

### ABOUT

Helping members achieve their financial goals by being a trusted provider of valued and cost-effective financial services.

### PROGRAM HIGHLIGHT

Resource One's commitment to financial inclusion is underscored by its multiple designations, including Juntos

Avanzamos, LID, and MDI. These designations reflect the credit union's strategic focus on engaging and supporting financially vulnerable and underserved communities within its diverse membership and beyond, particularly in Dallas and Northwest Harris counties. Many residents of these areas experience significant challenges as a result of poverty, unmet basic needs, and a lack of safe, affordable and accessible financial services options. Resource One sees an opportunity to make a transformative impact.

Both counties exhibit high percentages of ALICE (Asset Limited, Income Constrained, Employed) households, indicating that many earn more than the Federal Poverty Level but struggle to cover essential living costs. These counties surpass the Texas state average for both ALICE households and households living below the poverty line, with 33% ALICE households and 14% households in poverty in Dallas County, and 32% ALICE households and 15% households in poverty in Harris County.

Recognizing the financial hardships faced by these communities, the credit union has implemented a key initiative to combat predatory lending. The QuickCash small-dollar loan program is designed to break

*Resource One Credit union has been far more strength to my financial situation than any other place I have trusted my money. Truly a union for the community.*

Lori S.

the cycle of reliance on high-cost lenders by offering fair terms, reporting positive repayments to credit bureaus, and providing personalized financial counseling from certified coaches. This program empowers borrowers to navigate financial challenges and fosters improved financial stability.



Resource One Credit Union branch in Garland, TX.

Since its launch in September 2023, QuickCash has provided over \$537,882 to 396 applicants, averaging \$1,358 per loan. This online solution strengthens our capacity to provide convenient 24/7 decision-making and funding in less than 60 seconds, underwriting based on income and expenses rather than solely

on credit scores. In addition, Resource One provided \$8.5 million to more than 6,900 applicants from 2020 to 2022, further demonstrating a steadfast commitment to combating predatory lending and advancing financial inclusion in the communities served.

***Being a CDFI-certified credit union goes beyond financial services; it signifies a commitment to community empowerment and economic inclusion. This certification allows us to channel our resources toward fostering financial stability and development in underserved areas. By actively engaging in community development initiatives, we not only provide essential financial services but also contribute to local economic growth, affordable housing, and job creation. As a CDFI-certified credit union, our focus extends beyond profits to creating a positive impact on the lives of our members and the broader community we serve.***

**Mary Beth Spuck, President and CEO**