

# 2025 MEMBER & COMMUNITY IMPACT REPORT



Serving Members | Strengthening Communities  
2025 Overview



**MUTUAL SECURITY**  
CREDIT UNION



# A MESSAGE FROM OUR LEADERS

## A Shared Commitment to Our Members And Communities

Dear Member-Owners,

At Mutual Security Credit Union (MSCU), our mission is grounded in people, our members, our employees, and the communities we serve. As we reflect on 2025, we are grateful for the trust you place in MSCU and proud of the progress we made together.

Throughout the year, MSCU continued to invest in what matters most: expanding access, strengthening financial wellness, introducing new products and services, and showing up for our communities in meaningful, measurable ways. From earning the Juntos Avanzamos *"Together We Advance"* designation to opening our Bridgeport Branch and expanding financial education across schools and community partners, our focus remained clear: to be a trusted financial partner for every stage of life.

This Community Impact Report highlights how those commitments translated into real outcomes in 2025. While financial results and growth tell part of the story, the true measure of our success is the positive, lasting impact we help create for members and neighbors.

On behalf of the Board of Directors, the Supervisory Committee, and the entire MSCU team, thank you for your membership. We remain committed to continuous improvement and to delivering the service, value, and impact you deserve.

Sincerely,

Hank Baum  
President & CEO

Bruce M. Likly  
Chairman of the Board

Robert Basta  
Supervisory Committee Chairman

# ABOUT MSCU

Member Owned. Community-Focused. Purpose-Driven.

Mutual Security Credit Union is a member-owned financial cooperative dedicated to strengthening the financial well-being of individuals, families, and communities we serve. Guided by the credit union philosophy of People Helping People, we exist to provide trusted financial solutions that empower members at every stage of life.

Member-owned leadership focused on trust, integrity, and community impact:

## BOARD OF DIRECTORS



**Bruce Likly**  
Chairman



**Robert Basta**  
Chairman,  
Supervisory  
Committee



**Kenneth Decker**  
Treasurer



**Robert Marages**  
Vice Chairman,  
Employee Relations  
Committee



**Robert Lubus**  
Secretary,  
Employee Relations  
Committee



**Edwin Rodriguez**  
Board Member



**Ann Budzynski**  
Board Member



**Larry Holderman**  
Supervisory  
Committee &  
Guest Credit  
Committee



**Jo Ann Palladino**  
Supervisory  
Committee

## OUR VISION

*Our vision is to ensure all individuals are financially educated and have equal and inclusive access to financial services.*

## OUR MISSION

*We are builders of financial well-being within the communities we serve.*

## EXECUTIVE MANAGEMENT TEAM



**Hank Baum**  
President & CEO



**Charles Okyere**  
CFO



**Jeffrey Tracey**  
Sr. Vice President &  
COO



**Kimberly Chamberlain**  
Vice President,  
Growth &  
Member Experience



**Maria Lazor**  
Vice President,  
Risk & Strategy  
Management



**Kimberly Rapela**  
Vice President,  
Human Resources

## OUR VALUES

### COMMUNITY

We believe community is all about a shared contribution and commitment to each other for a successful outcome both inside and outside our walls.

### RESPECT

We believe when we respect each other's unique talents and diversity, it allows us to help each other develop, grow, and prosper.

### COMMITMENT

We believe commitment promotes mutual support, trust, dedication, and loyalty.

### EMPOWERED EMPLOYEES

We believe that empowered employees provide exceptional service, promote professional growth, and allow our members to make sound financial decisions.

### INTEGRITY

We believe that integrity is fundamental to the credit union philosophy of "people helping people" with uncompromising honesty and accountability.

# FINANCIAL INFORMATION

Distribution of Your 2025 Dollars

## BALANCE SHEET

	December 2025	December 2024
<b>Assets</b>		
Cash and Investments	\$ 35,473,183	\$ 24,768,638
Net Loans Outstanding	\$305,187,731	\$310,703,738
Other Assets	\$ 21,859,557	\$ 19,486,003
<b>Total Assets</b>	<b>\$362,520,471</b>	<b>\$354,958,379</b>
<b>Liabilities and Equities</b>		
Non-Maturing Shares   Checking & Savings	\$221,970,353	\$213,403,284
Certificate Shares	\$ 96,925,144	\$100,232,292
Other Liabilities	\$ 10,699,339	\$ 9,827,115
<b>Total Shares and Liabilities</b>	<b>\$329,594,836</b>	<b>\$323,462,691</b>
<b>Equity</b>	<b>\$ 32,925,635</b>	<b>\$ 31,495,688</b>
<b>Total Shares, Liabilities and Equity</b>	<b>\$362,520,471</b>	<b>\$354,958,379</b>

## INCOME STATEMENT

Interest Income	\$16,762,940	\$ 15,543,860
Interest Expense	\$ 4,970,011	\$ 4,984,216
Other Non-Interest Income	\$ 5,117,984	\$ 4,643,040
Operating Income	\$16,910,914	\$ 15,202,683
Operating Expenses	\$14,701,370	\$ 13,254,736
Provision for Loan Losses	\$ 941,789	\$ 681,561
Gain/Loss - Sale of Assets	\$ 124,552	\$ 879
Net Income	\$ 1,392,307	\$ 1,267,265

# MORE WAYS TO SERVE

More Access. More Support. More Opportunity.

## Bridgeport Branch Opening

MSCU opened our Bridgeport Branch to expand access to affordable, member-focused financial services in one of the state's most diverse communities. The new location enhances our ability to provide financial education, personalized guidance, and trusted banking services to individuals, families, and small businesses.

In the **first three months**, MSCU's Bridgeport Branch built strong momentum, welcoming new members, opening key accounts, supporting lending needs, and providing individualized financial coaching:

**123**

New Memberships Opened

**127**

Additional Shares  
66 Savings  
61 Checking

**\$32,000+**

Loans Funded

**20+**

Financial Coaching Sessions

**11**

Local Partnerships Activated



## New Products & Service Enhancements

We expanded solutions that support credit health, convenience, and small business success.

New & Enhanced Products & Services	Impact on Members & Community
Credit Builder Loan	Builds credit and confidence through a structured pathway to establish or improve credit history.
Contact-less Credit & Debit Cards	Improves everyday banking with fast, secure tap-to-pay convenience.
Advanced & Basic Business Checking	Supports business growth with flexible checking options aligned to business needs and stage.
Merchant Services Suite	Expands business capability with streamlined payment acceptance and transaction management tools.

## Matched Savings Program

MSCU's Matched Savings Program promotes financial stability by combining education and coaching with a 1:1 savings match. Funded through the Build and Save Grant via Inclusiv and supported by Edward Jones, the program helps low- to moderate-income members build savings and long-term financial security.

**\$24,000+**

Total Savings Matched

Funded through the Build and Save Grant, facilitated by Inclusiv and funded by Edward Jones.

**17**

Program Graduates

Members who completed the program and received a 1:1 savings match.

**75**

Members Enrolled

Members in process of completing the full matched savings program.

**58**

New Checking Accounts Opened

Expanding access to banking for low to moderate income members.

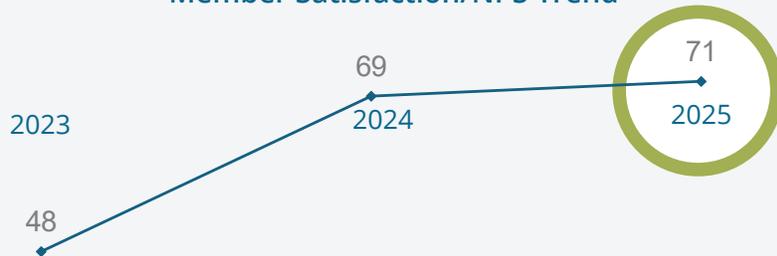
# MEMBER ENGAGEMENT & EXPERIENCE

Celebrating Members and Strengthening Connections

Our members are at the center of everything we do. In 2025, strong engagement across our branches and contact center reflected continued trust and loyalty. We celebrated Member Appreciation Month, International Credit Union Day, and Credit Union Youth Month with special events, partnered with the Hartford HealthCare Amphitheater for a summer ticket giveaway, and hosted our annual Member Calendar Contest featuring submissions in the 2026 MSCU calendar.

Member feedback remains vital. In 2025, MSCU earned a Net Promoter Score of 71, exceeding the industry average and continuing an upward trend from 69 in 2024 and 48 in 2023, demonstrating our ongoing commitment to strengthening the member experience.

Member Satisfaction/NPS Trend



118,343

Transactions assisted by in-branch tellers



# STRENGTHENING FINANCIAL WELLNESS

## Expanding Programs that Build Financial Confidence

Financial wellness remains central to MSCU's community impact strategy. We expanded programs and resources to equip individuals with the tools for financial independence, while also hosting three first-time homebuyer sessions, two Social Security & Your Retirement seminars, and an Understanding Medicare seminar.

### Financial Reality Fairs

MSCU hosted three Financial Reality Fairs, engaging more than 1,000 students from Staples High School, Shelton High School, and the University of Bridgeport. These hands-on events strengthened students' confidence in budgeting, saving, and long-term planning.

The University of Bridgeport fair was further highlighted by the support of Connecticut State Treasurer Erick Russell and Connecticut's Credit Unions, whose partnership reinforced our commitment to financial education.

**1,000+**  
Students  
Engaged

Students from 3 schools participated in hands-on education.

**100+**  
Student, Staff &  
Community Volunteers

Dedicated individuals ensured success of all of the events.

**20**  
Budgeting  
Categories

Students navigated expenses such as transportation, housing and savings.

**95%**  
Increased  
Confidence

Students reported feeling more prepared to manage their money after the events.



### Financial Independence Training & Financial Knowledge Workshop

Through Financial Independence Training (FIT), MSCU delivered education on budgeting, credit building, saving, and long-term planning, hosting 34 sessions that reached 193 participants, including two in Spanish.

Our FiCEP-certified counselors partnered with local organizations, including Lincoln Tech, the City of Bridgeport, Southwest Community Health Center, The Workplace, RIBA Aspira Career Academy, NVCC, Career Resources, the Hispanic Coalition of Greater Waterbury, and LEAD Waterbury, to bring training directly to the community. We also launched Financial Knowledge Workshops at Housatonic Community College, serving 80+ students, and provided more than 100 one-on-one counseling sessions through our Pathways to Financial Empowerment program.

**35**  
Sessions

MSCU hosted 34 FIT sessions and the first Financial Knowledge Workshop.

**190+**  
Students Engaged

Students from 17 schools took part in FIT sessions. **2 sessions were delivered in Spanish.**

**30+**

Staff & Community  
Volunteers

Dedicated individuals were key to each event's success.

**100+**

Pathways to Financial  
Empowerment

Personalized financial counseling by FiCEP-certified counselors.



# COMMUNITY SUPPORT, VOLUNTEERISM & LOCAL PRIDE

## Building Stronger Communities Together

Supporting our communities is central to MSCU's mission. We contributed through volunteer service, charitable giving, sponsorships, community drives, and local initiatives, consistently showing up to meet local needs, build relationships, and strengthen the communities we serve.

### Community Impact

**\$5,600**

#### Employee Giving

Employees raised funds through participating in our Jean's Day program.

**\$4,000+** | **6,500+**

Dollars Raised | Items Collected

#### Community Drives & Fundraiser Events

Turkey Drive & Silent Auction Fundraiser, School Supply Drive, Toy Drive, Diaper Drive, Shred Day & Food Drives at all branches.

**1,200+**

#### Employee Volunteer Hours

MSCU employees collectively spent 1,200+ hours volunteering in the community.

**\$8,000**

#### Scholarships

Awarded scholarships to 4 exceptional students and contributed to a UB RISE scholarship.

**\$42,000+**

#### Charitable Donations, Partnerships & Sponsorships

Supported multiple worthy causes that align with our mission.

**4,500+**

#### Fin the Finance Pup

MSCU's new mascot, Fin the Finance Pup, collectively engaged with 4,500+ members and community members.



# LENDING THAT MAKES A DIFFERENCE

Supporting Members, Families and Local Communities

Lending that makes a difference means putting resources directly into the hands of members, supporting families, strengthening local communities, and helping people move forward with confidence. In 2025, MSCU originated **2,125 loans totaling more than \$72.1 million**, helping members finance vehicles, manage debt, invest in their homes, and advance long-term financial goals.

**2,125** Loans Closed      **\$72.1 M** New Loan Originations

## HOME LOANS

**\$28.4**  
MILLION  
**116**  
MEMBERS

*Helping members unlock the value in their home, or the door to their dream home, with flexible, affordable financing and expert guidance every step of the way.*

Through **\$28.4 million** in mortgages, home equity loans and lines of credit, we empowered **116 members** to purchase new homes or making their dream project into a reality.

## VEHICLE LOANS

**\$27.9**  
MILLION  
**1,045**  
MEMBERS

*Helping members drive into their next chapter with competitive rates, streamlined applications, and quick approvals, making it easier to finance new or used vehicles with confidence.*

In 2025, we financed more than **\$27.9 million** in new and used auto loans, supporting **1,045 members** with reliable transportation. With competitive rates and a streamlined approval process, we helped members confidently get behind the wheel, whether upgrading to a newer model, purchasing their first car, or replacing an essential vehicle.

## GREEN & CONSUMER LOANS

**\$15.8**  
MILLION  
**964**  
MEMBERS

*Supporting members as they invest in a more sustainable future while simplifying life's expenses, through eco-friendly financing for energy-efficient home improvements, debt consolidation, home repairs, education, and a wide range of other personal needs.*

In 2025, we provided **\$15.8 million** in Green and Consumer loans to **964 members**. Smart-E loans helped members improve home energy efficiency and reduce their carbon footprint, while Consumer Loans and VISA credit cards delivered flexible options to manage both planned purchases and unexpected expenses.

# COMMUNITY PARTNERSHIPS & OUTREACH

## Collaboration that Creates Lasting Impact

Community impact at MSCU is driven by collaboration and inclusion. Our work was recognized through the **Juntos Avanzamos "Together We Advance" designation**, reflecting our commitment to serving Hispanic and immigrant communities while strengthening partnerships that expand access, financial education, and long-term stability.

We proudly celebrated earning the Juntos Avanzamos designation in September, recognizing this milestone as a reflection of our values and our ongoing commitment to advancing financial equity and opportunity within the communities we serve.

### Juntos by the Numbers

140+

MSCU is part of a national network of **140+ Juntos Avanzamos–designated credit unions** across the U.S., Puerto Rico, and Washington, D.C.

13+  
MILLION

Collectively, this network serves over **13 million members** with inclusive access and culturally responsive financial services.



### Building Impact Through Partnerships

Collaboration is central to our community impact. In 2025, we partnered with organizations across healthcare, education, workforce development, housing, and essential services to support financial wellbeing and strengthen the communities we serve. These partnerships included:

- Norwalk Community Health Center
- Southwest Community Health Center
- Ability Beyond
- Bridgeport Rescue Mission
- St. Vincent DePaul
- Daily Bread Food Pantry
- Nourish
- CT Diaper Bank
- Allied Universal
- ASML
- Truelove and Maclean
- Adams House
- Cardinal Shehan Center
- Bridgeport Neighborhood Trust
- Norwalk Housing Authority
- Elevate Bridgeport
- Open Doors
- City of Bridgeport
- Housatonic Community College
- UTC
- Platt Brothers
- WE Transport
- University of Bridgeport
- RIBA Aspira Career Academy
- LEAD
- Porter and Chester Institute
- Lincoln Tech
- Norwalk Board of Education
- Durham School Services
- Paragon Medical
- BI
- Moran Insurance Agencies

### Partnership Spotlight

*Our partnership with the **University of Bridgeport** supports student success through sponsorship of the UB RISE event, two scholarships within the Ernest Trefz School of Business, and a weekly on-campus pop-up branch that expands access to financial services and guidance for students, faculty, and alumni.*



# LEADERSHIP & INDUSTRY RECOGNITION

## State, Industry & Academic Recognition

MSCU's commitment to community impact and excellence was recognized at the state, industry, and academic levels in 2025.

### Charitable Champion Award

Our President & CEO, Hank Baum, was honored with the **Charitable Champion Award** at this year's APEX Awards. This award recognizes credit union leaders who make a meaningful impact in their communities while elevating awareness of credit unions and the charitable work they champion.

This recognition reflects Hank's leadership and MSCU's organization-wide commitment to service, philanthropy, and community engagement.

### Rising Star Award | University of Bridgeport

MSCU is proud to congratulate our Chief Operating Officer, Jeffrey Tracey, on receiving the **Rising Star Award** from the University of Bridgeport at its annual Knight's Fest Awards Gala.

A video tribute highlighted Jeff's professional accomplishments and personal milestones, celebrating his impact both within MSCU and the broader community. In his acceptance remarks, Jeff expressed heartfelt gratitude to God, his parents, family, and colleagues, reflecting the humility, warmth, and people-centered leadership that define his role at MSCU.

### Marketing & Communications Excellence

MSCU was also proud to be recognized by The Credit Union League of Connecticut at APEX 2025 for our marketing efforts in **Social Media Marketing and Mass Media Marketing** categories.

These honors underscore MSCU's ability to effectively communicate our mission, engage our communities, and amplify the impact of credit unions through thoughtful, strategic storytelling.



# INVESTING IN OUR EMPLOYEES

Empowered Teams. Stronger Communities.

Our employees are essential to advancing our mission. MSCU invested in professional development, leadership training, and wellness initiatives, including gym stipends, mental health days, healthy lunches, and rewards through our Employee Wellness Program.

In 2025, we awarded 14,192 PTO hours, including birthday time off, and recognized eight milestone service anniversaries with an additional week of PTO or payout. Investing in our team strengthens both our organization and the communities we serve.

## Team Building & Employee Activities

We invested in employee connection through both company-sponsored initiatives and activities planned by our Good Vibes Committee. In 2025, MSCU hosted a successful **Employee Engagement Day**, bringing staff together for team building and connection across the organization. In addition, the Good Vibes team organized a variety of outings throughout the year, some of which include a **Hartford Yard Goats** baseball game and a hands-on pizza-making experience at **Italian Kitchen in Fairfield**, fostering camaraderie, creativity, and collaboration outside the workplace.

By cultivating a culture of engagement and growth, MSCU ensures our team is supported and well-equipped to serve members with empathy, expertise, and integrity.

## Workforce Snapshot

**74**

### Dedicated Employees

Our dedicated employees are the heart of our success.

**15**

### Internal Promotions

Career growth from within remains a priority for MSCU.

**58%**

### Minority Staff

With 50% speaking multiple languages.

**60**

### Employee Volunteers

Giving back is part of our culture, reflected through employee volunteer efforts.

**534**

### Training Hours Completed

Members of our team completed extensive training to better serve our members.



# LOOKING AHEAD

Building on Momentum to Better Serve Members and Communities

## Coming Soon!

Building on 2025 momentum, MSCU is preparing to introduce new capabilities and services based on member and business feedback:

- **Expanded Field of membership:** Expanding our field of membership to provide access to MSCU's services for individuals and families across the state.
- **Zelle®:** A faster, more convenient way for members to send money.
- **Streamlined mortgage application process:** designed to be cleaner, clearer, and faster, making it easier than ever to apply.

These enhancements reflect MSCU's commitment to continuous improvement and evolving alongside the communities we serve.

## Looking Ahead

MSCU remains committed to advancing financial wellness, expanding access, and deepening community impact. The progress achieved in 2025 strengthens the foundation for continued growth and shared financial success.

**Our team looks ahead with confidence and a continued commitment to serving our members and strengthening our communities.**



## Stay Connected

Follow MSCU on Facebook, Instagram, Tik Tok, and LinkedIn to stay connected with news, events, and community updates.





# TOGETHER, WE MOVE FORWARD

Reflecting on another impactful year, we extend our sincere thanks to our members, partners, and communities for the trust you place in Mutual Security Credit Union. Your support and collaboration make our work possible and drive our commitment to expanding access, strengthening financial wellness, and serving our communities with purpose.

Together, we celebrated milestones, deepened partnerships, and created meaningful opportunities for financial growth. **Thank you for being an essential part of our journey.** We look forward to continuing this shared path forward and building an even stronger future together.

## Branch Locations:

### Bridgeport

3710 Main Street

### Shelton

1000 Bridgeport Avenue

### Norwalk

541 Westport Avenue

### Watertown

764 Straits Turnpike

### Danbury

97 Newtown Road

## Branch Hours:

Monday - Wednesday | 9:00 AM - 4:30 PM

Thursday & Friday | 9:00 AM - 5:00 PM

Saturday | 9:00 AM - 12:00 PM



**MUTUAL SECURITY**  
C R E D I T U N I O N

COMMITTED TO THE COMMUNITY | COMMITTED TO YOU

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