



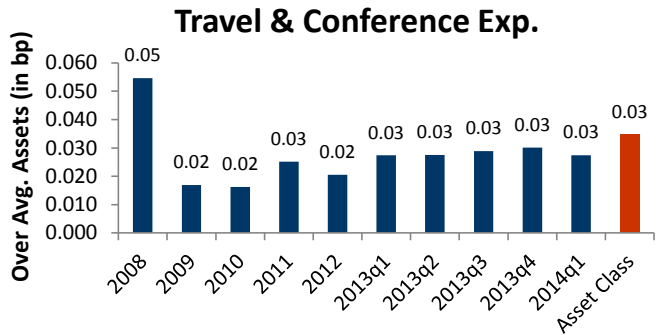
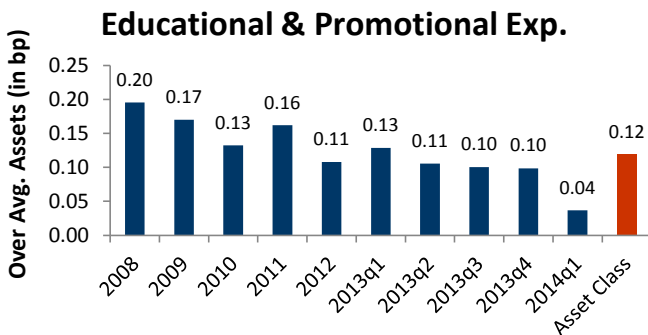
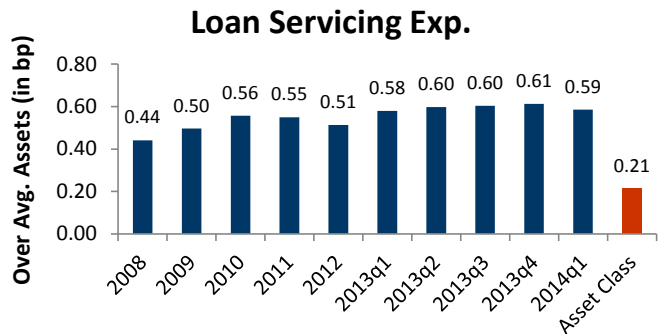
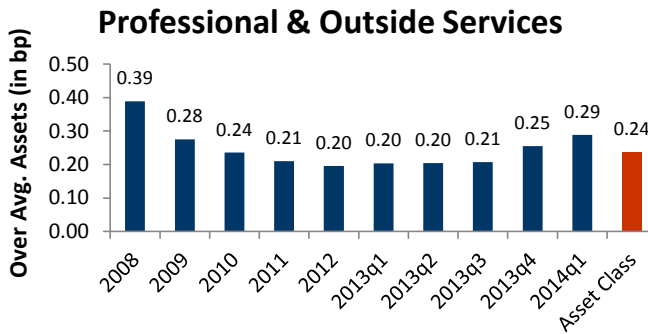
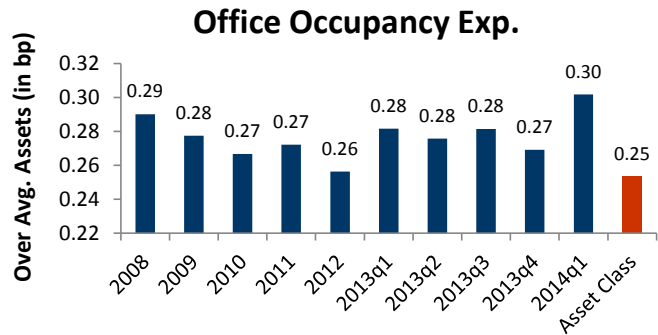
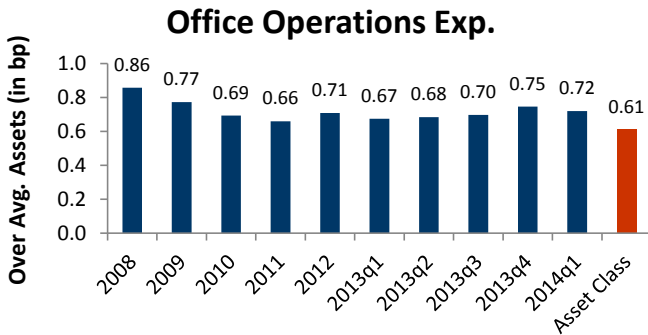
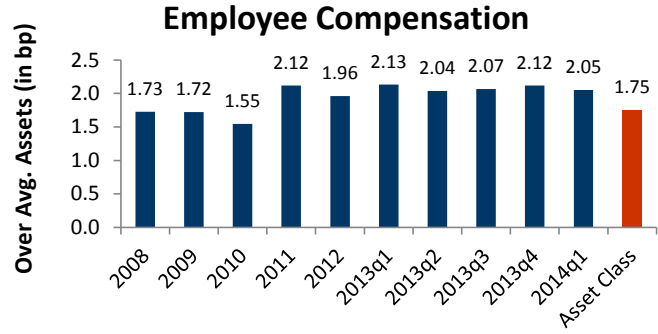
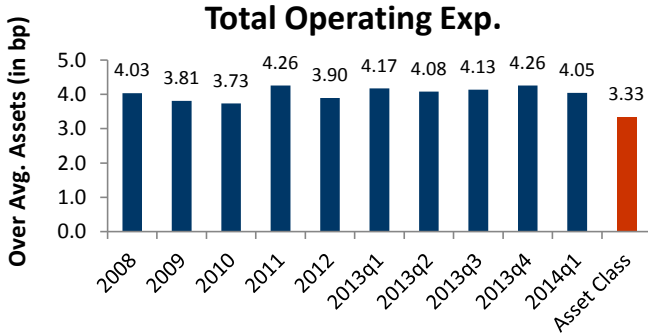
# CU OPERATING EXPENSE REPORT

NAFCU's Quarterly Report on the Effectiveness of Your Credit Union's Cost Controls

Sample Credit Union  
City, State

Assets (\$m): 600.0  
Members: 65,000

Charter: #####  
Asset class: \$500M-1B





# CU OPERATING EXPENSE REPORT

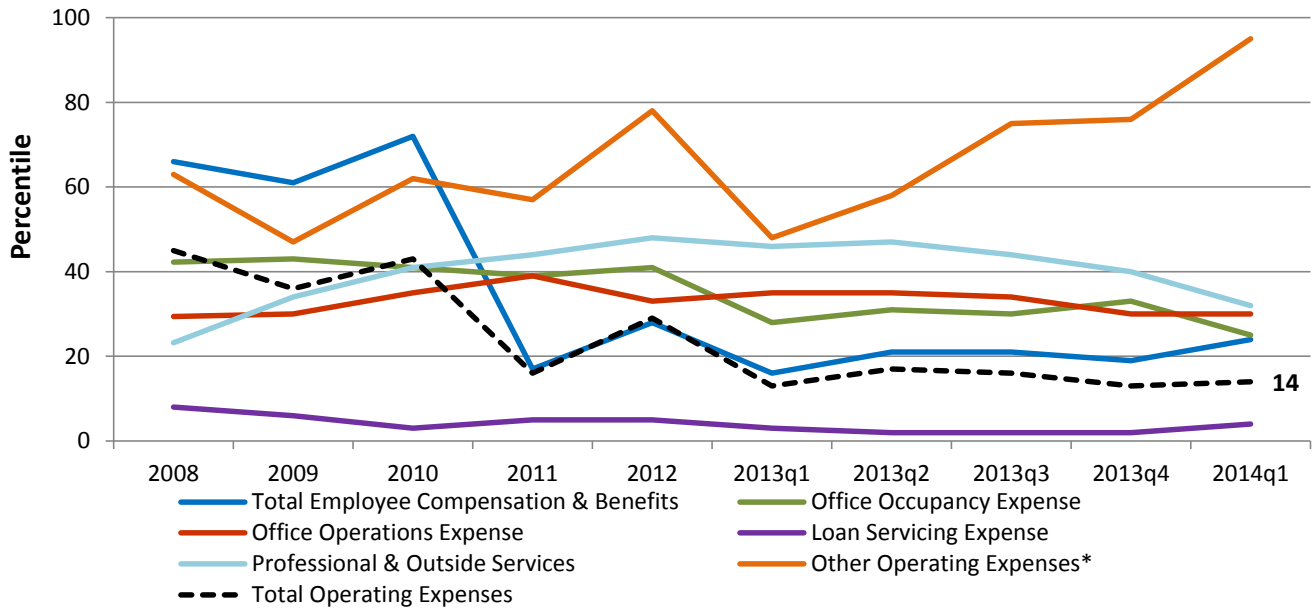
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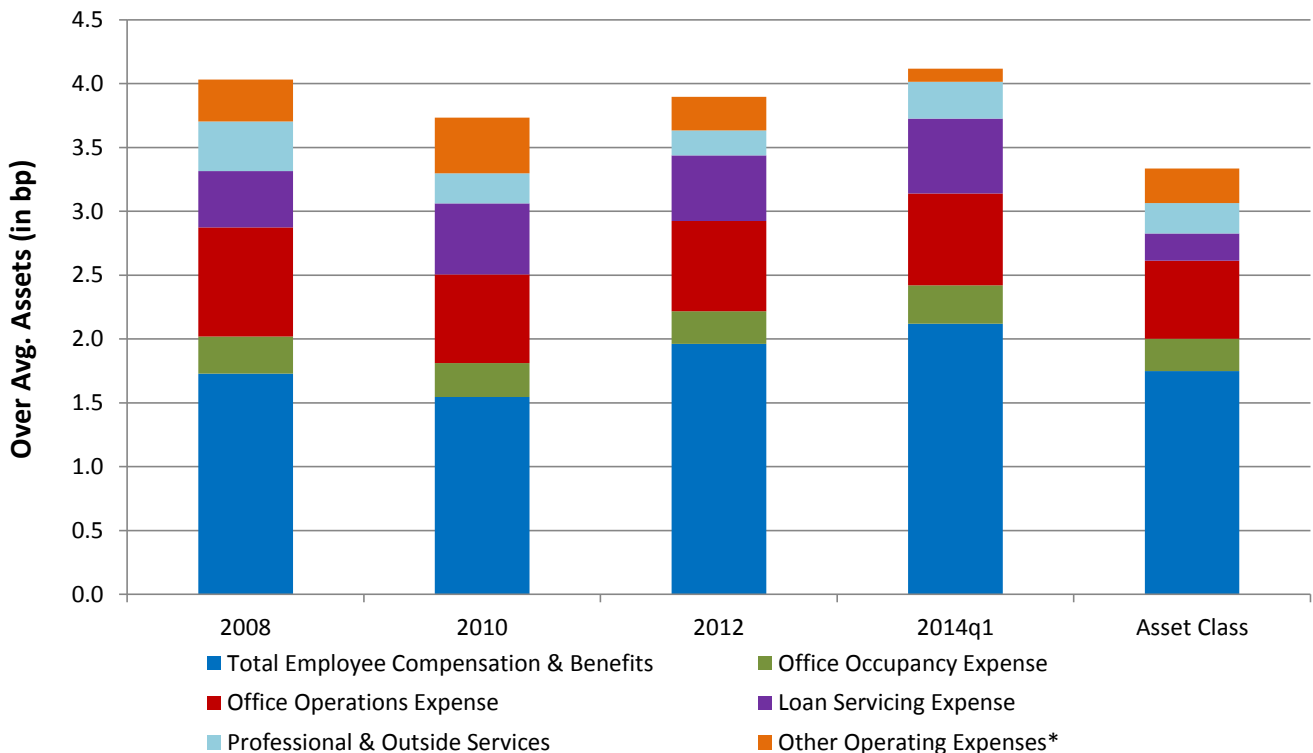
Assets (\$m): 600.0  
Members: 65,000

Charter: #####  
Asset class: \$500M-1B

## Rank within Asset Class (lower expenses = higher percentile)



## Contributions to Total Operating Expenses



\*Other Operating Expenses includes travel, educational & promotional, member insurance, operating fees (exam & supervision) and miscellaneous operating expenses

**Sample Credit Union  
City, State**

**Members: 65,000**  
**Assets (\$m): 600.0**

**Charter: #####**  
**Type: FCU**

**Asset class: \$500M-1B**

<b>Your Credit Union Trends</b>											
<b>Your CU Expense Ratios*</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013q1</b>	<b>2013q2</b>	<b>2013q3</b>	<b>2013q4</b>	<b>2014q1</b>	<b>Asset Class</b>
Total Employee Compensation & Benefits	1.73	1.72	1.55	2.12	1.96	2.13	2.04	2.07	2.12	2.05	1.75
Travel & Conference Expense	0.05	0.02	0.02	0.03	0.02	0.03	0.03	0.03	0.03	0.03	0.03
Office Occupancy Expense	0.29	0.28	0.27	0.27	0.26	0.28	0.28	0.28	0.27	0.30	0.25
Office Operations Expense	0.86	0.77	0.69	0.66	0.71	0.67	0.68	0.70	0.75	0.72	0.61
Educational & Promotional Expenses	0.20	0.17	0.13	0.16	0.11	0.13	0.11	0.10	0.10	0.04	0.12
Loan Servicing Expense	0.44	0.50	0.56	0.55	0.51	0.58	0.60	0.60	0.61	0.59	0.21
Professional & Outside Services	0.39	0.28	0.24	0.21	0.20	0.20	0.20	0.21	0.25	0.29	0.24
Member Insurance	0.00	0.00	0.23	0.21	0.08	0.09	0.10	0.09	0.07	0.00	0.01
Operating Fees	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02
Miscellaneous Operating Expenses	0.05	0.05	0.03	0.03	0.03	0.03	0.03	0.03	0.04	0.02	0.09
<b>Total Operating Expenses</b>	<b>4.03</b>	<b>3.81</b>	<b>3.73</b>	<b>4.26</b>	<b>3.90</b>	<b>4.17</b>	<b>4.08</b>	<b>4.13</b>	<b>4.26</b>	<b>4.05</b>	<b>3.33</b>
<b>Percentile Rank, all FICUs within asset class</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013q1</b>	<b>2013q2</b>	<b>2013q3</b>	<b>2013q4</b>	<b>2014q1</b>	
Total Employee Compensation & Benefits	66	61	72	17	28	16	21	21	19	24	
Travel & Conference Expense	37	85	84	64	79	55	63	61	60	57	
Office Occupancy Expense	42	43	41	39	41	28	31	30	33	25	
Office Operations Expense	29	30	35	39	33	35	35	34	30	30	
Educational & Promotional Expenses	28	23	44	28	60	42	56	61	64	92	
Loan Servicing Expense	8	6	3	5	5	3	2	2	2	4	
Professional & Outside Services	23	34	41	44	48	46	47	44	40	32	
Member Insurance	57	41	27	71	48	36	35	62	46	36	
Operating Fees	23	13	24	26	13	44	40	28	6	50	
Miscellaneous Operating Expenses	62	52	72	73	76	72	74	70	70	91	
<b>Total Operating Expenses</b>	<b>45</b>	<b>36</b>	<b>43</b>	<b>16</b>	<b>29</b>	<b>13</b>	<b>17</b>	<b>16</b>	<b>13</b>	<b>14</b>	

\* All ratios represent year-to-date expenses divided by average assets and measured in basis points

**Expense Ratios Peer Group Comparison**

■ Your CU ■ Asset Class

