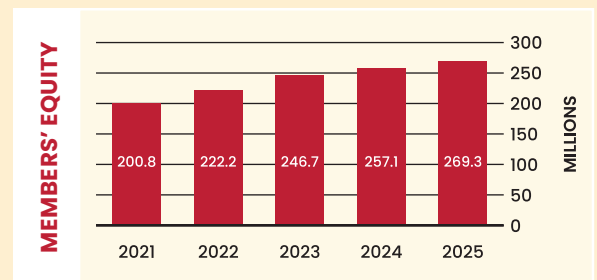
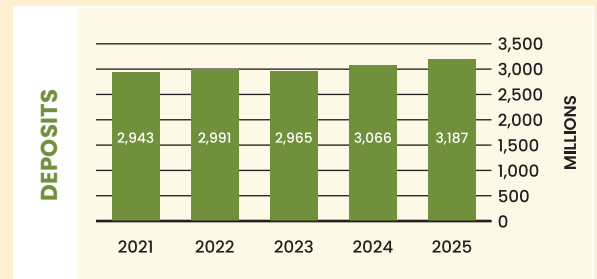
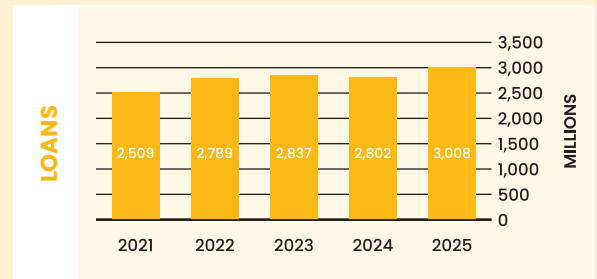
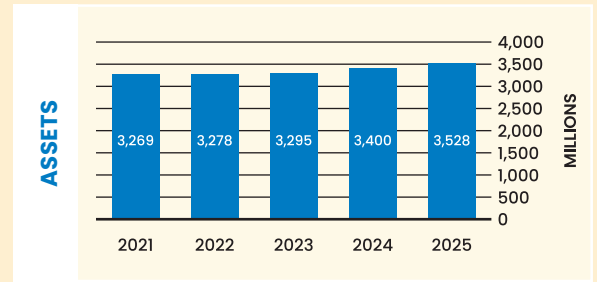
and human first approach while expanding choice and flexibility for our clients and members. We continue to focus on delivering products and service options—whether online, in-person, or through hybrid channels—so people can access what they need, when and where they want it. Our commitment is to help people safeguard their financial well-being, especially during these times of increasing climate-related challenges.

Coastal Community’s financial performance improved year over year on robust loan and deposit growth and a more stable interest rate environment. Member deposits grew by \$120.6 million, nearly 4%. The loan portfolio, comprised of personal and commercial, grew by \$205.4 million, over 7%. The credit union’s return on average on-book assets (ROAA), a common marker of financial performance for financial institutions, was 0.47% (0.29% in 2024), a significant improvement year over year and on track with historic ROAA for Coastal Community. The improvement to ROAA was driven by improved financial margin which came in at \$83.5 million (\$77.3 million in 2024) and resulted in an improved net income at \$13.2 million (\$7.0 million in 2024). The 2025 year included some higher expenses related to the merger, but the expenses as a percentage of average assets maintained consistency year over year. The improved earnings and controlled expenses enabled growth of Members’ Equity, or what we like to call Coastal Community’s savings account, by \$12.3 million to end the year at \$269.3 million.

### ENHANCING SERVICES WHILE BUILDING RESERVES

In a complex and mixed economic environment, we retain profits in the business to build strong reserves that protect your Credit Union from economic downturns. The minimum capital adequacy ratio requirement set by the regulator is 8%. Coastal Community Credit Union maintains a significant buffer over the regulatory minimum. Our solid foundation allows us to enhance member services, pursue capital expansion, and explore growth opportunities in the years to come. This commitment means we can continue to improve your financial health and make a difference in our communities.

Thank you to our members, clients, and communities for allowing us to serve you for over 75 years.



## MANAGEMENT'S RESPONSIBILITY FOR FINANCIAL REPORTING

The summary consolidated financial statements and the accompanying note are the responsibility of the management of Coastal Community Credit Union (the "Credit Union").

These audited summary consolidated financial statements have been prepared in accordance with Section 128(4) of the Financial Institutions Act and are derived from the audited consolidated financial statements, prepared in accordance with IFRS Accounting Standards, as at and for the year ended December 31, 2025.

As part of its responsibilities, the Credit Union maintains systems of internal accounting and administrative controls of high quality, consistent with reasonable cost. Such systems are designed to provide reasonable assurance that the financial information is relevant, reliable and accurate, and that the Credit Union's assets are appropriately accounted for and adequately safeguarded.

The Board of the Credit Union carries out its responsibilities with regard to the summary consolidated financial statements mainly through its Audit and Finance Committee (the "Committee"). The Committee reviews the annual summary consolidated financial statements and recommends them to the Board for approval. The Committee meets periodically with management, internal auditors and the external auditors. Following these meetings, the Committee meets privately with the auditors to ensure free and open discussion of any subject the Committee or the auditors wish to pursue. The Committee also recommends the engagement or reappointment of the external auditors, reviews the scope of the audit and approves the fees of the external auditors for audit and non-audit services.

These summary consolidated financial statements, audited by KPMG LLP, have been approved by the Board, on the recommendation of the Audit and Finance Committee.



Kent Jesse, B. Com

*President and Chief Executive Officer*



Barbara Coe, CPA, CGA

*Chief Financial Officer*

## REPORT OF THE INDEPENDENT AUDITORS ON THE SUMMARY CONSOLIDATED FINANCIAL STATEMENTS

### To the Board of Directors of Coastal Community Credit Union

#### Opinion

The summary consolidated financial statements of Coastal Community Credit Union (“the Credit Union”), which comprise:

- the summary consolidated statement of financial position as at December 31, 2025
- the summary consolidated statement of comprehensive income for the year then ended
- the summary consolidated statement of changes in members’ equity for the year then ended
- and related note

are derived from the audited consolidated financial statements of Coastal Community Credit Union as at and for the year ended December 31, 2025.

In our opinion, the accompanying summary consolidated financial statements are consistent, in all material respects, with the audited consolidated financial statements, in accordance with the criteria disclosed in Note 1 in the summary consolidated financial statements.

#### Summary Consolidated Financial Statements

The summary consolidated financial statements do not contain all the disclosures required by IFRS Accounting Standards. Reading the summary consolidated financial statements and the auditor’s report thereon; therefore, is not a substitute for reading the Credit Union’s audited consolidated financial statements and the auditor’s report thereon.

The summary consolidated financial statements and the audited consolidated financial statements do not reflect the effects of events that occurred subsequent to the date of our report on the audited consolidated financial statements.

#### Management’s Responsibility for the Summary Consolidated Financial Statements

Management is responsible for the preparation of the summary consolidated financial statements in accordance with the criteria disclosed in Note 1 in the summary consolidated financial statements.

#### Auditors’ Responsibility

Our responsibility is to express an opinion on whether the summary consolidated financial statements are consistent, in all material respects, with the audited consolidated financial statements, based on our procedures, which were conducted in accordance with Canadian Auditing Standards 810, *Engagements to Report on Summary Financial Statements*.



Chartered Professional Accountants  
Vancouver, Canada  
March 20, 2026

**SUMMARY CONSOLIDATED STATEMENT OF FINANCIAL POSITION**

December 31, 2025, with comparative information for 2024

	2025 (\$'000)	2024 (\$'000)
<b>Assets</b>		
Cash and cash equivalents	\$ 97,493	\$ 143,794
Investments	352,645	379,804
Investment in joint venture	29,533	29,093
Loans to members	3,007,580	2,802,154
Premises and equipment	24,601	26,410
Intangible assets	2,196	1,398
Derivative financial instruments	1,363	2,301
Deferred income tax assets	2,704	2,879
Income taxes receivable	1,793	3,493
Other assets	7,978	8,885
	<b>\$ 3,527,886</b>	<b>\$ 3,400,211</b>
<b>Liabilities and Members' Equity</b>		
Member deposits	\$ 3,186,599	\$ 3,065,951
Borrowings	35,901	39,951
Other liabilities	33,762	34,910
Members' shares	2,279	2,321
	<b>3,258,541</b>	<b>3,143,133</b>
<b>Members' equity</b>		
Retained earnings	266,212	252,999
Accumulated other comprehensive income	3,133	4,079
	<b>269,345</b>	<b>257,078</b>
	<b>\$ 3,527,886</b>	<b>\$ 3,400,211</b>

**SUMMARY CONSOLIDATED STATEMENT OF COMPREHENSIVE INCOME**

Year ended December 31, 2025, with comparative information for 2024

	2025 (\$'000)	2024 (\$'000)
Interest income	\$ 142,334	\$ 143,687
Interest expense	58,881	66,406
Net interest income	83,453	77,281
Loan impairment income (expense)	39	(2,049)
Other income	21,669	19,108
	<b>105,161</b>	<b>94,340</b>
<b>Operating expenses</b>		
Salary and employee benefits	54,725	51,669
General and administrative	25,683	24,602
Occupancy and equipment	8,515	8,480
	<b>88,923</b>	<b>84,751</b>
Income before income taxes	16,238	9,589
Provision for income taxes	3,025	2,619
Net income	13,213	6,970
Other comprehensive income (loss), net of tax:		
Items that were or may be reclassified to net income:		
Change in unrealized loss on cash flow hedges		
net of tax recovery of \$212 (2024 – \$50)	(818)	(173)
Change in unrealized gain (loss) on investments held at fair value		
through other comprehensive income ("FVOCI")		
net of tax recovery of \$33 (2024 – expense \$1,026)	(128)	3,560
Comprehensive income	<b>\$ 12,267</b>	<b>\$ 10,357</b>

**SUMMARY CONSOLIDATED STATEMENT OF CHANGES IN MEMBERS' EQUITY**  
Year ended December 31, 2025, with comparative information for 2024

(\$'000)	Investments held at FVOCI	Cash flow hedges	Accumulated other comprehensive income (loss)	Retained earnings	Total
Balance at December 31, 2023	\$ (1,517)	\$ 2,209	\$ 692	246,029	\$ 246,721
Net income	-	-	-	6,970	6,970
Other comprehensive income (loss)	3,560	(173)	3,387	-	3,387
Balance at December 31, 2024	2,043	2,036	4,079	252,999	257,078
Net income	-	-	-	13,213	13,213
Other comprehensive loss	(128)	(818)	(946)	-	(946)
<b>Balance at December 31, 2025</b>	<b>\$ 1,915</b>	<b>\$ 1,218</b>	<b>\$ 3,133</b>	<b>266,212</b>	<b>\$ 269,345</b>

**NOTE 1 - BASIS OF PRESENTATION:**

These audited summary consolidated financial statements have been prepared in accordance with Section 128(4) of the *Financial Institutions Act* and are derived from the audited consolidated financial statements, prepared in accordance with IFRS Accounting Standards, as at and for the year ended December 31, 2025. Subsequent to year-end, the Credit Union completed a merger with Integris Credit Union. Further details are disclosed in Note 26 to the full set of consolidated financial statements. Those audited summary consolidated financial statements and the full set of consolidated financial statements were approved by the Credit Union's Board of Directors on March 18, 2026 and can be obtained at any of our branches and on our website at: <https://www.cccu.ca/about/corporate-reports>.

Approved on behalf of the Board:



Dominique Roelants  
Chair, Board of Directors



Debra Oakman  
Chair, Audit and Finance Committee

**Please note:** Due to governing regulations, we are required to send this document to each individual member (including estate and junior memberships). Therefore, each household may receive multiple copies. The full set of consolidated financial statements of the Credit Union can be found on our website at: <http://www.cccu.ca/about/corporate-reports>

# The Lynne Fraser Discovery Centre

Honouring a legacy  
of leadership, dedication,  
and community spirit.



Last year we proudly renamed our Harbourfront training room in Nanaimo after former board member Lynne Fraser. Lynne's leadership and service over the years shaped Coastal Community Credit Union and the communities we serve in countless ways.

She was a devoted leader, volunteer, and passionate advocate for community engagement and learning. As an employee, Lynne led the creation of our Community Involvement program, helping make community engagement a defining part of who we are.

From 1987 to 2006, Lynne served as Senior Vice President of Finance, guiding the Credit Union through important periods of growth and change. She later served on our Board of Directors from 2009 to 2024, including as Vice-Chair, always bringing her thoughtful perspective and deep sense of responsibility.

Lynne's decades of service—both at Coastal Community and in the broader community—remain an inspiration to us all. The Lynne Fraser Discovery Centre serves as a lasting symbol of her legacy, providing a space where future leaders can learn, collaborate, and strengthen our community.

To further honour Lynne, Coastal Community will donate \$5,000 annually to the Women's Mentorship Program, led by the Co-operative Development Foundation of Canada. This program empowers women leaders from co-operatives worldwide with leadership training and peer connections, reflecting Lynne's lifelong support for sharing learning and investing in women.



*Kenyan credit union leader Winnie Sergon meets with Kate Orsagova from our Finance Department.*



**COASTAL COMMUNITY  
CREDIT UNION**

**HEAD OFFICE**

220-59 Wharf Street  
Nanaimo, BC V9R 2X3

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**cccu.ca**

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