



CU Business Group 2024 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 65 business services professionals.
- We work to help 675 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 \$14.2 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 660 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 both SOC 1 and SOC 2 Type II audits annually to provide assurance of the controls and operating processes in place at the CUSO.



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
- 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

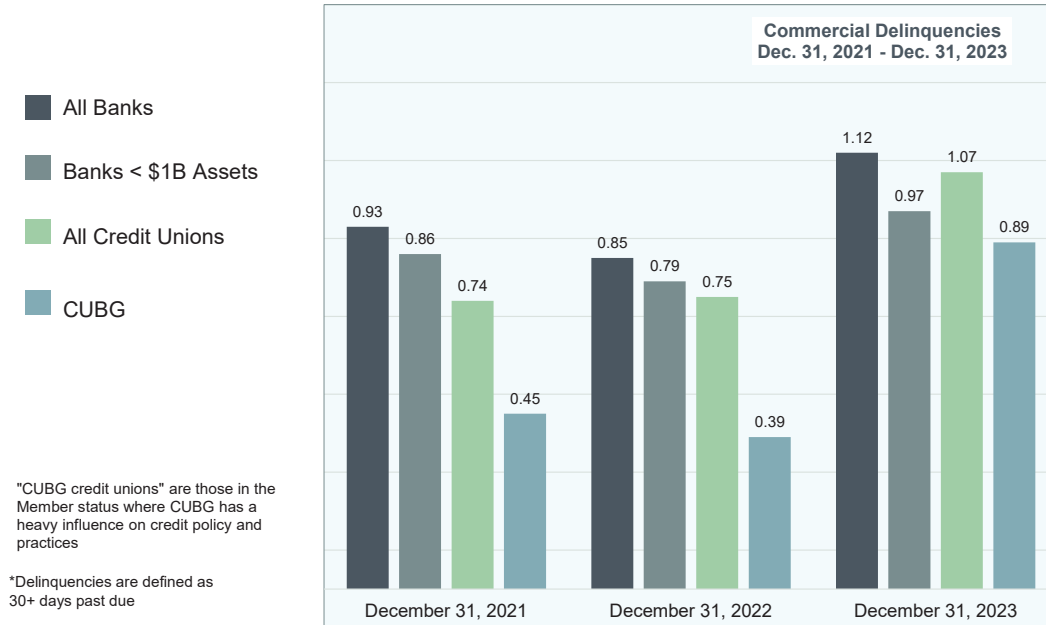
Education

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

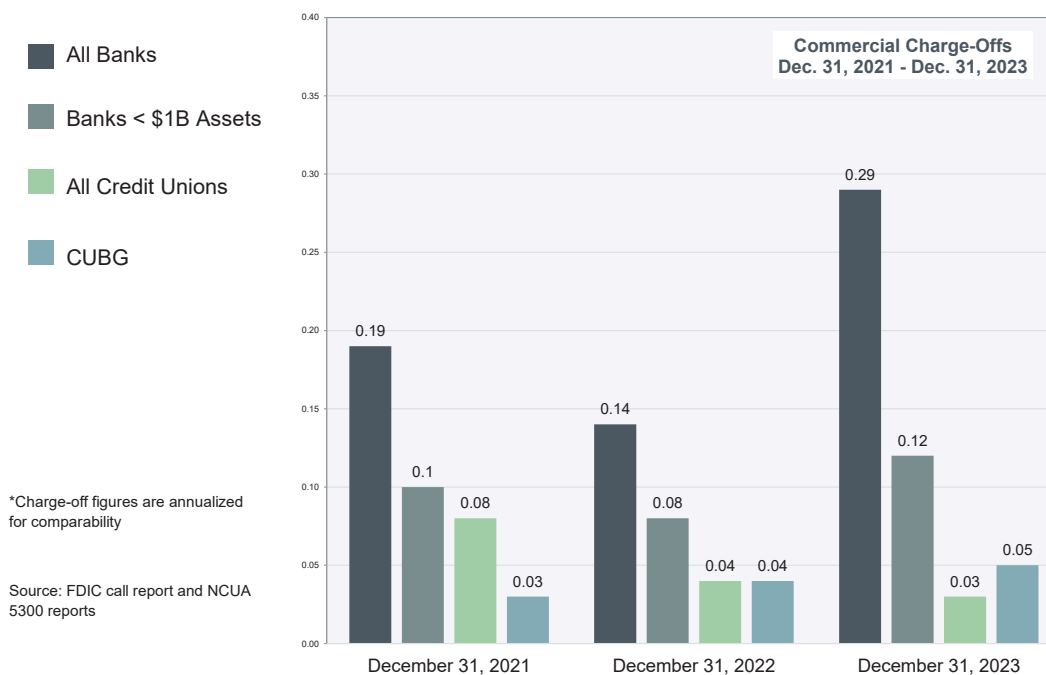


Three-Year Business Lending Track Record

Commercial Loan Delinquencies as a Percent of Outstandings



Commercial Loan Charge-Offs as a Percent of Outstandings





Senior Leadership



Justin Conrey, President/CEO

21 Years of Experience

Justin is the President/CEO of CU Business Group, and an experienced banking executive with more than 21 years of commercial lending experience at both credit unions and community banks. Justin started with CUBG in 2017, bringing a unique perspective as both a former CUBG client and an employee. Justin has extensive experience in managing teams within the commercial, consumer, and mortgage areas. Justin's background also includes overseeing commercial, mortgage, and consumer lending as the Chief Credit Officer for a community bank. In his role at CUBG, Justin leads program and product development, manages the CUSO's staff and teams, and consults with credit unions on business services strategies.



Rachel Snyder, EVP

26 Years of Experience

Rachel has worked in the credit union industry for 26 years. She began working with CU Business Group in 2002. Her primary responsibilities at CUBG include consulting with credit unions on all aspects of business services, with an emphasis on advanced deposit products such as merchant bankcards, remote deposit capture and ACH origination, as well as other package products. Her background includes significant experience in the credit union industry at both natural person and corporate credit unions. Rachel has also worked with several small businesses and non-profits throughout her career, giving her an in-depth understanding of the financial needs of a variety of organizations.



Angela Back, SVP/Senior Business Services Officer

26 Years of Experience

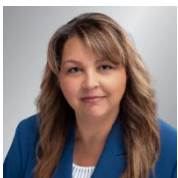
Angela has more than 26 years of experience in commercial banking and working with small business owners. Prior to joining CUBG Angela served as VP/Commercial Lender of a Kansas community bank. Angela also spent 11 years at Meritrust CU where she served as Director of Deposit Strategies and Director of Business Services. Angela has extensive experience in business development, commercial deposits, and all types of commercial lending including hospitality, construction, C&I, and SBA lending. In her role at CUBG, Angela consults with credit unions throughout the United States on all aspects of business services.



Julie Engen, SVP/Credit Administration

40 Years of Experience

Julie brings more than 40 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 California. There she had numerous responsibilities including reviewing and approving commercial credit requests, restructuring and renegotiating credits, and business development, loan sourcing, and commercial and construction loan portfolio management. In her role at CUBG, Julie helps credit unions analyze and underwrite business loans and assists with loan structuring, pricing, and all other aspects of business lending and portfolio management. She also advises CUBG's junior lending staff in underwriting and credit management.



Christie Allan, SVP/Processing, Closing, and Servicing

36 Years of Experience

Christie has 36 years of commercial banking experience focused on community business lending, portfolio management, and back-office operations. Christie has expertise in commercial real estate, construction, and C&I lending, as well as special assets, and portfolio and servicing management. Prior to joining CUBG, Christie served as Vice President at a \$17 billion business bank in California. In her role at CUBG, Christie leads a team of commercial loan servicers, processors, and closers who focus on providing efficient and responsive service to credit unions.



Chad Henson, SVP/Capital Markets

36 Years of Experience

Chad has 24 years of experience in commercial real estate, private banking, and commercial lending, and has held various leadership roles at both credit unions and banks. Chad began his career in Dallas, TX working primarily for community and regional banks in retail and private banking roles. Prior to joining CUBG, Chad served for 10 years at the \$4.5 billion University FCU in Austin, Texas. There Chad closed half a billion in commercial real estate loans as a commercial loan officer and most recently, manager of the commercial lending department.



CUBG Relationship Programs – Services and Benefits

CUBG Service	Specialty	Member
Ability to use loan underwriting, analysis, and consulting services	✓	✓
Access to participation network of 650+ 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		✓