

Truliant Annual Report



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About Us

Founded in 1952, Truliant has proudly evolved to meet the needs of our members for generations. Our growth is rooted in a commitment to innovative technology, personalized guidance and meaningful partnerships—all guided by the credit union philosophy of “people helping people.”

We go beyond offering financial products. We strive to make a positive and lasting influence in the communities we serve.

We fulfill this purpose through initiatives that support communities, advance financial education, promote sustainability and drive local growth. Our commitment to inclusion strengthens our culture and builds lasting trust.

At Truliant, we make decisions that ensure we give back and foster lasting relationships, setting us apart and underscoring our dedication to making a difference—today and for generations to come.

Cover Image:
Truliant's new regional office
in the SouthPark community
of Charlotte



Charlotte By
the Numbers

100+

Employees

11

Charlotte
area branches

2nd

Largest
credit union



| Our new regional office located at 5970 Fairview Road in Charlotte

Making Bold Strides in Charlotte

In 2025, we opened a new regional office in SouthPark, enhancing our Charlotte presence and offering a flexible, collaborative workspace for regional teams. During the opening event, the Truiliant Foundation presented a \$25,000 donation to Dress for Success Charlotte, continuing our tradition of philanthropy.



In another major move, Truiliant became the naming-rights partner for Charlotte's iconic outdoor music destination, now rebranded as the Truiliant Amphitheater.

This 20,000-capacity venue will extend Truiliant's reach, offering exclusive perks for members and bringing our community-first mission to new audiences.

Truiliant also deepened its commitment to Charlotte's business community with the addition of five new leaders to our Charlotte Advisory Board. This expanded board plays a vital role in guiding Truiliant's growth and partnership strategies throughout the region.

As Truiliant continues to invest in Charlotte—through more locations, partnerships and philanthropic giving—we remain dedicated to improving lives across the Carolinas and taking an even greater role in shaping Charlotte's vibrant future.

A Year of Growth, Momentum and Innovation



Todd Hall
President & CEO

As Truliant Federal Credit Union continues to diligently expand the possibilities of what we can do for our members, our experience offers an instructive look on how to pair long-standing values with innovation and performance.

Being a credit union today means navigating a wider landscape of responsibilities. Increasing regulatory pressure, heightened cybersecurity and fraud risks, and the need for sustainable, diversified revenue streams are issues facing our industry. Truliant is committed to delivering value to our members by adapting to changing expectations through strong governance, innovation and active community engagement.

In 2025, Truliant grew in a number of meaningful ways: revenue, branches, regional offices, lending and, most importantly, people. Truliant's culture is our engine.

Financially, we made deliberate decisions to position ourselves for future growth while enhancing our already strong capital ratios. We maintain a balance sheet that is resilient in a changing rate environment. Whether rates rise or fall, net earnings accrue to the benefit of Truliant's members. These choices reflect a disciplined approach. We balanced growth, capital and strategic planning, setting us up well for 2026 and beyond.

Staying relevant for members is essential in today's competitive environment that includes traditional banks, fintechs, digital platforms and alternative financial options—including emerging technologies and digital assets. With more choices and higher expectations, we continue to deliver value through programs that strongly resonate with our members.



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These range from helping to lower existing auto loan payments to offering flexible checking options—both feature-rich and simplified—to meet different needs. We launched solutions to give members greater flexibility and smarter options to simplify their finances, consolidate higher-cost debt or fund important priorities, backed by the personal guidance we're known for. Additionally, in 2025, our hardship solutions team became a defining part of how we help stabilize members financially—providing relief when it matters most.

In our consumer lending, the combination of technology and member-first design is evident. As technology shifts manual processes from weeks to days or minutes, we have compressed funding timelines. Our early adoption of artificial intelligence tools has had great benefits for members. More AI enhancements are on the way to further improve the member and

Truliant Named to Forbes and Statista's Best-In-State Credit Unions List

In 2025, 228 credit unions across the United States were recognized through a survey of individuals and an analysis of publicly available reviews. As of March, there were more than 4,400 credit unions in the United States.

employee experience. The difference is tangible: faster access to funds when members need them most, as we work to provide quality on par with national brands.

Innovation at Truliant is not limited to products and processes; it extends to the culture of our workforce. Our Inclusion and Belonging Team received multiple honors in 2025 for successfully embedding inclusive practices into the daily fabric of our workplace. Our continued development of this area reflects an accept you for who you are philosophy that invests in talent, training and support structures—which has contributed to us also earning a growing number of best places to work honors.

Innovation in community connection and brand identification is another theme at Truliant. In 2025, increased community engagement further took root as a direct result of our initiatives through the Truliant Foundation. Beyond giving through grants, scholarships, and special initiatives, we successfully partnered for a second consecutive year on a major matching funds campaign to amplify our impact throughout the Carolinas and Virginia. As these efforts and others show, we have never been more active in our communities.

Finally, Truliant's strategic expansion underscores that these innovations are not isolated experiments. They are part of our broader growth. For example, the opening of a regional office in Charlotte's SouthPark area establishes a strategic anchor in one of the nation's most competitive banking corridors, signaling our intent to compete at the highest levels.

Together, these developments paint a picture of a credit union that does not rely on legacy geographies or rigid product sets. Instead, Truliant is pressing into new markets and gaining share by pairing cooperative values with disciplined execution.

For our members, Truliant's trajectory over the last 12 months should reinforce confidence that Truliant is both safeguarding their interests and seeking new ways to create value.



Truliant Earns Juntos Avanzamos Designation

Truliant became the first North Carolina-based financial institution to earn the Juntos Avanzamos designation, recognizing our advancement of financial inclusion and expanded services for Hispanic and immigrant communities. We were honored by the Carolinas Credit Union Foundation and the Global ERG Network for this effort.

Message from the Chairman of the Board

The Accelerating Pace of Change in Financial Services



Greg Johnson
Chairman of the Board

As chairman, every day I witness the rapid changes in our industry, our members' expectations for technology and the competitive landscape around us.

A wave of new technologies is reshaping the world of banking.

It arrives at the close of an era defined by connecting the systems behind our everyday devices to make them more convenient. We are entering a new one where higher level work is automated and systems are capable of reasoning, creating and personalizing at scale.

Now, artificial intelligence, advanced data analytics and real-time payments are much more practical instruments. Their potential to detect fraud faster, streamline processes and to help Truliant anticipate the needs of our members won't alter our purpose, but it will change how we deliver on our mission.

In this environment, speed and adaptability matter. We are fortunate that Truliant can handle this complexity. Our credit union is adept at moving with the current, but we will not compromise the hard-earned trust of our members and employees, or our values as a credit union.

Our success depends on our ability to anticipate shifts in how our members live. Work is more flexible and less predictable. The default household experience for adults—and their children—has changed. The path from education to career is no longer linear. The need for relevant financial education is greater than ever. We see the patterns and are adapting with solutions before they're demanded.

What's in our control is the design of our ship and the performance of our crew. At Truliant, we don't see change as a threat. We see it as a call to lead with clarity and an unwavering focus on the people who trust this institution.

“ At Truliant, we don't see change as a threat. We see it as a call to lead with clarity and an unwavering focus on the people who trust this institution. ”



Branching Out

Truliant is on a growth streak, opening fresh, modern branches in Boiling Springs and Mauldin, S.C., plus a new location on Robinhood Road in Winston-Salem. These vibrant spaces feature open designs, bilingual teams and play areas for kids—making banking friendlier and more accessible as Truliant's Upstate and Triad expansion continues to gain momentum.



The Supervisory Committee

The supervisory committee, composed of a chairperson and up to four committee members, is a standing committee of the board. The role of the supervisory committee is to:

- 1 Ensure the board and management meet required financial reporting objectives and establish policies and procedures to safeguard members' assets.
- 2 Determine whether internal controls are established, the records are promptly and accurately prepared, plans set by the board are properly administered and policies are sufficient to safeguard assets.
- 3 Ensure the credit union adheres to the requirements for reports filed with the NCUA, perform or obtain an audit, and verify or cause the verification of members' accounts.

The committee contracted with Doeren Mayhew CPAs and Advisors to conduct the credit union's 2025 annual audit. Results of the audit show the financial statements fairly present the results of the operations and financial position for the period, and no material weaknesses in internal controls were reported. In addition to its external audits and regulatory examinations, the credit union also employs a full-time internal audit department that reports directly to the supervisory committee.

Mark Gabriel, chairperson, supervisory committee



| Truliant's Charlotte Advisory Board

2024-2025 Financial Results

Consolidated Statements of Financial Condition

Assets	2025	2024
Cash and cash equivalents	\$312,438,190	\$371,914,085
ACH receivable	\$58,614,383	\$20,914,199
Available-for-sale investments	\$ 294,787,247	\$303,305,319
Federal Home Loan Bank (FHLB) stock	\$3,650,600	\$4,808,600
Loans to members, net of allowance for loan losses	\$4,336,772,707	\$4,162,074,353
Loan held for sale	\$4,423,285	\$1,864,275
Prepaid and other assets	\$115,297,621	\$93,025,115
Defined benefit pension plan	\$54,709,460	\$52,535,750
National Credit Union Share Insurance Fund (NCUSIF) deposit	\$43,395,043	\$43,290,798
Accrued interest receivable	\$19,294,458	\$18,373,497
Right-of-use asset	\$95,843,232	\$17,918,560
Property and equipment, net	\$56,489,859	\$104,041,282
TOTAL ASSETS	\$5,395,716,085	\$5,194,065,833

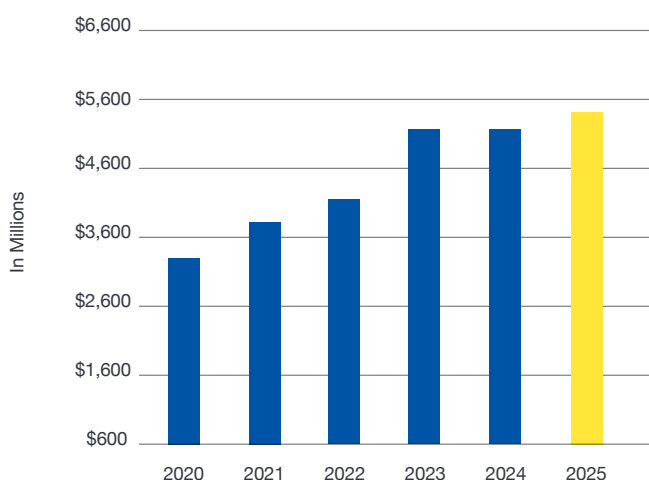
Liabilities

Members' shares and savings accounts	\$4,704,432,870	\$4,521,822,502
Subordinated debt	\$49,052,083	\$48,889,583
Borrowed funds	-	\$155,000,000
Lease liability	\$97,018,606	\$18,940,649
Accrued expenses and other liabilities	\$66,611,032	\$70,851,479
TOTAL LIABILITIES	\$4,917,114,591	\$4,815,504,213

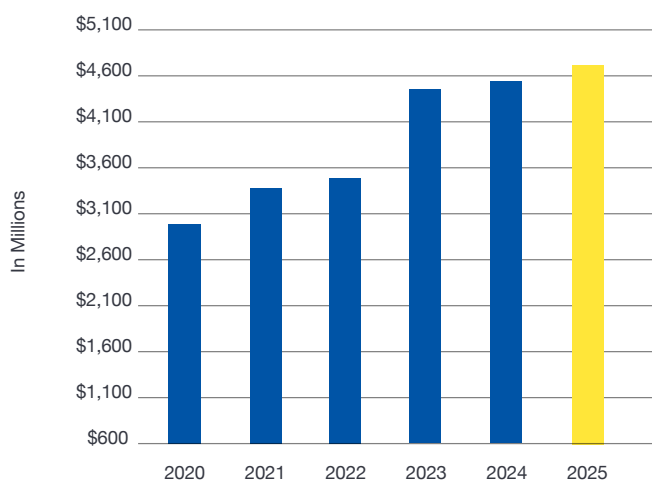
Members' Equity

Undivided earnings	\$487,681,941	\$396,528,924
Accumulated other comprehensive loss	(\$9,080,447)	(\$17,967,304)
TOTAL MEMBERS' EQUITY	\$478,601,494	\$378,561,620
TOTAL LIABILITIES AND MEMBERS' EQUITY	\$5,395,716,085	\$5,194,065,833

Total Assets



Member Savings





Truliant Rises in SBA Lending

In 2025, Truliant's commitment to small business shined on a national stage. We were recognized as the nation's top credit union originator of SBA 7(a) loans—helping entrepreneurs and business owners turn their ambitions into reality. With a dedicated team and a focus on personal service, we're fueling growth in communities across the nation.

Consolidated Statements of Income

Interest Income

	2025	2024
Loans to members	\$313,857,528	\$303,497,799
Investments and cash equivalents	\$20,202,618	35,445,355
TOTAL INTEREST INCOME	\$334,060,146	\$338,943,154

Interest Expense

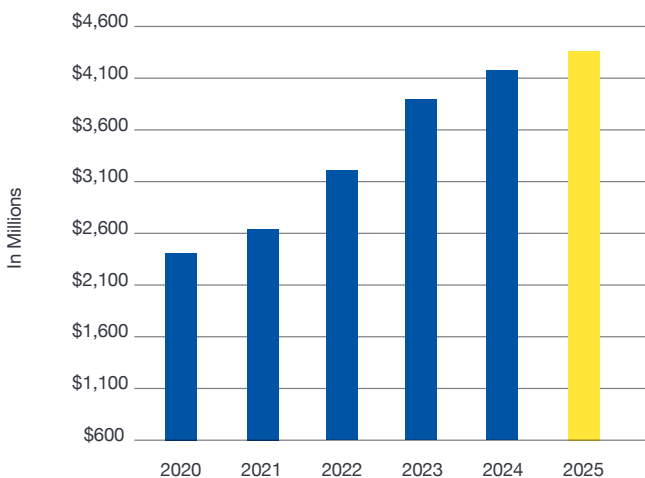
Members' shares and savings accounts	\$103,119,081	\$115,049,000
Borrowed funds and subordinated debt	\$2,987,347	\$14,697,578
TOTAL INTEREST EXPENSE	\$106,106,428	\$129,746,578
NET INTEREST INCOME	\$227,953,718	\$209,196,576

Provision for credit losses	\$67,194,936	\$85,315,523
Net interest income after provision for credit losses	\$160,758,782	\$123,881,053

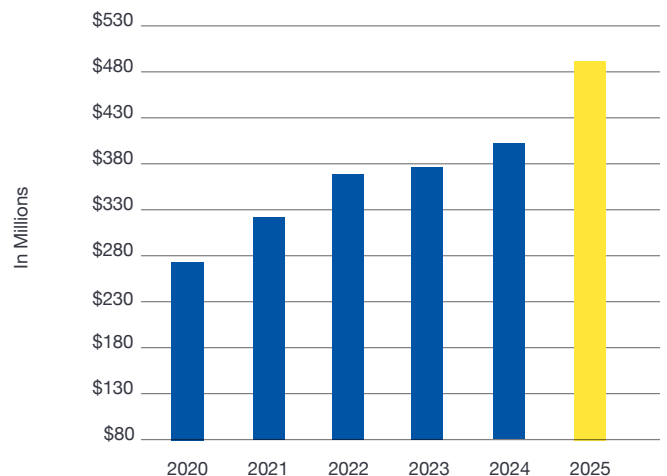
Non-interest income	\$152,651,069	\$95,634,204
Non-interest expense	\$222,256,834	\$196,380,989

NET INTEREST INCOME	\$91,153,017	\$23,134,268
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Loans to Members



Net Worth



Building Brighter Futures

A Successful Year for the Truliant Foundation

The Truliant Foundation experienced a remarkable year of philanthropic achievement, made possible by the generosity of hundreds of donors, including Truliant employees, members, vendors and community supporters.

Their collective contributions have established the Foundation as a force for positive change, earning these early supporters the distinction of “Founders.” The Foundation’s vision is to become the premier credit union-affiliated foundation, empowering nonprofits across Truliant member communities.

In 2025, the Foundation distributed \$566,500 to 125 nonprofit organizations, with 68 percent of grants and donations directed to low-income communities and 70 percent awarded to minority-led organizations. This strategic giving demonstrates a strong commitment to addressing systemic inequities and uplifting underserved populations.

Empowering the future of communities through education remains a core priority. The Foundation awarded 22 scholarships to college-bound students for the fall 2025 semester, honoring the legacy of Truliant leaders Fred J. Sarda and Clyde Padgett. The Community Mini Grants program, now in its 17th year, continued to foster meaningful change, awarding \$45,000 to 30 nonprofits across three states.

Additionally, since its inception, the Foundation’s Employee Relief Fund—made possible by the generosity of Truliant’s leadership—has distributed nearly \$100,000 to support team members facing unexpected hardships.

Together, we are building a brighter future for Truliant member communities—demonstrating that when everyone gives back, everyone moves forward.



Celebrating Donors and Honoring Community Champions

At its first-ever Founders’ Dinner, the Truliant Foundation celebrated donor generosity and the impact of charitable giving, honoring four outstanding community partners with the inaugural People Helping People Spotlight Awards.



Our First Honey Harvest

Since 2024, our Operations Center at Hanes Mall has buzzed with two rooftop beehives. We joyfully shared our first golden honey harvest with supporters at special events. With healthy hives at our headquarters and in South Carolina, we’re looking forward to even more sweet success and community connection.





| Truliant employees promoting financial wellness in their community.

Empowering Futures Through Financial Education

In 2025, Truliant deepened our commitment to financial wellness through impactful sponsorships, partnerships and educational initiatives. We sponsored 177 events, investing about \$420,000 to support causes and activities across our markets.

Through the Truliant at Work program, we hosted 219 onsite activities with business partners, promoting financial wellness and reaching more than 13,100 participants at their workplaces and 22,000 employees overall. In addition, we delivered 460 financial education classes across all markets, engaging nearly 7,000 participants.

The launch of the Money Bright financial education platform provided a valuable new resource on Truliant's website, further enhancing access to financial knowledge.

Truliant expanded its financial education offerings, increasing English-language topics from 13 to 22 and Spanish-language topics from four to 14.

Through these efforts, Truliant remains dedicated to strengthening the financial well-being of the communities we serve.



177

Events sponsored

460

Financial education classes delivered

~7K

Participants engaged in financial learning

