



OUR WORK AND IMPACT (1980-2018)

Creating and protecting ownership and economic opportunity for all.

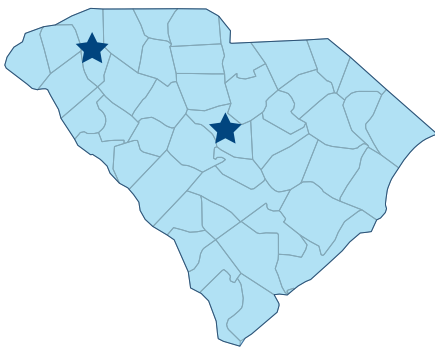
Self-Help is a community development organization helping families and neighborhoods grow and thrive. Together with our members, borrowers, partners and supporters, we provide fair and affordable financial services; we help renters become homeowners; we help small businesses grow and create jobs; we convert neglected buildings into community assets; and we advocate for responsible lending policies that help all people, especially people of color and families with low-to-moderate incomes.

\$8.5 BILLION
IN LENDING

38 YEARS

MORE THAN
150,000
MEMBERS

New in 2018



Expanding into South Carolina

In 2018 we welcomed two South Carolina credit unions and 3,700 new members to the Self-Help family. CommunityWorks Federal Credit Union has provided financial services to people of modest means in Greenville since 2014. Palmetto Trust Federal Credit Union has served federal employees since 1953 and has two branches in Columbia.



Dealing with Disasters

Self-Help members on both U.S. coasts faced natural disasters in 2018: Hurricane Florence and its flooding in North Carolina, and the massive wildfires in California. In both cases, we provided low-cost "disaster relief" loans and adjusted payments or terms on existing loans to help members get back on their feet.

Photo by Jim Lo Scalzo/EPA-EFE/REX



Growing in Florida

We completed construction of our new credit union branch in Apopka, FL; it's a beautiful new building, with a design selected by local members. It also celebrates the long legacy of community service by the original Apopka credit union and its partner organizations. View that story and those of other financial institutions that have joined Self-Help at community.sh/SelfHelpVault.

Self-Help Credit Union • Self-Help Federal Credit Union • Self-Help Ventures Fund • Center for Responsible Lending

Working nationwide with locations in California | Florida | Greater Chicago | Milwaukee | North Carolina | South Carolina | Virginia | Washington, D.C.

WHAT WE DO

Consumer Financial Services

- Our credit unions serve more than 150,000 members online and through almost 60 locations in California, Florida, Illinois, North Carolina, South Carolina, Virginia and Wisconsin.
- We offer market-rate deposit accounts, personal loans for people of all incomes, and more.

Commercial Lending

- We lend to small and large businesses to create jobs, expand opportunity and contribute to community wealth.
- We lend to institutions that help communities thrive—like nonprofits, child care centers, public charter schools, sustainable food systems, solar farms, affordable housing, faith-based organizations and more.

Home Lending

- We provide home loans with fair terms and reasonable rates, focusing on low- and moderate-income buyers.
- Our secondary market program partners with other financial institutions to bring affordable mortgages to thousands of homebuyers nationwide.
- We support homeowners throughout their mortgages, and work with families facing hardship to help them stay in their homes.

Real Estate Development

- We develop commercial real estate that spurs community revitalization and anchors neighborhoods.
- We restore historic buildings and generate new community assets by combining tax credits, public-private partnership funds and debt in innovative financing structures.
- We use green building practices that improve energy efficiency, reduce waste and decrease our buildings' impact on the environment.

Policy and Advocacy

- Through our research and policy arm, the Center for Responsible Lending, we publish groundbreaking research and promote policy solutions that encourage responsible lending, end abusive financial practices and ensure a fair and inclusive financial marketplace.
- We share our expertise and research to help the financial services field better serve low-income families.

Advocating for Fair Financial Practices in 2018

While fighting efforts to gut federal rules limiting high-cost payday loans, our Center for Responsible Lending (CRL) and local partners helped consumers in Colorado gain protections against these loans, saving \$54 million per year. In 2018, CRL continued its work with state lawmakers and partners to address crippling student loan debt, which now totals \$1.6 trillion and affects some 45 million borrowers. Solutions include reining in predatory for-profit colleges, whose students are more likely to borrow, least likely to graduate, and more likely to default on these loans. CRL also worked with policymakers to halt debt collection abuses, preserve common-sense mortgage lending standards, and fight efforts to weaken the Consumer Financial Protection Bureau.



CRL and South Dakotans for Responsible Lending produced a documentary on the "David and Goliath" fight that stopped payday loan and car title loan providers from charging up to 574% in annual interest in SD. Learn more at community.sh/SouthDakota

SELF-HELP IN 2018

Dear Members, Supporters and Partners,

We had an unexpected guest at Self-Help's annual meeting last November. A pastor from Charlotte, NC drove all the way to Durham—in pouring rain and during rush hour—to ask if he could speak. He had a simple mission: to thank a member of our staff for helping him resolve a difficult financial situation.

We were touched by this gesture, and happy for this member's success. Thanks to *all* of our members for the trust, support and inspiration that you give us every day. Here are some of the key results we achieved working together in 2018:

- 2,100 home loans to families through direct mortgages and partners in the secondary market
- \$49 million in consumer loans
- \$73 million in loans to small businesses and nonprofits, creating or maintaining 1,600 jobs
- 2,300 new child care and classroom spaces
- \$26 million invested in commercial real estate

Last year also represented a milestone for Self-Help Federal Credit Union, as we celebrated its 10th anniversary. Self-Help Federal CU now has assets of more than \$1 billion and operates 27 branches in California, Illinois and Wisconsin.

Self-Help Credit Union completed two mergers in South Carolina in 2018, welcoming Palmetto Trust Federal Credit Union (Columbia), and CommunityWorks Federal Credit Union (Greenville). Many communities in the state are facing economic challenges, and we are excited to build a SC presence to help address these. Self-Help Credit Union also expanded its work in Florida during 2018, most notably starting work on a new branch in Apopka.

The Center for Responsible Lending (CRL) is now in its sixteenth year, and our mission to protect family

wealth remains critical. After working for more than a decade to help establish state and federal rules against predatory “payday loans,” CRL is now fighting efforts that would weaken those protections for vulnerable families. We also are working for reforms in student loans, debt collection, consumer loans and mortgages.

Looking ahead, we will continue to face powerful forces working against economic opportunity. It is a horrific time for immigrants, too many US children go hungry, and hard-won gains in fair lending and voting rights are under threat. The lingering effects of the Great Recession are strong and persistent, magnifying racial inequities that ultimately weaken us as a nation.

No single response will be sufficient to address these challenges, but we continue to believe in the power of ownership fueled by fair loans. Our country has a great source of untapped potential: people low on assets but rich in talent and determination. With your support, Self-Help will continue to offer financing, advocacy and technical assistance, and then stand in awe of the amazing things our members do.

Sincerely,



Martin D. Eakes
Chief Executive Officer



SOME HIGHLIGHTS OF OUR WORK



Serving Credit Union Members

A devastating auto accident in 2016 left Hogan Van Sickle of Charlotte, NC completely paralyzed from a badly damaged spine. She now relies on a wheelchair for mobility and a high-tech bed for around-the-clock comfort. A Self-Help CU Assistive Technology Loan enabled Hogan and her mother to purchase the voice-activated bed, allowing her to live at home rather than in an assisted living facility. Self-Help began a collaboration with the NC Assistive Technology Program in 2018, to finance the purchase of equipment and technology to assist people with disabilities.



Expanding Homeownership

In addition to making home loans directly, Self-Help buys loans made by partner lenders and community development financial institutions nationwide. One of our partners is New Mexico-based Homewise, who sells loans to Self-Help and also services those loans. In 2018, no Homewise loans had late payments of 60 days or more, an extraordinary achievement. Homewise CEO Mike Loftin credits this to the common value his organization and Self-Help share: "It's the care of people, people's lives, that really matter."



Revitalizing Community Spaces

The Angier Business & Children's Center is a 45,000 square foot complex providing affordable space to small businesses and nonprofits in Durham, NC. Self-Help acquired and redeveloped the property, and now leases space to tenants who include an independently-owned pharmacy, a youth development nonprofit, a childcare center, a fitness studio and a church. The \$11 million project was aided by Historic and New Markets Tax Credits, and support from the City of Durham, Duke University and local foundations.

Read more stories at www.self-help.org/ar/2018

Supporting Local Nonprofits

Self-Help's expansion into southern California came at just the right time for the YWCA of Greater Los Angeles. In 2018, Self-Help refinanced loans on two of the YWCA's largest programs: one providing at-risk youth with social services and academic/vocational training, and a second providing shelter and job training for homeless women. The refinanced loans reduced the YWCA's interest rate and monthly payments, freeing up funding to support its vital services for children, youth and women across Los Angeles.

Increasing Quality Childcare

New owners of a Chicago childcare center are using a 2018 Self-Help commercial loan to retain and expand services for some 50 young children. Raymond Williams and Monique Rowell have four children of their own, and dreamt of running their own childcare facility. Their Self-Help loan enabled them to take over a closing center and continue operations as the renamed Raindrop Early Learning Center. "We both want to create a better future for children, and the best way to do this is by nurturing their young minds so they grow into their best selves," said Mr. Williams.

Helping Small Businesses Grow

Self-Help Federal CU's collaboration with The Runway Project Oakland provides financing to African-American businesses in their early or expansion stages. Using a new Self-Help loan program, The Runway Project Oakland has provided start-up capital to 14 black-owned businesses to date. A 2018 loan helped April Fenall purchase a van for her delivery service, employ three people and help with cashflow. In addition, the program's one-on-one coaching has given her confidence that she can succeed as an entrepreneur.



OUR IMPACT: 1980 - 2018



159,000

loans to families,
individuals and
organizations



\$8.5
BILLION
in financing provided



More than
150,000
members

LOANS TO:

82% Low-Income Borrowers

30% Rural Areas

40% Women

61% People of Color

69% Underserved Areas

84,000 SCHOOL OR CHILDCARE SPACES

46,900 JOBS CREATED OR MAINTAINED

HOME LOANS FOR 63,700 FAMILIES

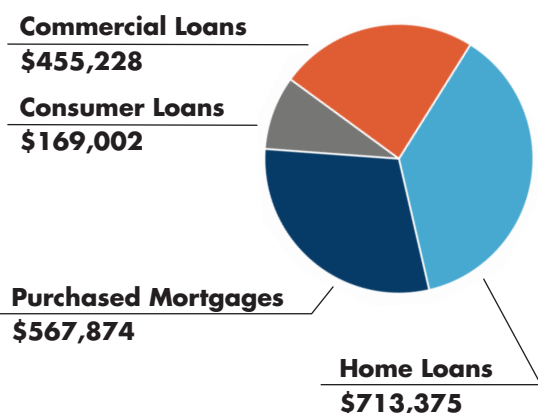
\$452 MILLION IN CONSUMER LOANS

\$1.5 BILLION LOANED TO SMALL BUSINESSES AND NONPROFITS

COALITION OF 500 GROUPS AGAINST PAYDAY LENDING

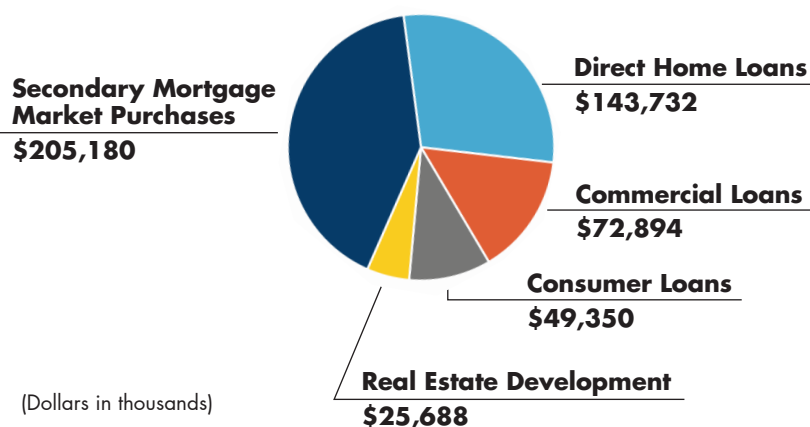
2018 FINANCIAL RESULTS

LOAN PORTFOLIO AS OF 12/31/18



2018 COMMUNITY INVESTMENTS

Loan Originations/Purchases and Real Estate Development



Balance Sheet as of 12/31/18

Assets

Cash & Equivalents	\$424,802
Loans & Current Assets, Net of Reserves	1,973,227
Net Real Estate Assets	239,448
Other Assets	64,429
Total Assets	\$2,701,906

Liabilities

Reserves for Guaranteed Loans	\$15,257
Credit Union Deposits	1,564,160
Notes Payable and Program-Related Investments	233,069
Other Liabilities	161,472
Total Liabilities	\$1,973,958

Net Assets

Non-Controlling Interest in Subsidiaries	\$70,100
Core Net Assets & Other Comprehensive Income	657,848
Total Net Assets	\$727,948

Total Liabilities, Non-Controlling Interest & Core Net Assets

\$2,701,906

Off Balance Sheet

Guaranteed Community Development Loans & Investments	\$1,065,733
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2018 Income Statement

Revenue

Investment Income	\$5,870
Loans & Secondary Market Interest	118,812
Rental Income	18,077
Fees & Other Income	25,664
Grants & Non-Operating Gains	34,248
Total Revenue	\$202,671

Expenses

Interest & Dividends	\$26,992
Compensation & Other Benefits	51,204
Other Operating Expenses	43,824
Provision for Credit Losses	6,611
Depreciation	11,655
Total Expenses	\$140,286

Net Income

\$62,385

(Dollars in thousands - unaudited)



Student U works with students in Durham, NC public schools to build the academic and personal skills to succeed in college and beyond. The organization is the master tenant in the W.G. Pearson Center, originally founded in 1928 as a school for African-American students and redeveloped by Self-Help in partnership with the local government and public school system. Here, students celebrate the grand re-opening of the center in October 2018.



**PLEASE
JOIN US AND
HELP SUPPORT
ECONOMIC
OPPORTUNITY
FOR ALL.**

**The Self-Help organization includes
two credit unions, a nonprofit loan fund
and a research and policy group.**

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