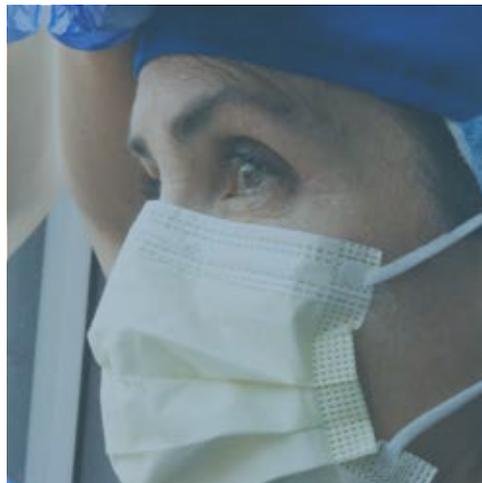
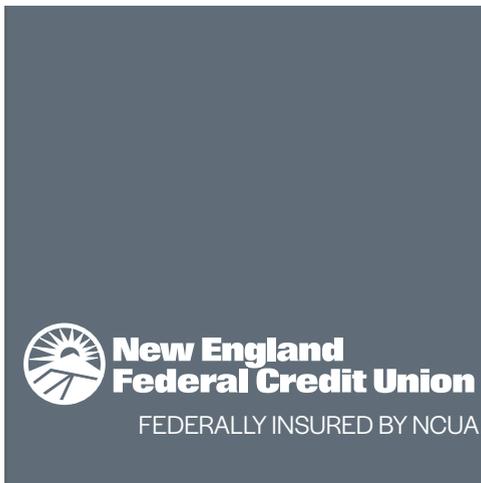
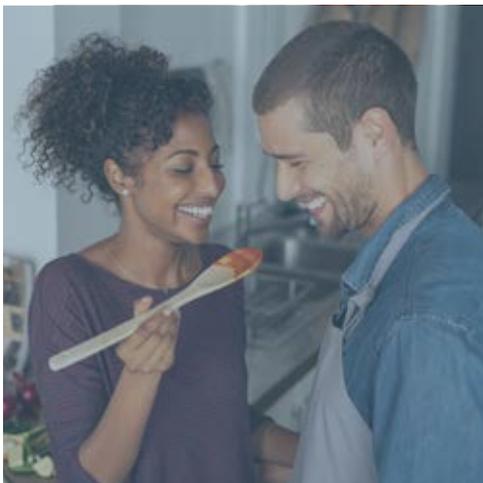


ANNUAL
REPORT

2020

You + NEFCU



2020 was a very demanding year for many of you and this still holds true in early 2021. COVID presented members, businesses, and communities we serve with unprecedented challenges and adjustments, including health issues, income interruption, job losses, meeting financial obligations, and even just conducting daily routines such as banking.

The Credit Union entered the year in a position of strength. Our priority throughout this period of adversity was to provide stability, support, and safety to our membership, staff, and communities.

Last March, when the pandemic hit, we focused on meeting key priorities. First, to ensure a safe environment for employees and members, we provided as many services as possible through socially distant and remote alternatives. Second, we strove to offer financial support for members faced with financial

MESSAGE TO MEMBERS

hardship and difficulty meeting loan obligations. Third, we helped our communities and partners meet increased needs related to emergency housing and nutrition, loss of business due to changing demands, unemployment, and direct COVID impacts.

Delivery of financial services required changes as people avoided public spaces and maintained physical distancing. We saw large increases in digital and mobile banking utilization, as well as drive-thru teller and Contact Center (telephone and chat) activity. Branch lobbies were closed early in the pandemic and employees were re-allocated to help members online, by phone, or in new areas established to provide support, with special emphasis on loan payment relief.

NEFCU's existing breadth of online services offered essential options as members were compelled to change banking habits. Many used digital banking for the first time to view balances, move money, deposit checks, apply for loans, or open accounts remotely. We made sure members new to these services were fully supported through our Contact Center and via our website. We also added Zelle® "person to person" money movement services, expediting the speed of these transfers and making the service easier to use.

We consider our employees essential workers and recognized that they faced special challenges themselves, including protecting their families' health and wellbeing in an uncertain environment. NEFCU took steps to make sure employees felt as safe and secure in the workplace as possible. We are very proud that they stood with us to face COVID challenges—supporting vital banking services, helping members with urgent needs, and handling extraordinary volumes and changes.

NEFCU had a very strong year financially and experienced record growth in many areas. Faster than projected growth was partially driven by federal government reductions in interest rates and stimulus payments, producing significant increases in savings, overall deposit balances, and mortgage loan activity.

Mortgage volumes surpassed all prior levels as many of our members benefited by refinancing to lower rates and payments. We remained the largest mortgage lender in Vermont and made significant strides in building mortgage volume in our Michigan market.

Overall, NEFCU grew by \$499.6 million combined loan and deposit balances in 2020. At year end, assets exceeded \$1.72 billion and capital was solid at 11.8% of assets. Return on average assets was also very strong at 1.62%. These financial results were extraordinary, especially with the headwind we faced, and could not have been achieved without strong contributions from our employees and loyalty from our members.

While we are pleased with our financial performance, we are also extremely gratified by how we used our strengths and capabilities for the overall support of our members, staff, and the communities we serve. The strong financial capital and member loyalty you have helped us build through 60 years of service allows us to sustain and give back during such times.



Arthur G. Woolf
Chair



John J. Dwyer, Jr.
President & CEO



Evan Langfeldt
Treasurer

2020 YEAR IN REVIEW

NEFCU is the largest financial institution domiciled in Vermont. We also originate and service the most mortgages.

We believe we achieved these results in 2020 by helping members, staff, and the communities we serve improve their economic well-being and achieve financial goals. We pride ourselves in providing solutions that are fair, flexible, and accessible to the wide variety of member circumstances we see.

COVID

COVID drove the need to continually adapt to changes brought on by the pandemic. We all faced significant uncertainty and disruption that eventually stabilized as we learned more about how to mitigate risks. We closely followed CDC and government orders to alleviate health risks while continuing to provide access to services.

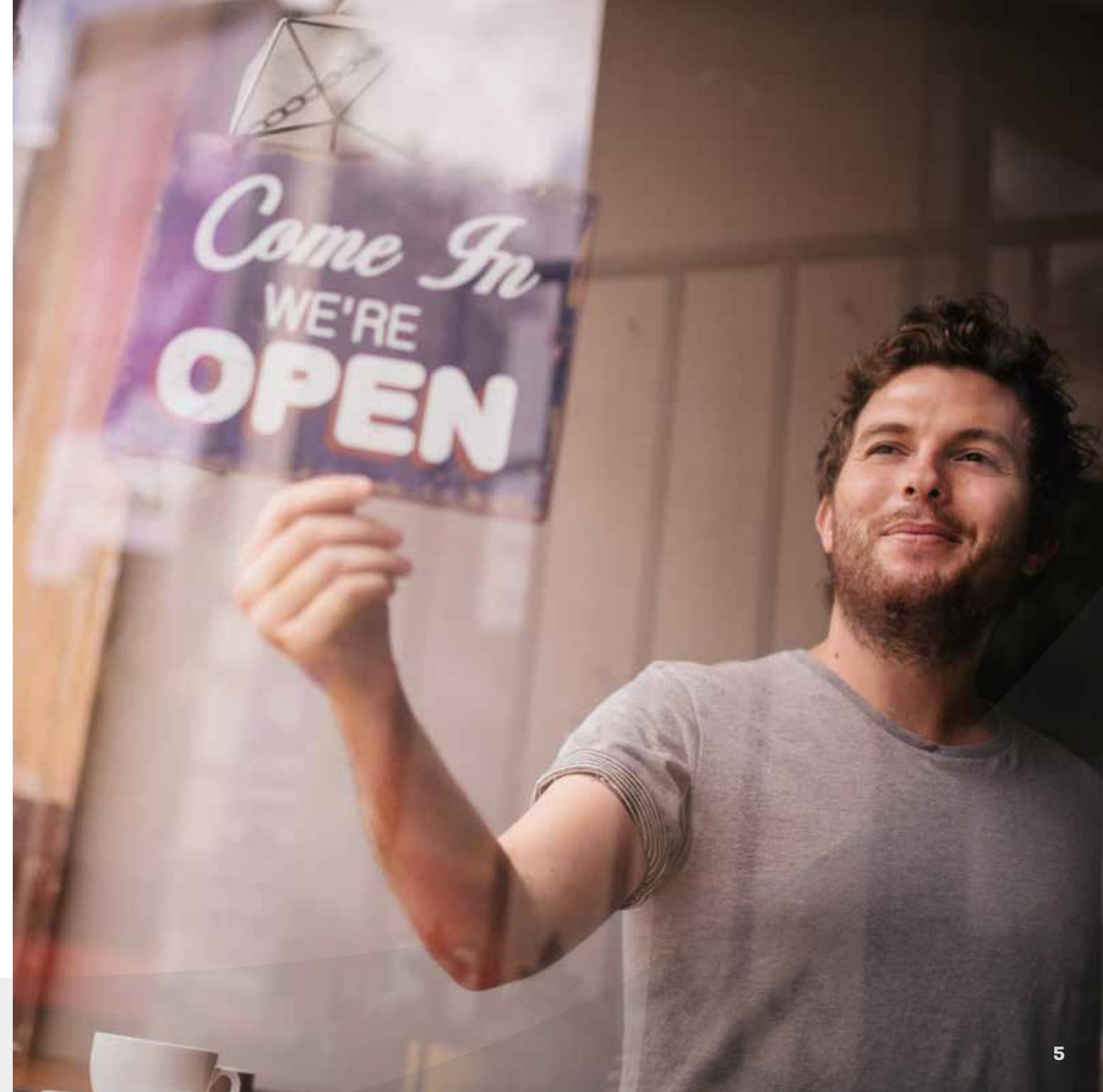
In March 2020, we initiated a Loan Relief Center to help members with loan payment obligations. We provided this team with multiple tools to cope with the variety of situations they faced.

When federal stimulus payments started to arrive, our Business Lending team ramped up the SBA Paycheck Protection (PPP) loans very quickly, first by becoming an SBA-approved lender and then by establishing application processes. Within a few weeks, we were assisting businesses with these loans and to date have originated 122 PPP loans for \$2.6 million.

Anticipating direct stimulus payments to consumers, we made sure to clarify your expectations and alleviate uncertainty. When direct deposit of payments began, we worked to avoid rejecting them whenever possible. To provide additional relief from the anxiety many of our members were feeling, NEFCU also stopped charging overdraft fees and loan late charges during the first three months of the pandemic.

In addition to these loan relief interventions, NEFCU deferred all collection actions that would have resulted in lawsuits, foreclosure, or repossessions. While some of these outcomes may not ultimately be avoided, we are confident that we accounted for the irregularities COVID caused and stand prepared to listen and respond with understanding and empathy to every member situation.

To create a safe environment for employees and members, our facilities team quickly installed safety barriers and escalated cleaning to meet CDC guidelines.



We provided staff with more liberal personal leave, so they didn't feel compelled to work when their own or family members' health was questionable. During the time our branches were temporarily closed and some staff were not working, we continued their wages. And during the Vermont Governor's Emergency Order we paid premiums to staff serving members face-to-face. We owe our employees a tremendous debt of gratitude for the level of commitment they regularly demonstrated, given the unique challenges COVID presented.

Field of Membership and Market Expansion

In 2020 NEFCU applied for and was approved to expand our Field of Membership (FOM) to add six additional counties in Vermont plus four counties in southwest New Hampshire. These are in addition to the six counties in Northwestern Vermont and four counties in Michigan in the current FOM.

NEFCU opened new Service Centers at 18 Lower Mountain View Drive in Colchester and in the BlueCross and BlueShield headquarter building in Detroit. The Service Centers provide both transactional support through Interactive Teller Machine (ITM) technology and in-person Member Services Representatives. They are easier to implement, more economical to operate, and can scale to market more appropriately than traditional branches. We will continue to develop this type of delivery for communities where we see opportunities to add new members and to deepen relationships with existing members.

Mortgage Volumes

Lowering rates and robust housing demand drove historic mortgage volumes. Total annual production was \$869.7 million, an all-time record. In Michigan we made significant headway in building mortgage volume with \$50.5 million in production.

Mortgage production contributed significantly to income results, including the gain from sale in the secondary market and in our ability to maintain a net interest margin in a declining rate environment by booking mortgage assets.

Financial Performance

Growth was very strong in 2020. Total deposits increased by \$307.9 million (26.1%) and portfolio loans by \$191.7 million (16.7%). Assets grew by \$307.4 million (21.7%). Such strong asset growth had a slight impact on capital which remains very solid.

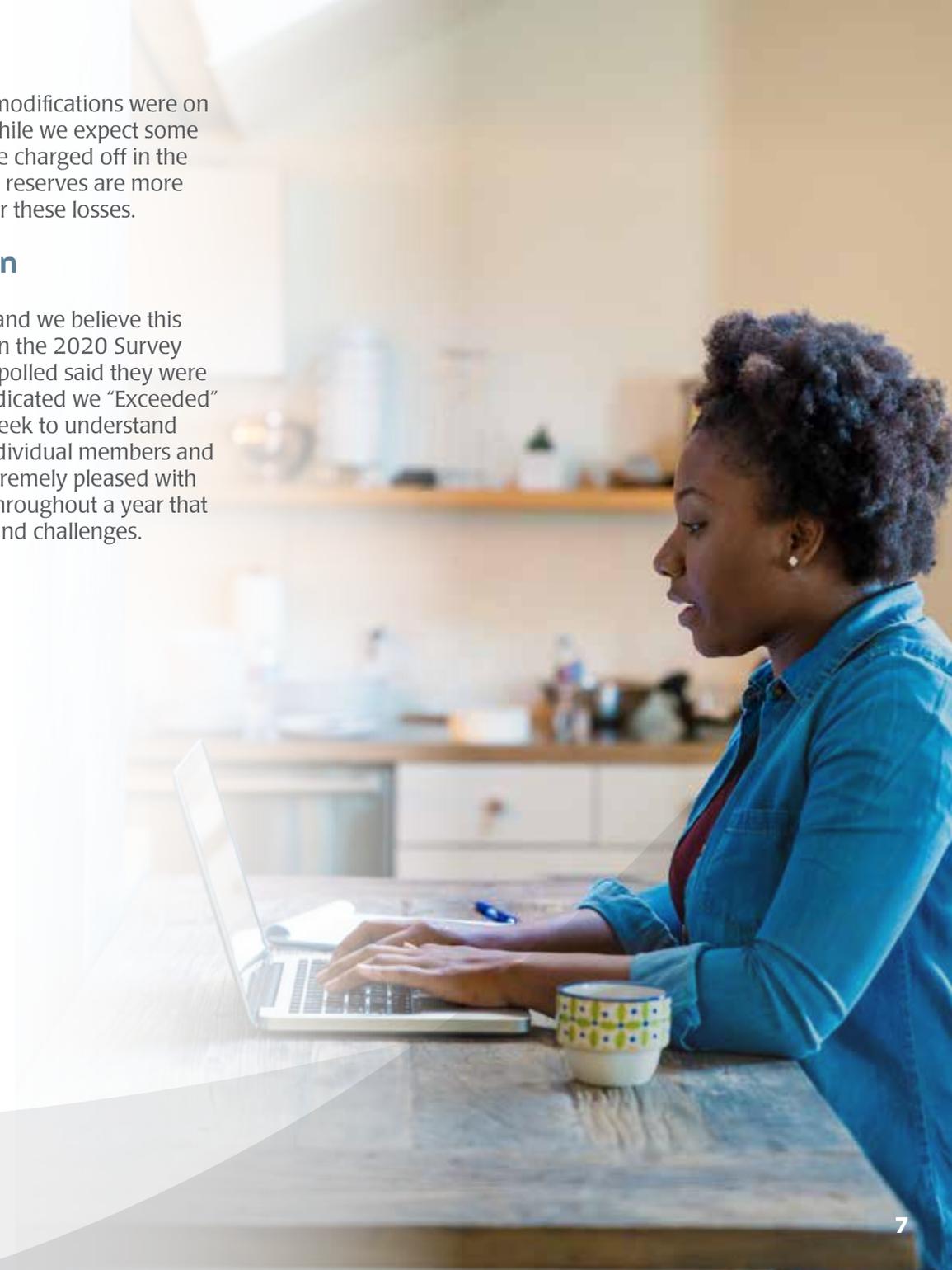
For the year we achieved return on assets of 1.62% driven by a net interest margin of 2.58% and non-interest income of 1.94%. Stronger than expected financial performance was driven significantly by the sale of mortgages and the mortgage loan portfolio growth we experienced.

During 2020, we set aside additional funds in our Loan Loss Allowance, growing the reserve from \$2.5 million to \$4 million. Loan delinquencies at year end were a modest .27% of total loans but did not include loan modifications of approximately

\$5.9 million. Most of these modifications were on real-estate secured loans. While we expect some of these loans will need to be charged off in the future, we are confident that reserves are more than adequate to account for these losses.

Member Satisfaction

We work hard to serve you and we believe this dedication was recognized in the 2020 Survey results where 72% of those polled said they were "Very Satisfied" and 92% indicated we "Exceeded" expectations. We regularly seek to understand what is important to both individual members and the membership and are extremely pleased with the stability of such results throughout a year that involved so many changes and challenges.



COMMUNITY EVENTS

SPONSORSHIPS & DONATIONS

NEFCU is proud to be involved in the communities we serve. In 2020 we made contributions of over \$500,000 to more than 50 non-profit organizations, with focus on community entities most impacted by COVID. While we were unable to support many of the events we usually sponsor because they didn't happen, including the Burlington Discover Jazz Fest, we made sure our event partners knew we were there for them.



community

Vermont College of Fine Arts
 CSH Rotary
 Families First
 St. Mikes Fire and Rescue
 Charlotte Central School PTO
 Vermont Food Bank
 Hunger Free VT
 Cure SMA
 Human Society of Chittenden County
 Fairfield Community Center
 Blue Star Mothers of VT
 The Counseling Service of Addison County

Spectrum
 Burlington Dismass House
 Age Well
 Howard Center
 Berlin Elementay
 Snelling Center
 Hunger Free VT
 The Josh Pallotta Fund
 South Burlington Library Foundation
 Technology for Tomorrow

events & sponsorships

Addison Management
 American Cancer Society
 Boys and Girls Club
 Burlington Discover Jazz Festival
 Flynn Center for the Performing Arts
 Feed A Family
 Franklin County Home Health
 Howard Center
 KidSafe Collaborative
 Lake Champlain Regional Chamber of Commerce
 SecureShred
 Steps to End Domestic Violence
 Travis Roy Foundation
 UVM Hockey
 Vermont Children's Trust Foundation
 Vermont Lake Monsters
 Vermont Public Television
 Food from the Heart
 Running of the Bells

donations

Champlain Housing Trust
 Community Health Centers of Burlington
 COTS
 Champlain Valley Office of Economic Opportunity (CVOEO)
 Franklin County Home Health Agency
 Martha's Kitchen
 Tim's House, a Division of Samaritan House
 Northwest Family Foods
 UVMCMC
 United Way of Northwest Vermont
 Vermont Children's Hospital
 Vermont Food Bank
 Vermont JumpStart
 Vermont National Guard Association
 Williston Community Food Shelf
 Greater Burlington YMCA

2021 LOOKING FORWARD

As we look forward to leaving the pandemic behind, we are excited about serving your future financial needs. Our focus is clear: We are here to help our members and the communities we serve by providing best-in-class solutions that improve economic well-being and achieve financial goals.

We are equally committed to ensuring that our employees feel rewarded in making these contributions to our members and mission. To accomplish these goals, we will implement specific processes and programs in three key areas:

Simplify Your Experience

It is hard to admit but we know banking isn't always fun or easy! Our job is to keep your money and financial information safe and secure. Doing so can create challenges for you, including asking questions to authenticate who you are, what you qualify for, or about the transaction you're trying to conduct.

We know that most of you are who you say you are and that your transactions are legitimate.

Unfortunately, every day fraudsters try to take advantage of you or us. Members depend on us to catch these criminals, and our efforts sometimes cause friction in "real" interactions. We believe we can manage processes more effectively with new services that will simplify your experience:

Pre-approved Loan Offers – We will improve credit delivery with ongoing pre-approved offers through online channels, by mail, and in person. Applying for a loan can be daunting and we ask a lot of questions! We want to make this easier by letting you know, when possible, that you qualify—even before you need to ask.

Scenario awareness training – We are working to rely more on data and analytic tools to predict where fraud occurs and to avoid cumbersome rules when they aren't needed. We have recently added check monitoring software that compares deposited items against a national check fraud database. This will help us improve check deposit availability, including in many cases in "real time" for checks deposited through mobile remote deposit.

Authentication – Serving you is often delayed by our need to authenticate your identity. This can be improved with Contact Center solutions that utilize caller database intelligence and passcodes, and with third-party authentication tools in online banking, all which we deliver in 2021.

OUR MISSION

We are committed to promoting and improving our members' economic well-being.

Product Acquisition – Our various delivery systems and product channels don't always communicate your activities with one another. Sometimes this leads us to ask you for things more than once. We also know that you would like us to deliver the status of your requests and enable you to fulfill these through digital channels, without a trip to the Credit Union, whenever possible. We are working to integrate systems and to bridge these gaps with new technology.

Onboarding - We understand that you expect us to know what you are trying to accomplish, the obstacles you face, and to make acquiring financial services easier. Doing this effectively requires an accurate database of your goals, needs, and potential solutions at our fingertips. In building this intelligence, we become better equipped to validate where you are going and to provide resources to get you there faster.

Growth

While NEFCU is a large financial institution by Vermont standards, we are small in comparison to the largest U.S. banks that dominate the financial industry's overall market share, including Chase Bank, which will be adding branches in Vermont for the first time this year.

For NEFCU to effectively compete with financial institutions of such scale we need to understand your needs better than they do and demonstrate similar capabilities. These include advancements in online and mobile banking and the self-service technology with your mobile phone which many of you will demand. This requires continued growth, introduction of new platforms, and generating revenue across a broader base of members to pay for these. To achieve all three, we are focused on:

Field of Membership – We are working to expand our base of active members in the new counties we now serve, initially through mortgage and indirect auto financing opportunities that don't require

an expensive new branch structure. These will be supported through business development efforts within the expanded market. We are also committed to being involved in these communities, at appropriate levels, as we grow our base of membership in them.

Digital Services – Our websites receive thousands of visits each month and while product acquisition is available through these channels, we can do more to enhance them. We will make sure that our product pages lead buyers to the right products and support questions while online. We will also provide a more complete beginning-to-end process of product and service acquisition entirely through the eCommerce channel.

Michigan – We will continue to build on mortgage volumes in Michigan and on our relationship with BlueCross and BlueShield to scale market assets and presence appropriately based on our market penetration and growth.

Service Centers – Historically NEFCU has the strongest market penetration in the communities where we have branches, including Essex, Williston, South Burlington, St. Albans, the University of Vermont Medical Center, and Global Foundries. While digital banking has replaced some branch functionality, this is not true for all members or all purposes. It is important that we continue to offer in-person services at a scale commensurate with expected and changing activity. In 2020 we added a Service Center on Lower Mountain



View Drive in Colchester. We expect to expand in-person delivery and to evaluate new opportunities in both service and member growth.

Member Relationship Development – NEFCU is a full-service credit union serving multiple demands including loans for home ownership, improvements, transportation, commercial and liquidity or personal purposes, and deposits for transactional, savings, investing and retirement needs.

We believe that a complete picture of a member's financial goals and circumstances leads to optimal recommendations and then to commitments and habits that accelerate success. We also understand that deeper relationships create effectiveness and proficiency for both the member and the Credit Union. We focus on goals in all areas of members' financial lives to understand their priorities and provide

guidance that produces intended financial outcomes—and dreams.

Structure and Scale

As our industry evolves and we continue to grow, NEFCU will adapt to new challenges and requirements with clear focus on delivering value to members. This means we will constantly hone our technology skills and organizational design to enhance future capabilities and efficiencies for you.

The Credit Union's digital eco-system is made up of many components including internal and external hardware, software and databases, and the skills and competencies that support these. To create a seamless banking experience for you, it is more critical than ever to make sure that the various components communicate with one another and that all processes we set out to accomplish are executed with the accuracy and compliance you expect.

Our structure and scale initiatives are focused on making sure we not only deliver what you need today but also what you will ask of us in the future. These include:

A Digital Plan – Determining how key vendors in the credit union space work with us, and together, in supporting deliverables is critical to success of our plans. We are evaluating many of our vendors to gauge their ability to maintain pace and meet our strategic objectives. We are also adding key staff in our Information Technology area to support building process automation and application program interfaces where interactions between software needs to occur.

Process automation – Information flows, database architecture, and functionality needs are evolving rapidly to communicate more seamlessly across the organization. Increased automation is reducing routine and manual tasks, helping to provide information when and where it is needed. Our focus here is to automate repetition and to free human resources to better serve members—our highest value work.

In closing, after 60 years serving members, NEFCU feels extremely fortunate to be where we are. As a financial cooperative, NEFCU is focused on you. Our services support powerful outcomes for members, including home ownership, retirement income, emergency funds, and well-deserved vacations. Know that commitment to your financial success is, and always will be, our priority. Thank you for being a member and for sharing in our success!

Supervisory REPORT

The Supervisory Committee provides oversight of the Credit Union's financial reporting process on behalf of the Board of Directors. As part of that oversight process, the Committee independently selects a certified public accounting firm to perform an opinion audit on the Credit Union's financial statements. The Committee selected the firm CliftonLarsonAllen LLP to perform an audit of the Credit Union's financial statements for the period ending December 31, 2020, expressing an opinion about whether the financial statements are fairly presented, in all material respects, in conformity with United States generally accepted accounting principles. The accounting firm expressed an unmodified opinion for the financial statements audited. Management is responsible for the financial statements and the financial reporting process, including internal controls. In fulfilling its oversight responsibilities, the Committee discussed the financial statements in

the annual report with management, including a discussion of the quality, not just the acceptability, of the accounting principles; the reasonableness of significant judgments; and the clarity of disclosures in the financial statements.

The Supervisory Committee discussed with the independent certified public accounting firm's auditors, their judgments as to the quality, not just the acceptability, of the Credit Union's accounting principles and such other matters as are required to be discussed with the Committee under generally accepted auditing standards. In addition, the Committee has discussed with the independent certified public accounting firm the auditor's independence from management and the Credit Union, and considered the compatibility of non-audit services with the auditor's independence.

The Supervisory Committee discussed with the company's internal and independent auditors the overall scope

and plan for their respective audits. The Committee meets with internal and contracted auditors as well as the independent certified public accounting firm, with and without management present, to discuss the results of their examinations, their evaluations of the Credit Union's internal controls, and the overall quality of the Credit Union's financial reporting and compliance initiatives.

The Committee is perpetuated by the volunteer efforts of Credit Union members. Members who are interested in serving on the Committee are encouraged to submit their names to Susan Francis, Internal Audit Manager 802.764.6528 for consideration by the Board of Directors and the Supervisory Committee.

~ **John R. Eisenmann, Jr.**
Chair, Supervisory Committee

SUPERVISORY COMMITTEE – left to right:
Henry R. Farmer/*Secretary*, Amy T. Vaughan,
Glenn F. Enos, John R. Eisenmann, Jr./*Chair*,
Susan M. Francis/*Internal Audit Manager*, Michael J. Towle



Directors, Management, & Committees



BOARD OF DIRECTORS – left to right:

Margaret H. O'Donnell/*Secretary*, Frank G. Harris/*2nd Vice Chair, III*, Evan Langfeldt/*Treasurer*, Charles T. DesLauriers,
Ruth E. Uphold, Arthur G. Woolf/*Chair*, Amy Vaughan, Kathleen S. Emery-Ginn/*1st Vice Chair*, and Harold Colston.

MANAGEMENT – left to right:

Mark Ackerly/*Chief Information Officer*
Susan E. Leonard/*Senior Vice President & CFO*
William S. Smith/*Chief Marketing & Retail Officer*
John J. Dwyer, Jr./*President & CEO*
Gregory W. Hahr/*Chief Lending Officer*
Susan F. Church/*Chief Human Resources Officer*



DIRECTORS

Chair
Art Woolf

1st Vice Chair
Kathleen S. Emery-Ginn

2nd Vice Chair
Frank G. Harris, III

Secretary
Margaret H. O'Donnell

Treasurer
Evan Langfeldt

Charles T. DesLauriers
Amy T. Vaughan
Ruth E. Uphold
Harold Colston

Directors Emeritus
Edward Blaise, III
Martin J. Mara

BOARD COMMITTEES

Finance & Investment
Evan Langfeldt—*Chair*
John R. Eisenmann, Jr.
Harold Colston

Business Development & Marketing
Margaret H. O'Donnell—*Chair*
Ruth E. Uphold
Jonathan P. Ebbers
Subha Luck

Human Resources
Kathleen S. Emery-Ginn—*Chair*
Margaret H. O'Donnell
Chuck DesLauriers

Information Systems
Frank G. Harris, III—*Chair*
Kathleen S. Emery Ginn
Syd Eren
Christopher Shenk

Statements of FINANCIAL CONDITION

December 31, 2020 and 2019

| | 2020 | 2019 |
|--|--------------------------------|--------------------------------|
| ASSETS | | |
| Cash and Cash Equivalents | \$ 168,951,000 | \$ 34,682,000 |
| Investments | | |
| Available-for-Sale | 123,401,000 | 145,166,000 |
| Equity Securities | 25,874,000 | 24,678,000 |
| Other | 2,232,000 | 3,562,000 |
| Loans Held-for-Sale | 37,693,000 | 1,218,000 |
| Loans to Members, Net | 1,296,217,000 | 1,142,542,000 |
| Accrued Interest Receivable | 3,286,000 | 3,239,000 |
| Property and Equipment, Net | 34,736,000 | 32,759,000 |
| National Credit Union Share Insurance Fund Deposit | 12,773,000 | 10,658,000 |
| Mortgage Servicing Rights, Net | 10,057,000 | 9,463,000 |
| Other Assets | 7,341,000 | 7,213,000 |
| TOTAL ASSETS | <u>\$ 1,722,561,000</u> | <u>\$ 1,415,180,000</u> |

LIABILITIES AND MEMBERS' EQUITY

| | | |
|--|--------------------------------|--------------------------------|
| Liabilities | | |
| Members' Shares | \$ 1,486,682,000 | \$ 1,178,819,000 |
| Accrued Expenses and Other Liabilities | 32,649,000 | 20,234,000 |
| Borrowed Funds | 0 | 39,730,000 |
| Total Liabilities | 1,519,331,000 | 1,238,783,000 |
| Members' Equity | | |
| Retained Earnings | 203,391,000 | 178,026,000 |
| Accumulated Other Comprehensive Loss | (161,000) | (1,629,000) |
| Total Members' Equity | 203,230,000 | 176,397,000 |
| TOTAL LIABILITIES AND MEMBERS' EQUITY | <u>\$ 1,722,561,000</u> | <u>\$ 1,415,180,000</u> |

Statements of INCOME

Years Ended December 31, 2020 and 2019

| | 2020 | 2019 |
|---|-----------------------------|-----------------------------|
| INTEREST INCOME | | |
| Interest on Loans to Members | \$ 46,861,000 | \$ 39,800,000 |
| Interest on Investments and Cash Equivalents | 3,936,000 | 5,913,000 |
| Total Interest Income | <u>50,797,000</u> | <u>45,713,000</u> |
| INTEREST EXPENSE | | |
| Dividends on Members' Shares | 10,264,000 | 11,506,000 |
| Borrowed Funds | 222,000 | 172,000 |
| Total Interest Expense | <u>10,486,000</u> | <u>11,678,000</u> |
| Net Interest Income Before Provision for Loan Losses | 40,311,000 | 34,035,000 |
| PROVISION FOR LOAN LOSSES | | |
| | <u>2,200,000</u> | <u>300,000</u> |
| Net Interest Income After Provision for Loan Losses | 38,111,000 | 33,735,000 |
| NON-INTEREST INCOME | | |
| Mortgage Origination Fees | 16,685,000 | 1,674,000 |
| Deposit Fees | 6,215,000 | 6,538,000 |
| Credit Card Fees | 1,963,000 | 2,043,000 |
| Mortgage Servicing Fees | 4,166,000 | 3,471,000 |
| Commissions, Fees and Other Income | 325,000 | 2,021,000 |
| Unrealized Gain on Equity Securities | 799,000 | 3,252,000 |
| Total Non-Interest Income | <u>30,153,000</u> | <u>18,999,000</u> |
| GENERAL AND ADMINISTRATIVE EXPENSES | | |
| Salaries and Benefits | 25,723,000 | 22,220,000 |
| Operations | 11,198,000 | 10,996,000 |
| General and Administrative | 1,845,000 | 2,316,000 |
| Occupancy | 2,674,000 | 2,738,000 |
| Promotional | 1,459,000 | 2,372,000 |
| Total General and Administrative Expenses | <u>42,899,000</u> | <u>40,642,000</u> |
| NET INCOME | <u>\$ 25,365,000</u> | <u>\$ 12,092,000</u> |

Products & Services

MORTGAGES

- First Time Homebuyer Programs
- Fixed Rate Mortgages
- Adjustable Rate Mortgages
- Jumbo Mortgages
- Second Home Mortgages
- Investment Property Mortgages
- Mobile Home Loans
- Land Loans
- Construction/Renovation Loans
- VA Loans
- FHA Loans
- VHFA Program

HOME EQUITY LOANS

- Home Equity Plus
- Home Equity Line of Credit



Products & Services

BUSINESS LENDING

- Machinery/Equipment/Vehicle Term Loans
- Real Estate Term Loans
- Real Estate Lines of Credit
- Secured Lines of Credit

CHECKING AND DEPOSIT ACCOUNTS

- SimplySmarter Checking™
- Business Share Draft Account
- Share Account (Savings)
- Power Account (Money Market)
- Term Share Certificates
- Individual Retirement Accounts
- Direct Deposit
- Courtesy Pay

NEFCUOnline

- BillPay™
- Expedited Payments
- Electronic Bill Presentment
- Automated and Scheduled Account Transfers
- Live Chat & Secure Messaging
- Online Account Opening
- Money Management
- eDelivery of Statements and Notices
- Alerts and Notifications
- Mobile Deposit
- Shared Access with Others
- Card Dispute Forms
- Stop Payments
- Person-to-Person Payments
- Account-to-Account Transfers
- Travel Notifications

CONSUMER LOANS

- Auto Loans
- Truck Loans
- Recreational Vehicle Loans
- Motorcycle Loans
- Boat Loans
- Snowmobile Loans
- Personal Loans
- MyConsolidation Loans
- Lifestyle Loans
- Energy Smart Loans
- First Time Auto Buyer Loans
- MyChoice Mortgage™

VISA®

- Visa Explorer Card
- Visa Explorer Rewards Card
- Visa Online Access

ACCOUNT ACCESS

- NEFCUOnline & Mobile Banking
- ATMs & Debit Card
- Accountline
- Wire Transfers
- NEFCU Contact Center & Loan Center
- Apple Pay®, Samsung Pay™, Google Pay™
- Smartwatch Banking
- SecurLOCK Equip™
- LoanPay Express
- Zelle®
- External Funds Transfer

FINANCIAL COUNSELING

- Budget Counseling
- Credit Counseling
- Debt Counseling
- Educational Seminars



INSURANCE

- TruStage® Accidental Death & Dismemberment Insurance
- TruStage® Life Insurance
- Debt Protection
- GAP Protection
- MetLife Auto & Home® Insurance
- Travelers® Auto & Home Insurance

SECURITIES, INVESTMENT AND INSURANCE

Services and products offered to NEFCU members by Advisors at NEFCU Financial Group, available through CUSO Financial Services, L.P. (Member FINRA/SIPC)



ADMINISTRATIVE OFFICES

P.O. Box 527, Williston, VT 05495
802.879.8790 / 800.400.8790

BRANCH OFFICES

141 Harvest Lane, Williston, VT
74 Pearl Street, Essex Junction, VT
GLOBALFOUNDRIES 969, Essex Junction, VT
University of Vermont Medical Center,
Main Campus, McClure 2 Connector, Burlington, VT
1000 Shelburne Road, South Burlington, VT
295 Tuckers Way, St. Albans, VT
18 Lower Mountain View Drive, Colchester, VT

LOAN CENTER

866.80.LOANS

NEFCU FINANCIAL GROUP

Available through CUSO Financial Services, L.P. (CFS) Investment and Insurance services available to NEFCU members through CFS Financial Advisors at NEFCU Financial Group, located at New England Federal Credit Union, 141 Harvest Lane in Williston, VT 802.879.8580

ON THE WEB

nefcu.com



BRANCH OFFICE

600 Lafayette E., Detroit, Michigan
800.966.8200

MORTGAGE CENTER

916 South Main Street, Suite 200
Royal Oak, Michigan
313.309.5556

ON THE WEB

directfinancial.com