

PRESIDENT/CEO REPORT

As I reflect on 2022, I want to begin by expressing my sincere gratitude to you, our loyal members. From the very beginning on my tenure, now nine years in the making, I knew there was something special about Inspire Federal Credit Union. Inspire FCU has always been more than about just the financial services and products we provide – it stands for community. From day one, there has been a clear desire to be part of building a better community. This keeps me **INSPIRED** each day about our future and the continued impact that we make together. No two members are the same – each of you have your own unique needs, goals and aspirations. However, as a community, we come together and build better futures.

As I update you on our continued progress in 2022, it comes with the celebration of another successful year, despite the rapid pace of change that continues to influence our industry. As technology, delivery channels and member expectations all continue to evolve, one thing remains constant – our commitment to deliver exceptional service and value to our members. Reliability and consistency are the cornerstones of our commitment and mission to serve you. We continue to invest tremendously in our staff. We have a loyal, dedicated and tremendously talented team within all departments of the organization. Our investment in them is an investment in you – we will continue to develop a winning culture that comes through to you in each and every interaction.

We also continue to recognize the need to capitalize on delivering on state of the art technology. We understand how technology and electronic delivery channels are changing the banking experience and we continue to strive to deliver faster, more modern, virtual experiences for you to manage your finances. We spent most of 2022 planning to roll out a new digital banking platform, offering a more robust experience with enhanced abilities to move money and manage your financial affairs. As our vision to improve our digital channels continues into 2023, be certain, we will continue to execute on our overall strategic vision of empowering you with the option to conduct banking activities wherever you choose – in the branch, over the phone in our Member Experience Center or via our evolving digital banking channels.

In closing for this year, looking back always sets you up to look forward and provides a glimpse of what lies ahead. I fully expect 2023 to be another year of growth and evolution for Inspire FCU. I have engaged with our Board of Directors to develop a Strategic Plan that will guide us in our journey. The plan supports our unwavering commitment to our members and provides us a roadmap to continue to grow as a viable and stable, community-focused financial institution. It is my goal to successfully deliver on this promise and continue to turn possibilities into realities. Thank you for your loyalty, support and trust you place in Inspire. You are why we are here, and it is our pleasure and a complete joy to be your partner on this journey.



James M. Merrill
President/CEO