



25 YEAR IMPACT REPORT

Impact at a Glance

> \$1B

Total Assets

> \$2B

Quality Loans

210,000

Members Served



Previously
Unbanked



Countries
Represented

Homeownership

11K+ Homeowners

80% First-time
Homeowners

10X

LCCU Turns Every
\$1M in Deposits into
\$10M in Loans

99.5%

Repayment
Rate

67% Low Income

97% Latino

Scholarships



350

Awards Granted



\$1M

Awarded

Financial
Education



27,000

Workshop Participants

32% Alternative
Credit History



Dear Friends,

This year, we celebrate a milestone that belongs to all of us: 25 years of shared dreams, building, creating opportunity, and empowering communities—together.

When Latino Community Credit Union (la Cooperativa) opened its doors in 2000, it was with a bold vision: to create a safe, welcoming place where every person—regardless of where they come from—could access fair financial services and be treated with dignity. What began in a modest, empty building in downtown Durham, North Carolina has grown into something extraordinary.

Today, we have served more than 210,000 members from 137 countries across 15 branches—and counting. We've reached \$1 billion in assets, surpassed \$2 billion in loans, and empowered thousands of families to build credit, buy their first homes, and pursue their dreams. Looking to make the most of their opportunities, more than 3,300 people have graduated from our financial education program—gaining the tools to build lasting stability and generational wealth. Building on that foundation, since 2016, our Scholarship Fund has awarded over \$1 million to college students taking the next step toward a brighter future.

These numbers tell a powerful story—but they only scratch the surface. Behind every milestone is a member: a family saving for the future, an entrepreneur starting a small business, a student becoming the first in their family to attend college. This is the heart of our work.

In 2024, we took another big step forward with the upgrade of systems and the launch of a new bilingual digital banking platform, designed to give our members easier, safer access to their finances —anytime, anywhere.

As we look to the next 25 years, we do so with pride, gratitude, and unwavering hope. Thank you for believing in our mission. Thank you for building this legacy with us.

With heartfelt appreciation,

President & CEO
Vicky García

Each section in this report reflects a stage in our members' journey—from gaining access to the financial mainstream, to building a strong foundation, and—ultimately—to taking flight and achieving financial prosperity.

Ensuring Access



05

Building a Strong Foundation



09

Taking Flight



17

In 2007, LCCU introduced a logo featuring a sparrow in flight—symbolizing our members' journey in pursuit of new economic opportunities to achieve financial stability, build wealth, and achieve their dreams.





Roberto, a member since 2001, reflects: "I used to carry my money and hide it at home. It wasn't until I was robbed at gunpoint that I realized I needed to put my money in a safer place. LCCU helped me understand how things work and made me feel comfortable."



Ensuring Access Economic Opportunity For All

LCCU was formed as a grassroots movement to address the challenges that members like Roberto faced. As a member-owned and community-focused credit union, we continue to develop products and services that create a clear pathway out of the cash economy and into the financial mainstream – ensuring economic opportunity for all.

Ensuring Access Economic Opportunity For All

Latinos are disproportionately unbanked. High-cost financial services from check-cashing, to predatory loans, to prepaid cards cost unbanked household thousands of dollars each year.

For many, LCCU represents an opportunity to leave the limitations and expenses of the cash economy behind and access, for the first time, the fair and affordable financial products and services they need to put their talent to work and pursue their dreams.



3X

Latinos are three times more likely to be unbanked¹

\$40,000

Cost of check-cashing fees over the lifetime of an unbanked person²

The LCCU Access Toolkit

Many members join LCCU with little to no experience in the financial mainstream; at LCCU they access the tools and services they need to thrive.



Welcoming Branches & Bilingual Staff
Reflects Our Membership



Inclusive ID
Program



Maximum Access to Funds:
Low Min. Balance & Fees

Welcoming Branches and Bilingual Staff that Reflects Our Membership



LCCU is proud to be home to members from 137 countries and to staff from 20 countries. Our branches represent an important point of entry for many members who are new to the financial mainstream. Our branch staff is bilingual, and most are first- or second-generation immigrants with similar life experiences to our members. As a result, they help create a space where members feel welcomed and understood.

Inclusive ID Program: Access to All

LCCU established one of the first innovative programs to ensure that more community members have access to lending and interest-bearing accounts.

At LCCU members can open an account using a valid government-issued ID from any country. This inclusive approach has empowered many individuals—especially those often left out of mainstream financial services—to access quality economic opportunities and build stronger financial futures as members of LCCU.



Maximum Access to Funds: Low Minimum Balance & Fees

LCCU's savings and transactional products are designed to be accessible, with no or low fees and no or low minimum balances.

	National Banks ³	LCCU (as of 7/31/25)
Min. Deposit to Open Savings Account	\$25 - \$100	\$10
Monthly Service Fee	\$5	\$2
Min. Balance to Avoid Service Fee	\$300	\$10
Non-Sufficient Funds Fee	\$35	\$20



Aurelio became a member of LCCU in 2009. That year, he financed his home through an LCCU mortgage, which he has since paid off in full. Today, he runs a thriving landscaping business alongside his sons, who are now planning to purchase their own homes with LCCU.

Armando joined Latino Credit Union in 2006 after being referred by friends. Since then, he has grown with us—starting with a savings account, then opening a checking account, and eventually establishing accounts for his entire family. When the time was right, he financed a car through us and later became a proud homeowner with an LCCU mortgage.

“LCCU has been with me since the beginning. From my first accounts to my home.”

LCCU member since 2003



Economic Empowerment Building a Strong Foundation

At LCCU, members like Armando are at the heart of our mission. From the moment they join, we provide the tools and support needed to move along the financial continuum. Whether it's building savings, establishing credit, financing a car, or buying a home, our accessible products and financial education program are designed to empower members to build a strong foundation and thrive.

Economic Empowerment

Building a Strong Foundation

At LCCU, members access financial products and services designed to meet them where they are and help them build a sound financial base as they continue on their financial journey.

The LCCU Foundation Toolkit

At LCCU, members lay the groundwork for a strong financial foundation by utilizing our empowering financial products and comprehensive financial education—helping them build lasting wealth and safeguard their assets.



Financial Education & Coaching



Empowering Products & Services



Protecting Members' Assets



Isis, Arely, and Belquin have been LCCU members since 2000. Originally from Honduras, the three sisters share a love of cooking and an entrepreneurial spirit. In early 2021, with support from a LCCU loan, they opened their own food truck, Catrachilandia.

Their business has been a smash success! They serve more than 300 customers daily and soon will have enough saved to open their own restaurant.

LCCU Financial Education Program

With the right guidance, individuals can avoid the high costs of financial knowledge gaps, make informed financial decisions, and feel more confident managing their money and investing in their futures.

\$1,015

Average per-person
cost of financial
knowledge gaps⁴



Pathway to Financial Literacy

Since 2000, LCCU's Financial Education Program has hosted more than 27,000 workshop participants. Our Program, offered free of charge in Spanish, both at our branches and online, complements LCCU's financial products and services. Participants who complete all sessions are invited to a special graduation ceremony. The Program covers four key topics:

Budgeting 101

**Building and
Using Credit**

Buying a Car

Buying a Home

Our curriculum is developed in-house, drawing on LCCU's extensive experience in financial inclusion and empowerment. The workshops are led by our branch managers, who are extensively trained and deeply attuned to the financial needs of our community.

LCCU's Financial Education Program Sets Members up for Success

88% have more in savings*

50% more likely to become homeowners*

50% more likely to use direct deposit*

2X more likely to have checking accounts*

**Compared to non-graduates of the program.*

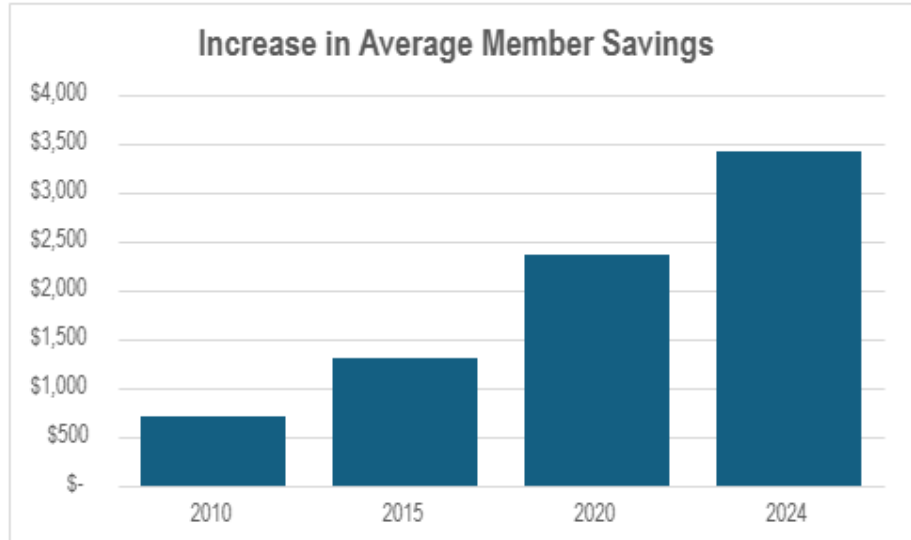


Empowering Products and Services

Over 25 years, LCCU has built innovative systems and developed tailored products to serve our membership, which is often overlooked by traditional financial institutions.

4X

This steady increase in average member savings reflects a membership that is taking full advantage of LCCU's savings and wealth-building opportunities.



Access to Capital for All

Many of our members have an immediate need for capital but have not had the opportunity to establish or build their credit. We set these members up for success by providing customized products that recognize their capacity and take their unique needs into account.

- **Our Credit Builder Loans and Secured Credit Cards** help our members establish and more quickly build credit. Credit is critical to accessing higher quality rental properties and better jobs.
- **Our Alternative Credit History Program** does not require formal credit history. The underwriting process considers a borrower's income and reviews their rent and bill payment history.

\$63M

Auto loan interest savings

35,000

Loans to members without a formal credit history

27,000

Credit Builder loans

25%

Mortgage or auto loans approved used alternative credit histories

Loans that Unlock Our Members' Potential

LCCU has created a national model for financial inclusion and empowerment. By equipping our members with high-quality loans and ongoing financial education, we continue to prove that traditionally underinvested communities are not a risk but rather a reliable investment.

	LCCU ⁵	Peer ⁵	The LCCU Difference
Loan Approval Rate	77%	62%	LCCU's high Loan Approval rate reflects our commitment to extending access to economic opportunity for all.
Charge Off Rate	0.45%	0.65%	LCCU's low Charge Off rate reflects our members commitment to taking advantage of their opportunities and the value of coupling financial education with high quality loans.



“The credit union gave us our first real opportunity. First, they helped us establish credit and learn how to manage our finances. Next, they helped with our first car loan and our microbusiness loan to start our food truck. We also have our mortgage and credit cards with LCCU!”

Proud owners of The Corner- Venezuelan Food and LCCU Members since 2015

Making the Dream of Homeownership a Reality

Latinos are projected to drive 70% of homeownership growth in the U.S. from 2020 to 2040⁶. This makes LCCU's commitment to expanding access to quality, affordable mortgages more vital than ever.



\$233,100 vs \$8,840

Latino homeowners have **26X more wealth** than Latino renters.⁷

Latinos face persistent obstacles to homeownership:

Latinos are twice as likely to spend over one-third of their income on rent.

Moreover, Latino homebuyers face disproportionately high costs:⁷

30% more in mortgage interest

43% more in closing costs

\$1.5B more in closing costs per year



LCCU members since 2009

A Model for Financial Inclusion

LCCU has demonstrated that equitable access to homeownership is not only possible—it's transformative. Since 2004:

11K+ Homeowners

99% Latino homeowners

80% First-time homebuyers

39% Mortgage borrowers with credit scores of <660

The Transformative Power of Homeownership

Homeownership is widely recognized as a key driver of generational wealth. It is also linked to positive outcomes such as improved childhood health, better educational attainment, increased future earning potential, stronger community investment, and reduced crime.

LCCU has helped thousands of members achieve the dream of homeownership by supporting them through every step of their financial journey. For many, it begins with opening their first savings account. From there, they learn to manage their finances, build credit, and ultimately, purchase a home.



LCCU members since 2002



70% vs. 55%

Rate of high school graduation in owner-occupied households vs. renters⁹

22% vs. 12%

Rate of college graduation in owner-occupied households vs. renters⁹

Our Patient Lender Philosophy

Only 5 Foreclosures Over 25 Years

As a patient, mission-driven lender, LCCU works closely with members to prevent loss and foreclosure. While this commitment may contribute to slightly higher delinquency rates, it results in remarkably low losses and long-term financial stability for our members.

As a clear marker of our impact, Durham, NC, home to LCCU's first branch and headquarters, has been named one of the top two fastest growing markets for Latino homebuyers in the country.¹⁰

Protecting Our Members' Assets

For 25 years, LCCU has helped our members preserve their assets during challenging moments; offering stability and innovative solutions during personal hardships as well as crises like the Great Recession and the COVID-19 Pandemic.

The Great Recession

From 2007 to 2009, our membership grew 30%, with 98% of those new members designated as low-income. During a period of widespread economic uncertainty, we ensured that the most vulnerable in our community had access to fair and affordable products to steady their finances.

COVID-19 Pandemic

During the pandemic, we stood by our members to act as financial first responders—providing trusted access, relief, and care to safeguard stability. During this time:

- **We remained open**, ensuring our members' access to their finances.
- **3,000+ community members were vaccinated** at LCCU branches.
- **2,000+ members received LCCU solidarity loans**, which did not require proof of income, offered deferred payments, and a low 1.00% interest rate.
- **1,000+ loan extensions granted**, making up 5.47% of our total portfolio at the time.

Equitable Lending During COVID-19

\$400,000

Solidarity Loans Granted

1,000+

Loan Extensions Approved

99.8%

of Extended Loans Paid Off

LCCU has utilized seed and matched-savings programs to help members establish a culture of savings and investing, which is a key element to building resilience and prosperity. Currently:

As part of our **Emergency Fund Program**, funded with a grant from City of Durham with ARPA funds, almost 500 LCCU members have secured a \$1 for \$1 match for the first \$750 they save. Combined, they have set aside almost \$700,000 for their emergency fund accounts.

As part of our **Matched Savings Program**, funded by a grant from Inclusiv, more than 300 Financial Education graduates have used a \$1 for \$1 match for the first \$750 they save to open 6-Month Term Certificates. These certificates have a combined value of over \$370,000.

“We found the opportunity we need at LCCU. After purchasing our first home with LCCU we were able to leverage that equity and take out more loans to build our business. Today, our construction business employs more than 30 people and many of them are LCCU members.”

LCCU members since 2006



Achieving Prosperity Taking Flight

A new generation of LCCU members—like Luis and Nicole—is taking flight. More than ever, members are leveraging the equity they've built through their LCCU mortgages to start businesses, support their families, and send their children to college. In doing so, they are transforming the assets they've built with LCCU into engines of opportunity—investing in job-creating ventures today and in the next generation of leaders tomorrow.

ACHIEVING PROSPERITY Taking Flight

With a strong foundation in place, LCCU members and our credit union are now taking flight.

The LCCU Expansion Toolkit

Over the last 25 years, LCCU has established a proven system to continue to extend our reach and deepen our impact.



**Robust Lending
Infrastructure**



**Financial
Strength**



**Expanding Physical
& Digital Footprint**



**Customized
Core System**



**Anchoring Community
Wealth Building**

Robust Lending Infrastructure

From 2020 to 2024, LCCU's lending grew 20% annually- LCCU has the lending systems, the skilled staff, and the equity base to scale our lending as our membership continues to grow and our members' needs continue to evolve.

In 2022, LCCU received a \$99 million, 30-year, low-interest loan from the U.S. Treasury to help scale our lending- This investment, received on the strength of our finances, provides LCCU the equity needed to maintain a strong capital base and, in turn, raise more deposits to deploy as life-changing loans to those who need them the most.

Financial Strength

23%

Net Worth Ratio
(2x Required Amount)

\$1.1B

in Total Assets

\$2.1B

in Total Lending

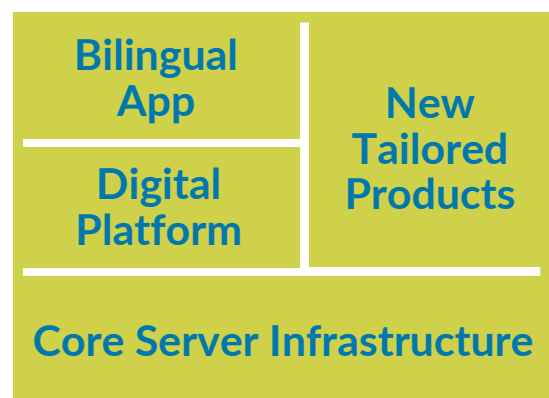
LCCU Serves Members across NC and the Southeast



Our new **bilingual digital platform** gives members safer, more convenient access to their finances—empowering them to manage their money with ease, anytime and anywhere.

Customized Core System Allows us to Stay Nimble

We are building new, tailored financial products to equip our members with the tools and supports they need to pursue new opportunities and thrive. Our new systems enhance our ability to stay agile and continue to meet the evolving needs and entrepreneurial talents of our members.



Anchoring Community Wealth Building

LCCU partners with place-based, mission-aligned institutions—including universities, health systems, foundations, faith-based groups, and socially responsible businesses—to build community wealth in underserved areas.

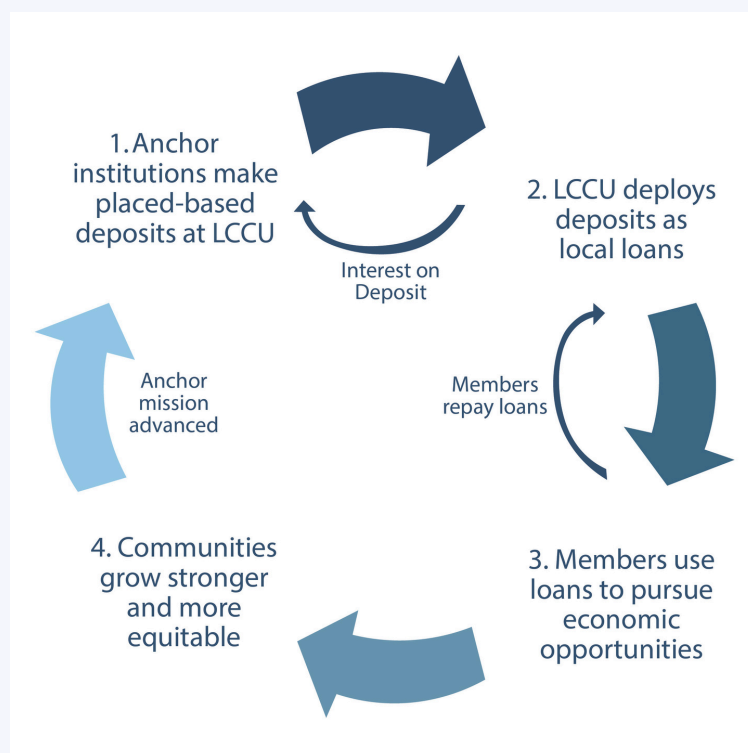
LCCU provides the lending infrastructure, while our partners provide capital through mission-driven deposits. These deposits offer investors a competitive, stable return—while directly funding life-changing loans that support affordable housing, small businesses, and financial inclusion across our communities.

“Our catalytic deposit provides life-changing loans for LCCU members, often living in underinvested Greensboro neighborhoods, to buy good homes and achieve financial stability. This perfectly supports our mission to invest in community-driven solutions to eliminate health inequities!”

- **Susan Shumaker**,
President, Cone Health Foundation

“For nearly twenty years, Duke has proudly supported LCCU through deposits, student internships, and more. Our commitment to increasing economic opportunity requires strong partnerships that advance financial education, support first-time homebuyers, and foster new businesses.”

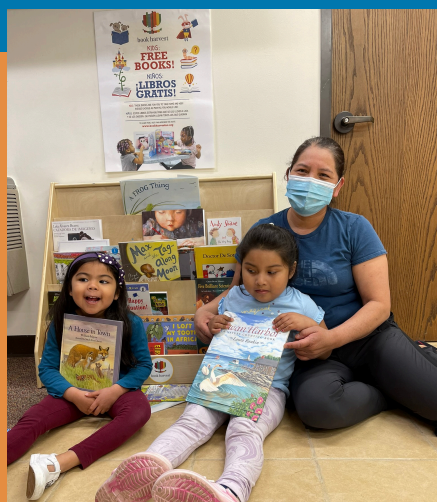
- **Stelfanie Williams**,
VP for Community Affairs, Duke University



Community Partners Help Extend Our Reach and Deepen our Impact

LCCU works with a wide range of community organizations to strengthen communities while growing and diversifying our membership. These partnerships are rooted in over a decade of collaboration and shared purpose.

Through our partnership with Book Harvest, 300+ families have opened Children’s Accounts for their newborns; each seeded with an initial deposit from Book Harvest to jumpstart lifelong savings and financial inclusion.



LCCU's Scholarship Program

LCCU's Scholarship Program plays an important role in advancing our work to increase access and opportunity to communities that are traditionally marginalized. Since 2016, our Scholarship Program has supported our members' academic journeys by making 350 awards for over \$1 million.



75%

Higher lifetime earnings with a bachelor's degree than a high school diploma¹¹



91%

first-generation college students



87%

low-income students

"LCCU's scholarship allowed me to purchase my nursing textbooks, pay for tuition, and access campus resources. I am proud to be an LCCU scholar and to have the opportunity to impact someone else's life through healthcare."

Registered Nurse at Cone Health, Trinity Washington University graduate, and a four-time recipient of LCCU's Scholarship.

LCCU Members: Taking Flight

"I see my children's future as brighter than mine. Because I'm teaching them how to manage and learn the importance of saving money for the future."

- LCCU Member



For over 25 years, LCCU has built a powerful model of financial inclusion, empowerment, and community wealth-building. Every day, we witness the success of that model as our members reach toward their own financial horizon—taking flight and soaring.

Acknowledgments

Special thanks to the 2025 UNC Kenan-Flagler Business School Luther Hodges Scholars for their valuable contributions to this impact report.

End Notes

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Latino Community Credit Union

Latino Community Credit Union is a NCUA-insured, CDFI-certified, full-service, bilingual credit union with 135,000 members. With over \$1.1 billion in assets, LCCU ensures economic opportunity for all by providing access to ethical financial products and education. Since 2000, it has made over \$2.1 billion in life-changing loans to member-owners to establish credit, purchase homes, and build generational wealth.



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