



CU Business Group 2022 Profile

CU Business Group is a CUSO focusing solely on business services. The following are highlights of our history and the services we bring to the credit union industry.

- Initially formed in August 2002 as a CUSO of Northwest Corporate – now owned by six corporate credit unions.
- CU Business Group now has a staff of 75 business services professionals.
- We work to help 652 credit unions in 48 states deliver quality business services.
- We sign on an average of 1-2 new credit unions every month. Our credit union retention rate is over 98%.
- Our loan services include underwriting, loan documents, servicing, risk monitoring, consulting, and training on business lending. We do not fund loans – we only provide recommendations, advice, and training. To date, credit unions have submitted more than \$12.4 billion in business loan packages for our review.
- We assist credit unions with loans of all sizes, from small dollar, quick and low-cost Fast Track loans to large commercial real estate transactions.
- Independent loan reviews are an integral part of the services we provide. As credit unions grow their own in-house programs it is imperative that they review and maintain a sound business loan portfolio. Our staff has the knowledge and expertise to provide these independent reviews for quality control or problem situations.
- CUBG has an experienced team of SBA experts that can help your credit union navigate the SBA lending process and compliance. A robust SBA lending program can help your credit union diversify your commercial lending and strengthen business relationships.
- Our loan servicing covers all aspects of loan record keeping and payment for conventional, SBA, and participation loans. CUBG's servicing team handles complex loans with any structure or terms, and provides improved quality control over calculations and general ledger entries.
- Our Digital Loan Marketplace and network of more than 650 credit unions provides easy access and opportunities for buying and selling commercial loan participations.
- A large part of our consulting work is focused in the business deposit area. Credit unions are typically not set up to handle business accounts and we spend considerable time helping them with account structure, pricing, operations, and compliance.
- CUBG also helps credit unions put together a complete package of business services to complement the basic deposit accounts. This includes merchant bankcard services, business remote deposit capture, ACH origination, insured CDs, account analysis, and other advanced cash management products. We can also provide training for branch and business development staff.
- Education sessions are a major part of our role in the industry. Our education staff regularly lead sessions across the country and webinars on all aspects of business services.
- CU Business Group obtains an SSAE16 Type II audit report annually which evaluates the controls of our systems and operating processes.



CU Business Group Products and Services

Strategic Consulting

- Board and management education
- Strategic options for building your business services program, including recruiting/interviewing
- Market demographics, program potential, and breakeven analysis customized for your credit union

Business Deposit Consulting

- Structure and pricing of core deposit accounts and package services
- Assistance with implementation of treasury management services and other advanced products including remote deposit capture, ACH origination, merchant services, and account analysis
- Operations, compliance, and systems guidance and expertise

Business Lending Operations

- Policy development with annual updates, forms, and procedures
- Loan servicing for conventional and SBA loan portfolios
- Education and training in operations, compliance, and all aspects of business lending

Business Loan Origination

- Commercial real estate, term, lines of credit, construction, agriculture, and SBA loan underwriting
- Complete analysis and risk-rated credit presentation or a la carte services
- Loan documents compliant in all 50 states
- Independent appraisal reviews

SBA Services

- Ongoing support through all stages of the SBA lending process
- Access to a team of trusted and knowledgeable SBA experts
- SBA compliance assistance

Fast Track Online Portal for Small Loans

- Credit union-branded portal for online applications and secure document transfer
- Fast, efficient, and low-cost processing of small loan requests

Risk Monitoring/Annual Reviews

- Periodic financial review and analysis of business loans, including updated risk ratings
- Enhanced risk monitoring including the annual review plus ongoing monitoring of the borrower and property using automated tools
- On demand expertise in problem loans and workouts

Loan Participation Network

- Online Digital Loan Marketplace and established network to make buying or selling easy
- Standardized processes, parameters, and legal agreements
- Servicing of the entire participation and one point of contact for all participants

Loan Sourcing

- Expertly sourced commercial real estate lending opportunities delivered to your credit union
- Alternative lending sources that provide opportunities for superior pricing, terms, and loan structure

Business Loan Portfolio Review and Quality Control

- Independent loan reviews for quality assurance and management comfort

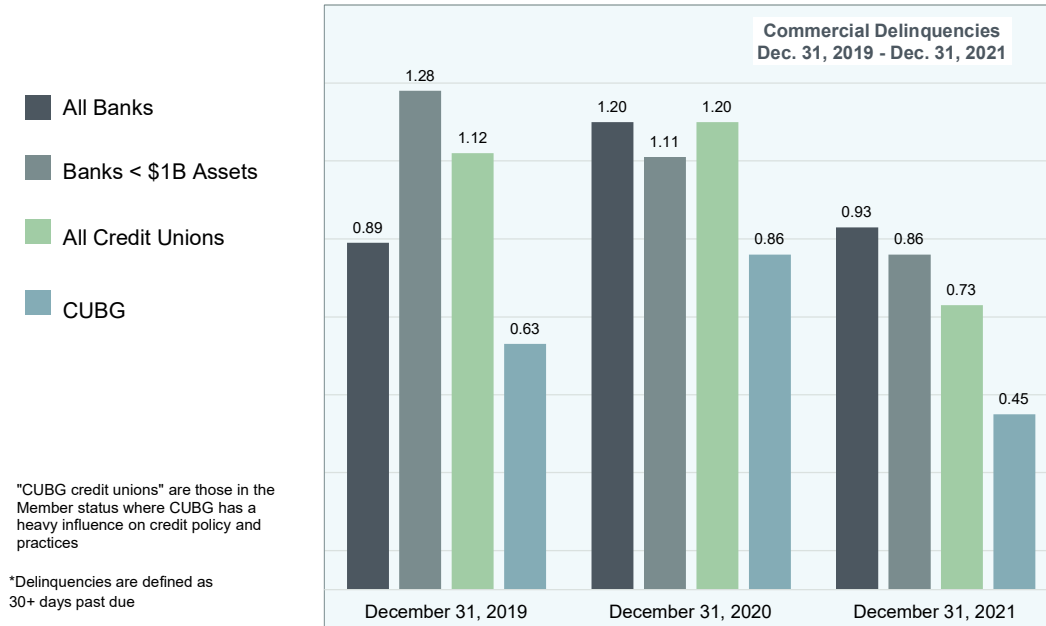
Education

- On-demand training, live webinars, regional in-person courses, and two national conferences
- Customized training to fit your credit union or association's needs

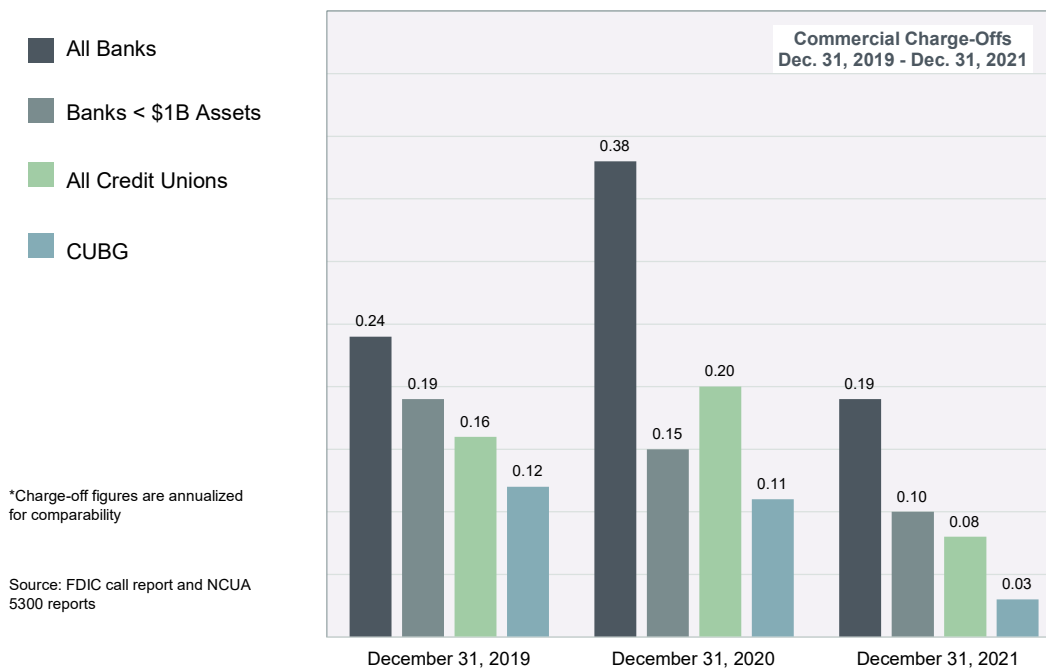


Three-Year Business Lending Track Record

Commercial Loan Delinquencies as a Percent of Outstandings



Commercial Loan Charge-Offs as a Percent of Outstandings





Core Staff Expertise

Larry Middleman, President/CEO

42 Years of Experience



Larry is the founder of CU Business Group and brings 42 years of banking expertise to the credit union industry. His background is based in community banking where he has extensive experience in leading business banking and cash management practices, including product development, pricing and sales. As a CPA and consultant, Larry has done extensive work with banks and credit unions throughout the United States to expand product lines, improve efficiency and increase profitability. His primary role at CU Business Group is consulting with credit unions on business services planning, program development, pricing, and education.

Rachel Snyder, EVP

27 Years of Experience



Rachel has worked in the credit union industry for 27 years and began working with CUBG in 2002. Her primary responsibilities include consulting with credit unions on all aspects of business services, with an emphasis on advanced deposit products like merchant bankcards, remote deposit capture and ACH origination, as well as other package products. Her background includes significant experience at both natural person and corporate credit unions, and in 2018 she became a certified Credit Union Development Educator (CUDE). Rachel has also worked with several small businesses and non-profits during her career, giving her an in-depth understanding of the financial needs of a variety of organizations.

Justin Conrey Snyder, EVP

17 Years of Experience



Justin has more than 17 years of commercial lending experience working in both credit unions and community banks. Justin's background includes all facets of commercial lending. Justin began his career with University Federal Credit Union in Austin, TX, helping to grow their commercial lending program and eventually managing the business lending department. Most recently Justin served as Chief Credit Officer for a community bank, overseeing commercial, mortgage, and consumer lending. Justin underwrites and performs credit analysis on all types of commercial loans and consults with credit unions on loan structure, pricing, and other aspects of lending and portfolio management.

Mike Mucilli, SVP/Senior Business Services Officer

44 Years of Experience



Michael has spent his entire career gaining expertise in banking, commercial lending and sales. He founded CUBG's East Coast operations in 2003 and has gained significant experience in credit union business services since then. Michael has underwritten all types of business loans. He also has extensive experience with SBA lending and served as a Director of Consumer and Home Equity Lending. He is a former instructor for the American Institute of Banking and has taught extensively throughout his banking and credit union career. Michael consults with credit unions in the eastern U.S. on all aspects of business services planning, program development, account pricing, and education.

Julie Engen, SVP/Credit Administration

38 Years of Experience



Julie brings more than 38 years of experience to CU Business Group. Prior to joining CUBG, Julie served in several commercial banking management roles at Citizen's Business Bank in Southern California. There she had numerous responsibilities including reviewing and approving commercial credit requests, and restructuring and renegotiating credits, as well as business development, loan sourcing, and commercial loan portfolio and construction loan management. In her role at CUBG, Julie helps credit unions analyze and underwrite business loans and assists with loan structure, pricing, and all other aspects of business lending and portfolio management.



CUBG Relationship Programs – Services and Benefits

CUBG Service	Specialty	Affiliate	Member
Ability to use loan underwriting, analysis, and consulting services	✓	✓	✓
Access to participation network of 600+ CUs for standardized processes, procedures, and servicing	✓	✓	✓
Use of Loan Marketplace platform for buying and selling commercial loans	✓	✓	✓
Access to CUBG trusted partners	✓	✓	✓
Can attend CUBG education courses, webinars, national conferences	✓	✓	✓
Full-service SBA program available	✓	✓	✓
Loan servicing system available	✓	✓	✓
Business loan forms, checklists, etc.		✓	✓
Set-up on LaserPro loan documentation system		✓	✓
CUBG participation policy template			✓
Complete access to CUBG staff expertise on participations			✓
Discounted fees on participation transaction services and education			✓
Free 100 level on-demand webinars			✓
Full CUBG MBL policy template with annual updates			✓
Discounted fees on loan transaction services and education			✓
Complete access to CUBG expertise on business loans and regulations			✓
Complete business deposit consulting, resources, and support			✓
Members-Only access to CUBG resource library of forms and templates			✓