

Idaho Branch
522 East Idaho
Las Cruces, NM 88001

IMPACT REPORT | 2025

IMPROVE LIVES. ACHIEVE DREAMS. SERVING LOCAL SINCE 1955

NOTES

A MESSAGE TO OUR MEMBERS

Membership in Action—A Year of Meaningful Impact

At FirstLight Federal Credit Union, every dollar saved, every loan funded, and every new member welcomed, strengthens our ability to serve. In 2025, your membership translated directly into measurable progress for the communities we call home.

Building Spaces for Connection

FirstLight continued investing in modern branch engagement centers designed to reflect how members live and interact today. More than transactional spaces, these member-focused centers were built to foster relationships—with open layouts, areas for financial consulting, and community rooms to support your passion—from small businesses to local clubs, associations, and universities. We are proud to have extended our engagement centers to include the new Darrington location in January 2025 and Idaho in February 2025.

Investing in Future Leaders

Education remains one of the most powerful pathways to opportunity. This year, the FirstLight Community Foundation awarded $50,000 in local student scholarships to deserving students in communities we serve.

These scholarships do more than offset tuition costs—they reduce financial stress for families, empower first-generation trade school or college students, and affirm our belief that investing in education is investing in the long-term prosperity of our region.

Expanding Access to Homeownership

Homeownership strengthens families and stabilizes neighborhoods. Through secured grant funding, the FirstLight Community Foundation launched and supported our new Home Match Program, designed to bridge the down payment gap for aspiring homeowners.

By pairing financial coaching with down payment assistance, the program provides practical support to members who are ready to move from renting to owning. For many families, this initiative has turned a long-held dream into a tangible milestone.

The Credit Union Difference

Unlike traditional financial institutions, FirstLight's success is measured not only by financial performance but by community impact. As a member-owned cooperative, earnings are reinvested back into programs, facilities, and services that directly benefit you.

This year's milestones—new engagement centers, scholarship awards, and expanded pathways to homeownership—were made possible because of the trust you place in us.

Together, we are strengthening financial futures, supporting education, and building thriving communities. Because when members come first, impact follows.

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Our Core Values

- ✓ Takes Everyone
- ✓ Takes Ownership
- ✓ Takes Relationship Building
- ✓ Takes Excellence

MEET THE TEAM

EXECUTIVE MANAGEMENT TEAM

Jim Huff,
Chief Retail Officer

Juan Gonzalez,
Chief Information Officer

Judy DeHaro,
Chief Lending Officer

John Caladim,
Chief Financial Officer

Margie Salazar,
President & CEO



Board Of Directors

Barbara Walker
Treasurer

Christopher Lopez
Member

Cynthia Henry
Member

Enrique Bernal
Vice Chairperson

Joshua Orozco
Chairperson

Michael Gomez
Member

Renee Jimenez
Secretary

Jaime Barceleau
Chairperson Emeritus

Advisory Board:

Anthony Tomasheski
Member

Frances Yepez
Member

Melissa Lopez
Member

Supervisory Committee:

Gary Bruner
Member

Gilbert Andujo
Member

Jeremy Burciaga
Member

Marcia Heller
Vice Chairperson

Sylvia Duarte
Chairperson

Senior Management

Andy Atkinson
SVP Payment Services & Digital Strategy

Anthony Walker
SVP Marketing & Community Impact

Bill Kishton
SVP Mortgage Lending

Carlos Ortiz
VP Information Technology

Carmen Sanchez
SVP Member Experience

Jesus Huerta
VP Enterprise Risk Management

Jesus Nevarez
VP Consumer Lending

Joe Arvizu
VP Administration

Liliana Jennings
VP of Member Solutions

Mike Wegener
VP Accounting & Controller

Ronnie Rouse
VP Talent Management

Scott Heck
SVP Business Services

Community Development Financial Institution (CDFI) Advisory Board

Anna Aleman
Member

Diana Perez
Member

Jacob Monarez
Member

Joshua Orozco
Chairperson

Kristi Martin
Member

Marisela Hernandez
Member

Vanessa N. Tena
Member

MEMBERS AND COMMUNITY FIRST

A message from Margie Salazar, President/CEO and Joshua Orozco, Chairperson of the Board.

Thank you to the FirstLight members whose trust and support made this year possible. Guided by our mission—"Improve Lives. Achieve Dreams"—we remained focused on delivering meaningful value and service in 2025.

2025 Highlights at a Glance

- **Modernized onboarding:** Launched Clutch, a streamlined onboarding platform that makes it easier to open and add accounts, reducing complexity and helping members move forward with confidence.
- **Reimagined digital experience:** Introduced a refreshed, AI-driven website where members and visitors can ask questions in their preferred language and quickly find products, services, and timely updates.
- **Expanded community impact:** Launched the new FirstLight Community Foundation website to connect members to scholarships, financial education workshops, and the Home Ownership Program. In its first year, the program provided $45,000 in matching funds.
- **Invested in long-term capacity:** Broke ground on our new headquarters—strengthening our ability to serve with excellence, innovation, and stability. Completion is expected in 2026.
- ***Strengthened expertise:*** Invested in training and education; twenty employees earned financial certifications this year, bringing the total to forty-three.

Through diligent, prudent decision-making, FirstLight maintains financial strength and a capital position that exceeds the NCUA's "well capitalized" standard. Members can continue to expect innovative solutions and measurable value—today and in the future.

Protecting What Matters Most

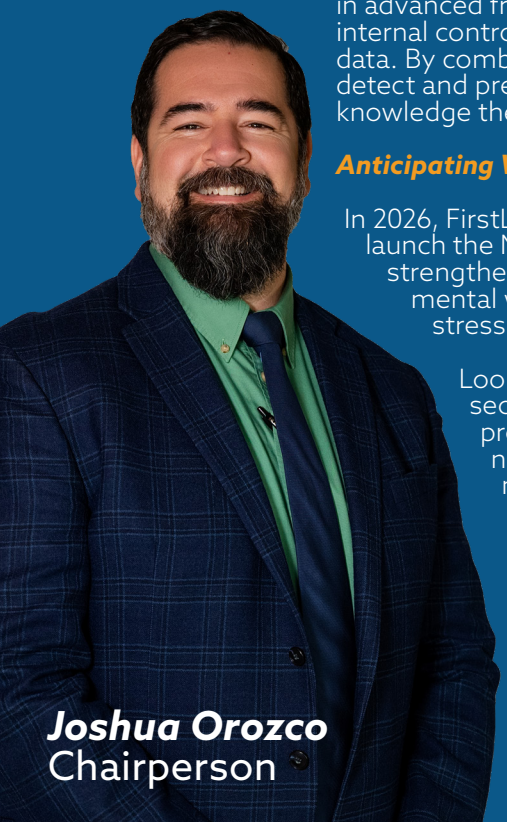
Protecting our members' information remains a top priority. Through investments in advanced fraud monitoring systems, proactive member education, and strong internal controls, we work continuously to safeguard accounts and personal data. By combining technology, awareness, and vigilant oversight, we help detect and prevent fraudulent activity while empowering members with knowledge they need to protect themselves.

Anticipating What is to Come

In 2026, FirstLight partnered with Emergence Health Network to launch the Mobile Mental Health Learning Center in El Paso, strengthening the connection between financial health and mental well-being, helping individuals build stability, reduce stress, and create healthier futures.

Looking to the future, we are further strengthening our security systems and investing in platforms designed to protect your information. We will also be rolling out a new phone system and online tools to enhance your member experience, along with digital card issuance and the introduction of Zelle® for our Business Accounts.

On behalf of our volunteer Board of Directors, management, and staff, we thank you for your membership. We are committed to serving you as a trusted financial partner who is invested in helping you achieve your dreams.



Joshua Orozco
Chairperson



Margie Salazar
President & CEO

SUPERVISORY COMMITTEE REPORT

The Supervisory Committee oversees the protection of members' funds and ensures policies and procedures safeguard member assets, including the accuracy of financial records in accordance with laws and regulations. The committee consists of member representatives who focus on the integrity of FirstLight Federal Credit Union's financial reporting, compliance with federal regulations, and protection of members' assets. The appointed committee accomplishes these objectives by collaborating with FirstLight's Internal Audit Team to ensure policies are followed to monitor and mitigate operational risk and enhance the financial integrity of the credit union and assets of its valued members.

The Supervisory Committee is comprised of five volunteer members appointed by the Board of Directors who carry out their work in accordance with the credit union's bylaws and the internal audit charter. Working in an independent manner, the committee follows an audit plan that emphasizes testing of internal controls and ensuring compliance with applicable laws, rules, and accounting practices. As a member-owned cooperative, the Supervisory Committee oversees member inquiries or concerns raised by members and prepares reports, as appropriate.

All audits, reviews, and examinations conducted during the period conclude that your credit union remains financially sound, is well-managed, and is operating in compliance with federal laws, regulations, and policies. It is the opinion of your Supervisory Committee that the credit union's policies and procedures, as well as management's practices, are sound. Such opinion is based upon the Supervisory Committee's internal audits, independent external audit, and the NCUA examination report.

The Supervisory Committee members are all volunteers and serve without compensation. Committee members include:

- Gary Bruner – Member
- Gilbert Andujo – Member
- Jeremy Burciaga – Member
- Marcia Heller – Vice Chairperson
- Sylvia Duarte – Chairperson

I would like to express my appreciation to the committee members who volunteer their time, as well as their broad skills and knowledge to support the Credit Union. Moreover, my gratitude to the internal audit department, board of directors, management, and staff, for their continued cooperation and assistance.



Sylvia Duarte
Chairperson

Community Impact

Serving Local Since 1955

FIRSTLIGHT COMMUNITY FOUNDATION

$50,000
IN SCHOLARSHIPS TO LOCAL STUDENTS

98,504
CREDIT UNION MEMBERS

45,095
COMMUNITY CONNECTIONS MADE

114
FINANCIAL EDUCATION WORKSHOPS

3,187
FINANCIAL EDUCATION ATTENDEES

650
BACKPACKS DONATED

$335,000
TOTAL ANNUAL DONATIONS TO COMMUNITY ORGANIZATIONS

Strategic Partnerships

Southwest University
FirstLight Federal Credit Union
Comfort Casita
NMDACC
CFC
The Association Women's Group
Las Cruces Hispanic Chamber of Commerce
BYAA
Sun City Welding Academy, LLC
Established 2021
UN FOR IT
United Way Southwest New Mexico
NM Borderplex
Las Cruces • Doña Ana County
Powered by MVEDA
wt Western Tech
Texas Tech University Health Sciences Center
Emergence Health Network
El Paso Center for Mental Health/Intellectual Disabilities
NM State
the YMCA
Fort Bliss United States Army Texas
UTEP Banking Academy

5th Annual FirstLight Community Foundation Golf Classic

$126,384

Raised for Golf Tournament

35+
Volunteers in Golf Tournament

172
Registered Golfers

46
Sponsors

We extend our heartfelt thanks to our incredible sponsors, dedicated volunteers, and enthusiastic participants for making the 5th Annual FirstLight Community Foundation Golf Classic a success! Your support helps us continue our mission to uplift our community through home accessibility, financial education and scholarships.

To learn more about FirstLight Community Foundation, visit www.firstlightcommunityfoundation.org



















MINUTES OF THE 70TH ANNUAL MEETING
OF THE FIRSTLIGHT FEDERAL CREDIT UNION

PLACE: North Desert Branch

DATE: Saturday, May 10, 2025

TIME: 10:00am

I. WELCOME AND CALL TO ORDER

Mr. Orozco welcomed members of FirstLight Federal Credit Union and noted that the meeting was being broadcast online, and introduced a short video of 2024 achievements. He thanked members for their support following the video and encouraged them to follow FirstLight Federal Credit Union on social media platforms.

Mr. Orozco reviewed some housekeeping items and referenced the annual report for members in person and on the website. He shared that there would be a Q&A session towards the end of the meeting.

Ms. Judy DeHaro, Chief of Lending, presented the invocation and the Pledge of Allegiance.

The meeting was called to order by Mr. Joshua Orozco, Chairman of the Board of Directors, at 10:07 a.m.

II. APPOINTMENTS

The meeting was conducted in adherence with Robert's Rules of Order. Ms. Adriana Muñiz was appointed as recording secretary.

III. INTRODUCTIONS

Mr. Orozco introduced the current members of the Board of Directors, Supervisory Committee and Advisory Board and thanked the volunteers for their service to FirstLight Federal Credit Union. He announced Miguel Cheng-Guajardo and Jaime Medina have retired from the Board of Directors and thanked them for the years of service with FirstLight Federal Credit Union.

He then introduced FirstLight Federal Credit Union President/CEO, Margie Salazar.

Ms. Salazar thanked the volunteers for serving on the board of directors and she introduced the Senior Management team and Executive Management team.

IV. QUORUM

Mr. Orozco stated on behalf of Mr. Enrique Bernal, Treasurer of the Board of Directors, that a quorum was present. He stated 25 members were present at the North Desert Branch. He asked that any motions be made by those members present at the North Desert Engagement Center, as it has been designated the official meeting site.

V. PRESENTATION OF OFFICIAL REPORTS

Minutes

The minutes of the 69th Annual Meeting were presented.

A motion to approve and accept the minutes of May 18, 2024, as written, was made by Jesus Nevarez and seconded by Anthony Walker. Motion carried. None opposed.

Official Reports and Financials

Mr. Orozco noted the official reports presented in the 2024 annual report, including the chairman and president's report, the supervisory committee's report, and the financial statements.

A motion was made by Barbara Walker and seconded by Ronnie Rouse to accept all reports as written. Motion carried. None opposed.

Mr. Orozco then reintroduced Ms. Salazar, President/CEO of FirstLight Federal Credit Union, to provide an update on Credit Union operations to the members.

Ms. Salazar shared 2024 accomplishments, including six branch remodels and two new engagement center locations, one in Las Cruces and the other in Horizon City. She highlighted the community rooms at several engagement centers and shared that the community is encouraged to use them, and they are free of charge. She added that the IT team also made network improvements to keep up to speed with technology as FirstLight moved through remodeling the engagement centers.

The credit union also received $1.2M for a community development grant to improve financial access to the underserved community. The credit union continues to create products and services like a home affordability program for individuals who would not otherwise qualify for a home to fulfill our mission to Improve Lives and Achieve Dreams.

She also shared that the team has launched Clutch, which is a new software that has helped speed up the account opening process dramatically. This program allows new and current members to open accounts quickly and conveniently.

Lastly, the credit union held a groundbreaking ceremony for a new administration building set to open in 2026.

Ms. Salazar listed a few of the strategic partnerships established this year, including Southwest University, YMCA, Emergence Health Network, and Sun City Welding Academy. She also touched on the FirstLight Community Foundation, which awarded $50k in scholarships to local students last year, and through financial literacy reached over 10k individuals and funded over 13,000 loans, which resulted in a donation of $13k plus in donations to local food banks.

Ms. Salazar also announced that 2025 marks the 70th anniversary of the credit union, and we are renewing our commitment to offer the highest degree of member service and convenience through our 2025 initiatives. She announced that in the past year, over 30 front-line employees have been designated as Certified Financial Planners and can provide guidance and additional financial tools to our members towards their financial journeys to achieve their goals.

The credit union made advances in our technology and cybersecurity for our members to ensure member information is safe. Steps have also been taken to enhance fraud monitoring and alerts, enhance authentication methods, and increase fraud training for employees and member education.

Ms. Salazar closed by letting the membership know that FirstLight would like to remain their trusted financial partner, and she thanked the membership for being a part of FirstLight Federal Credit Union.

VI. ELECTION RESULTS

Ms. Barbara Walker, Chair of the Nominating Committee, announced that two candidates were selected by the membership for two open board positions. The results of the elections were as follows:

- Cynthia Henry 61.8%
- Michael Gomez 60.7%
- Frances Yepez 29.0%
- Roxanne Reta 23.3%

She welcomed Ms. Cynthia Henry and Mr. Michael Gomez to the Board of Directors for 2025.

Mr. Orozco congratulated the new board members.

VII. EMPLOYEES OF THE YEAR

Mr. Orozco recognized the two employees of the year. The Internal Employee of the Year, Nicole Diaz, and External Employee of the Year, Tyler Diaz. He congratulated both employees for demonstrating our core values and commitment to membership.

VIII. Q&A SESSION

Ms. Salazar thanked the membership for submitting questions and turned it over to the executive team to answer questions.

Mr. Huff addressed privacy at the ATMs. He explained that the team carefully chose the design and highlighted that the screen is not visible to bystanders. Personal protected information is saved and entered via screen unlike the teller line, where other members may hear personal information.

Ms. DeHaro addressed a new program in mortgages that matches funds for members saving for a down payment on a home.

Ms. Salazar addressed a decrease in net income from 2023 vs 2024. She explained that rates went up this past year and in 2024 the credit union was borrowing funds to make loans, and in turn paying interest for those funds. She announced that currently we are no longer in borrowing mode. Provision for loan losses was another area that was affected and as prices are going up, we are experiencing higher loan losses. She added that the Member Solutions Department has helped many members and the credit union has programs to help members in need. Overall, we are a strong credit union financially, and things will continue to shift as the economy gets better.

Ms. Salazar thanked the membership for their questions and highlighted how important member feedback is to FirstLight.

IX. ADJOURNMENT

Mr. Orozco announced the conclusion of the 70th Annual Meeting of the FirstLight Federal Credit Union.

A motion to accept adjournment of the meeting was made by Sylvia Duarte and seconded by Sonja Green. Motion carried. None opposed.

There being no further business, the meeting adjourned at 10:45 a.m.

FINANCIAL STATEMENTS 2025*

Consolidated Statement of Financial Condition

As of December 31, 2025

	2025	2024
Cash and cash equivalents	283,816,304	108,424,927
Investments	1,308,450	70,637,865
Loans held-for-sale	685,800	1,184,600
Loans to members, net of allowance for credit losses	1,198,875,481	1,290,176,261
Premises and equipment, net of depreciation	68,292,739	61,568,737
Other assets	41,485,766	70,511,496
Total Assets	**1,594,464,540**	**1,602,503,885**

Liabilities and Members' Equity		
Liabilities		
Members' share accounts	1,415,158,731	1,345,895,979
Non member deposits	1,895,000	1,655,668
Accrued interest payable	754,533	738,885
Borrowed funds	-	85,000,000
Accrued expenses and other liabilities	15,268,179	18,064,899
Total Liabilities	**1,433,076,442**	**1,451,355,431**

Members' Equity		
Regular reserve	-	-
Unrealized G/L on investments	-	(6,147,190)
Undivided earnings	161,388,098	157,295,644
Total Members' Equity	**161,388,098**	**151,148,454**
Total Liabilities and Members' Equity	**1,594,464,540**	**1,602,503,885**

* Unaudited

FINANCIAL STATEMENTS 2025*

Consolidated Statement of Operations

As of December 31, 2025

	2025	2024
Interest Income:		
Interest on loans to members	82,679,557	83,685,157
Interest on investments and cash equivalents	8,991,652	17,800,013
Total Interest Income	**91,671,209**	**101,485,170**
Interest Expense:		
Dividends on Members' share accounts	22,174,081	18,209,112
Interest on borrowed funds	527,179	19,689,633
Total Interest Expense	**22,701,260**	**37,898,745**
Net Interest Income	**68,969,950**	**63,586,425**
Provision for Credit Losses (PCL)	25,678,872	21,741,854
Net Interest Income After (PCL)	**43,291,077**	**41,844,571**
Non-Interest Income:		
Fees and charges	12,741,337	13,151,383
Other operating/non-operating income	12,345,752	14,916,687
Total Non-Interest Income	**25,087,089**	**28,068,069**
Non-Interest Expense:		
Compensation and benefits	31,411,224	30,468,270
Other expense	32,874,489	33,961,787
Total Non-Interest Expense	64,285,713	64,430,056
Net Income	**4,092,453**	**5,482,584**

Consolidated Statement of Members' Equity

As of December 31, 2025

		Accumulated Other Comprehensive Income (Loss)	Total
Balance - December 31, 2024	157,295,644	(6,147,190)	151,148,454
Net Income	4,092,453	-	4,092,453
Other Comprehensive Income	-	6,147,190	6,147,190
Balance - December 31, 2025	**161,388,098**	**-**	**161,388,098**

*Unaudited



THANK YOU FOR YOUR MEMBERSHIP!

ENGAGEMENT CENTERS

TEXAS

- ***Darrington***
  15002 Darrington St. Horizon, TX 79928
- ***East Fort Bliss***
  20727 Constitution Ave. El Paso, TX 79918
- ***Kenworthy***
  9993 Kenworthy St. El Paso, TX 79924
- ***Lee Trevino***
  1555 N. Lee Trevino Dr. El Paso, TX 79936
- ***Mills***
  207 E. Mills Ave. El Paso, TX 79901
- ***North Desert***
  5050 N. Desert Blvd. El Paso, TX 79912
- ***Pike***
  1635 Pike Rd. El Paso, TX 79906
- ***Zaragoza***
  2200 N Zaragoza Road El Paso, TX 79938

NEW MEXICO

- ***Del Rey***
  3105 Del Rey Blvd. Las Cruces, NM 88012
- ***Idaho***
  522 East Idaho Las Cruces, NM 88001
- ***Lohman***
  3791 E. Lohman Ave. Las Cruces, NM 88011

Speak to a friendly live video representative today!

Monday - Friday:
8:00 am - 6:00 pm (MST)

Saturday:
9:00 am - 1:00 pm (MST)



FIRSTLIGHT
FEDERAL CREDIT UNION