

BrightBridge Credit Union



2025 Annual Report

Share Optimism.



Message from the President & CEO

Hi everyone,

As I look back on 2025, I am filled with immense pride for what we accomplished together in a year defined by transformation and growth. This was our first year as BrightBridge Credit Union and it marked a turning point where our identity, operations and culture came into even clearer focus. What excites me most is that everything we did this year strengthened our ability to serve our members and support one another as OneTeam.

Perhaps the most defining moment of 2025 was our name change to BrightBridge Credit Union, which unified and elevated our brand in ways we could only imagine a few years ago. And while our name is new, our roots remain the same. We're still the credit union that has supported our communities for 90 years, shaped by a family tree consisting of more than 30 credit unions that came together to form who we are today. This transformation united our entire organization under one identity that reflects our optimism and dedication to building brighter financial futures.

The response from members, partners and team members has been overwhelmingly positive. This rebrand wasn't just a change of signage, it was a step toward becoming the best place to work and the best place to bank.

In 2025, we also broadened our reach through the finalization of our merger with Cabot Boston Credit Union and the member vote to have Arrha Credit Union merge into BrightBridge, which significantly extended our footprint into western Massachusetts.

Our capabilities also grew as we launched several new digital products and services designed to make banking with BrightBridge more convenient, more accessible and more intuitive. Internally, we implemented important enhancements to our systems and operations to give our team members more efficient and rewarding experiences. We focused on the growth and development of our people because when our team is supported, our members feel it!

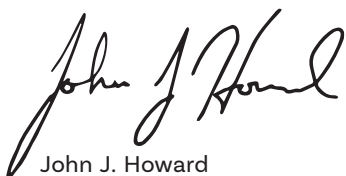
If there's one thing I am most proud of this year, it's the way our culture has continued to evolve. We clarified who we are and what we stand for, and we've set the stage for an even stronger future. Being OneTeam is a commitment to showing up for one another, supporting each other's success and working together toward shared goals. The energy across our branches and departments is palpable, and I am inspired every day by the compassion and enthusiasm that our team members embody.

I am incredibly optimistic about where we're headed. We have the right identity, the right people and the right momentum to continue building something extraordinary.

To the BrightBridge team: Thank you for all you've done this year and for the countless ways you continue to bring our mission to life. To the BrightBridge Board of Directors: Thank you for your leadership and guidance as we navigate growth and opportunity in a rapidly changing financial landscape.

And to our members, thank you for your unwavering trust. We are so honored to walk beside you and to support your financial journeys.

Here's to a bright year behind us and an even brighter future ahead!



John J. Howard
President & CEO

Year in Review: Becoming BrightBridge

2025 was a landmark year for BrightBridge Credit Union. From major strategic transformations to member-focused innovations and strong lending performances, every achievement strengthened our ability to support our members and communities with the financial tools, guidance and opportunities they need to thrive.

The year began with tremendous excitement as we officially introduced our new name and brand. This transformation strengthened our presence across New England and helped us better connect with current and future members. As part of this launch, we also debuted our first-ever BrightBridge TV commercial, giving audiences a memorable introduction to who we are. The BrightBridge brand has already enhanced our marketing impact and renewed a strong sense of pride among team members throughout the organization.

2025 also marked another period of thoughtful expansion. We finalized our merger and systems conversion with Cabot Boston Credit Union and our membership voted to have Arrha Credit Union merge into BrightBridge on January 1, 2026, expanding our field of membership into western Massachusetts.

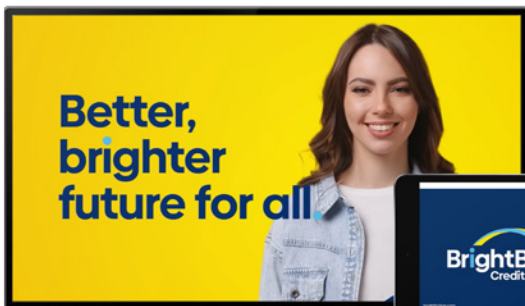
BrightBridge's lending teams had an exceptional year, working collaboratively to help members achieve their goals across every loan category. Their efforts were strengthened by our outstanding processing and closing teams, who supported hundreds of millions of dollars in loans for families throughout New England, ensuring a seamless, supportive experience from application to closing.

We delivered new tools and services designed to make banking more convenient for our members. New initiatives included:

- **BridgeBuilder High Yield Savings Account**, a competitive new product helping members grow their savings faster.
- **Instant Issue Digital Debit Card**, giving members immediate access to their money.
- **Expanded eSignature capabilities** to streamline and expedite signing and closing processes for loans and account services.
- **Money Matters**, a free online financial education blog offering money tips, budgeting guides and financial insights for members at all life stages.

TV Commercial

Scan here
to watch
our first ever
commercial!





Scan here
for welcome
messages from
the Team.



We also introduced several enhancements to our internal systems to ensure smoother workflows for our team members, enabling them to deliver even more meaningful service to members.

Consistent with our mission, BrightBridge delivered a robust lineup of educational programming throughout the year. We hosted many first time home buyer seminars and financial wellness seminars, helping members build the knowledge they need to make informed financial decisions. Additionally, BrightBridge supported financial literacy through the Credit for Life Fair, which offered hundreds of high school seniors hands on learning about financial decision making.

Serving our communities remained at the heart of our mission. This year, we proudly supported The Power of Flowers Project, Emmaus, Inc., The Plymouth Public Library Foundation and many more organizations through both sponsorships and community giving events. We connected with our community through our annual scholarship program, local Shred Days and holiday parties. Our team members also volunteered throughout the region, embodying the OneTeam spirit through hands on service and community engagement.

These milestones tell the story of a credit union that is focused on growing stronger, serving with purpose and creating financial pathways for every member we serve. As BrightBridge continues to evolve, our impact only grows brighter.

Community Connections

Haverhill Community Meals

In the spring, we proudly sponsored the Haverhill Community Meals program for the third consecutive year, reinforcing our commitment to supporting local neighbors in meaningful, hands-on ways. BrightBridge team members volunteered at the Haverhill Citizen Center, helping prepare and serve dinner to dozens of community members. In addition to volunteering, our credit union contributed a monetary donation and provided desserts from a local bakery to help make the evening special.

This annual volunteer effort is something the BrightBridge team enthusiastically looks forward to, as it offers a unique opportunity to connect with residents over a warm meal and strengthen community bonds.



Back to School & Holiday Food Drives

Supporting our neighbors through life's everyday milestones is core to who we are, whether that means helping students step into the school year feeling prepared or ensuring families can gather for the holidays with confidence.

In August, we hosted a Back to School Drive, collecting a wide range of school supplies to support students in local districts. Members, staff and community partners generously donated everything from notebooks and pencils to crayons, markers and even essential hygiene items—a need identified by several schools to help keep classrooms healthy. These donations benefited students at 18 local schools in communities ranging from Plaistow N.H. to Fairhaven, Mass.

As the year came to a close, we mobilized the community for our annual Holiday Food Drive. Across all branch locations, nearly 2,500 pounds of nonperishable food items were collected and distributed to regional food banks and pantries, including the Merrimack Valley Food Bank, Healthy Waltham, Damien's Food Pantry and Waystone Health & Human Services. With two donation drop offs—one before Thanksgiving and another in mid December—the drive helped ensure that more families received support throughout the entire season.

Financial Education

Building Financial Confidence in Local Classrooms

BrightBridge team members spent the fall bringing practical, real-world financial lessons directly to local classrooms and college campuses. Through engaging, age-appropriate sessions, they helped students build confidence in key financial concepts from saving and budgeting to understanding credit and preparing for life after graduation.



First, Assistant Accounting Manager Karelyn Rozon visited the Lawrence Family Development Charter School, where she introduced fourth graders to the importance of saving, opening a savings account, and building strong habits early. Students received special Marvel-themed financial education comic books, which helped make the lesson fun and memorable. Karelyn noted how excited and enthusiastic the students were—an important reminder of the impact early financial education can have.

Then, Consumer Loan Servicing Manager Ashley Duarte and Collections Team Lead Jakia Lopes met with members of the Alpha Sigma Alpha sorority at Bryant University to discuss practical financial topics such as managing high limit credit cards, understanding student loans, navigating variable interest rates and making strong post-graduation financial decisions. Students were particularly interested in loans and long term saving strategies, highlighting the growing need for accessible financial guidance at the college level. The team emphasized simple, actionable tips students can begin using immediately to build a financially secure future.

We're deeply proud of the way our team members show up for their communities, turning financial education into an inspiring, hands-on experience for learners of all ages.

Credit for Life Fair

BrightBridge partnered with Methuen High School to host the annual Credit for Life Fair, a financial simulation designed to prepare graduating seniors for the real world decisions they'll face after high school.



The two-hour fair transformed the school's Klimas Field House into an interactive learning environment where students selected a future profession, received an estimated salary and navigated a series of financial choices including housing, transportation, education and everyday lifestyle expenses. Students also spun the event's famous "Wheel of Misfortune," which introduced unexpected financial curveballs (or occasional windfalls), helping them understand how quickly a budget can shift.

Throughout the fair, volunteers guided students through decisions at each station, offering their insight to help students see the long-term impact of their choices. The program, which began in 2018, continues to grow thanks to the dedication of community volunteers and our commitment to empowering young adults with practical financial knowledge.

Financial Education

Supporting Students Through Scholarships

We were honored to award \$27,500 in scholarships to 19 graduating seniors across Massachusetts and southern New Hampshire, celebrating the students during a special ceremony and dinner with BrightBridge's senior leadership team at our corporate office in Lawrence.

Two long-standing scholarship traditions honored both academic promise and community spirit. The Lisa Lewis Goodman Community Spirit Award, named in memory of BrightBridge's former collections manager, recognized a student who exemplifies generosity and service.

The James A. Burley Jr. Scholarship, created in 2007 to honor a dedicated RTN Federal Credit Union board member, supported three standout students with awards of \$5,000, \$3,000, and \$2,000. The scholarship winners were selected from more than 700 applicants, each asked to reflect on leadership and personal growth.

Our scholarship program, which increases in applications every year, highlights BrightBridge's steadfast belief in the power of education and supporting the next generation of leaders as they take their next steps with confidence.



BrightBridge Charity Golf Classic

In June, we proudly hosted our annual Charity Golf Classic at the beautiful Atkinson Resort & Country Club. As the first tournament with the BrightBridge name, it was an exciting milestone that showcased our refreshing new brand. Despite an unseasonably chilly June day, golfers arrived ready for friendly competition, camaraderie and a full day of fun on the course.



The tournament delivered surprises at every hole including snacks, themed beverages, mini-games and on-course contests. Off the fairways, golfers enjoyed a full slate of hospitality with breakfast, lunch and dinner, plus a variety of raffle prizes that added to the excitement.



Proceeds from the tournament directly supported Financial Edge, our signature financial literacy program developed in partnership with Banzai!, a national financial education organization. Through this partnership, BrightBridge sponsors financial education programs in schools across New England and extends these same educational tools to community partners throughout our field of membership.

The 2025 BrightBridge Charity Golf Classic was more than a tournament; it was a celebration of our BrightBridge identity and our commitment to financial empowerment.

Empowering Our Partners

Sponsorships for Good

In 2025, we continued our decades-long support of Emmaus, Inc. with an annual donation of \$30,000. The credit union is currently the nonprofit's longest running and largest corporate partner.

We also renewed our partnership with the Plymouth Public Library Foundation, donating \$7,500 to support the organization's community events and financial literacy programs.



Wreaths Across America

In November, we strengthened our partnership with the North Andover VFW Post 2104 by donating to their Wreaths Across America program for the second consecutive year. Through this collaboration, BrightBridge sponsored 100 wreaths to be placed on the graves of veterans at Ridgewood Cemetery in North Andover during National Wreaths Across America Day. This meaningful tribute ensures that local heroes are remembered with gratitude during the holiday season.

Supporting this mission holds special significance at BrightBridge, as President & CEO John J. Howard is a U.S. Marine Corps veteran. Under his leadership, the credit union continues to prioritize partnerships that honor and uplift the veteran community.

Groundwork Lawrence Glow Gala

Our credit union proudly served as a Steward Sponsor of Groundwork Lawrence's annual Glow Gala, contributing \$5,000 to support the organization's wide ranging impact across the Merrimack Valley. The event brought together local leaders, community partners, and supporters to celebrate Groundwork Lawrence's accomplishments and rally resources for its continued work.

Since its foundation in 1999, Groundwork Lawrence has become a driving force for community-focused transformation, advancing environmental stewardship, access to food, workforce development and neighborhood revitalization. BrightBridge's connection to the organization runs deep: Senior Vice President & Chief Culture Officer Anthony Marino has served on the board of directors for nearly 12 years. Marino appreciates the organization's extraordinary people, from its dedicated staff and volunteers to its inspiring "Green Team," a paid youth leadership group that helps deliver education and environmental programming throughout Lawrence.

The BrightBridge Foundation

Officer Paul Tracey Memorial Scholarship

The BrightBridge Foundation established the Officer Paul Tracey Memorial Scholarship to honor the beloved Waltham police officer who tragically lost his life in the line of duty in December 2023. Officer Tracey served the community for 28 years and is remembered as a dedicated public servant, a devoted husband and a cherished father. To honor his legacy, the Foundation contributed \$20,000 to endow the scholarship, which will award \$1,600 annually—a tribute to Officer Tracey’s badge number 16—to a graduating Waltham High School senior pursuing a career in law enforcement or public safety.

The BrightBridge Foundation is a nonprofit charitable foundation affiliated with BrightBridge that focuses on promoting financial literacy, supporting youth and senior programs, aiding local nonprofits, and responding to community needs through charitable giving and hands-on involvement. Over the years, the Foundation has regularly supported a wide range of community partners including the Massachusetts Coalition for the Homeless’ Build a Bed program and the Bristol Lodge Soup Kitchen in Waltham.



Celebrating OneTeam



Power of Flowers Project

BrightBridge’s team came together for a wonderful bonding event in partnership with the Power of Flowers Project, a nonprofit that repurposes donated flowers into handcrafted bouquets for seniors and veterans in local care facilities. Through a series of three “Kindness Connection Workshops” held at BrightBridge’s Lawrence, Waltham and Bridgewater offices, volunteers from the nonprofit guided team members in arranging fresh bouquets.

Across the workshops, BrightBridge staff created and donated 135 beautiful bouquets to care facilities including Methuen Village, CareOne at Wilmington, The German Home in Lawrence and Edgewood LifeCare Community in North Andover. The initiative not only lifted the spirits of bouquet recipients but also fostered meaningful connection among coworkers.

The effort was organized by the credit union’s Health & Wellness Club, an internal group focused on supporting team members’ physical, mental and emotional well being. Team members throughout the credit union agreed that the experience was uplifting and perfectly aligned with BrightBridge’s mission to share optimism throughout the community.

Celebrating OneTeam



Health & Wellness Fair

BrightBridge's Health & Wellness Club also hosted a vibrant Health & Wellness Fair at our Lawrence corporate office, which was an afternoon designed to help team members relax, recharge and focus on their well being. The event brought together a variety of local wellness partners who offered experiences that ranged from calming to energizing, all with the goal of supporting the health and happiness of our OneTeam.

Team members enjoyed massage sessions from Wild Tribe Wellness, aura readings from Body and Brain Tai Chi and heartwarming interactions with therapy animals from the People & Pets Foundation. The fair also featured opportunities to connect with our employee benefits providers, including Blue Cross Blue Shield, TruStage and LegalShield, helping staff learn more about the resources available to support their physical, mental and financial wellness. Participants also enjoyed delicious refreshments catered by local favorite ULicious Smoothie & Juice Bar.

The fair served as a joyful reminder of BrightBridge's commitment to caring for our people. It offered team members a meaningful break in their day, a chance to breathe, connect with colleagues and prioritize wellness together.

2025 Best of Awards

BrightBridge closed out 2025 with an exciting honor: being named "Best Credit Union" by both The Andovers magazine and The Haverhill Gazette. This recognition came as part of the publications' annual "Best Of" community choice awards, where local residents vote for their favorite organizations.

The recognition celebrates our OneTeam culture that is rooted in exceptional member service, community involvement and our commitment to empowering members through personalized banking and financial wellness. They are a testament to the passion and care our team brings to every member interaction, and a reflection of our shared mission to build brighter financial futures for the communities we serve.

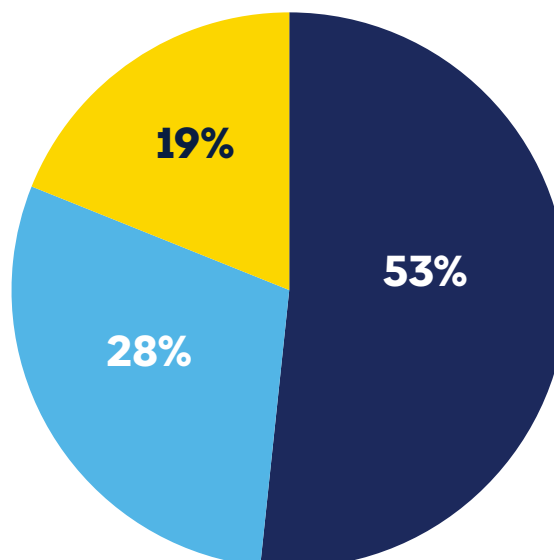


Balance Sheets

	2025	2024
ASSETS		
Loans, gross	\$ 1,603,003,407	\$ 1,577,457,773
Allowance - Loan Loss	\$ (14,968,728)	\$ (14,082,334)
Loans, net	\$ 1,588,034,678	\$ 1,563,375,439
Current Assets	\$ 14,027,547	\$ 13,356,252
Investments	\$ 415,415,775	\$ 443,327,902
Other Assets	\$ 193,228,687	\$ 188,469,138
Total Assets	\$ 2,210,706,689	\$ 2,208,528,732
LIABILITIES AND EQUITY		
Regular Deposits	\$ 1,381,724,341	\$ 1,323,457,551
CDs	\$ 535,235,134	\$ 559,968,991
IRA Deposits	\$ 18,524,888	\$ 20,170,088
Deposits	\$ 1,935,484,364	\$ 1,903,596,631
Borrowings	\$ 36,500,000	\$ 85,000,000
Other Liabilities	\$ 23,956,260	\$ 26,168,406
Total Liabilities	\$ 1,995,940,624	\$ 2,014,765,037
Equity	\$ 214,766,065	\$ 193,763,694
Total Liabilities & Equity	\$ 2,210,706,689	\$ 2,208,528,732

Deposit Accounts

- Savings
- Certificates
- Checking

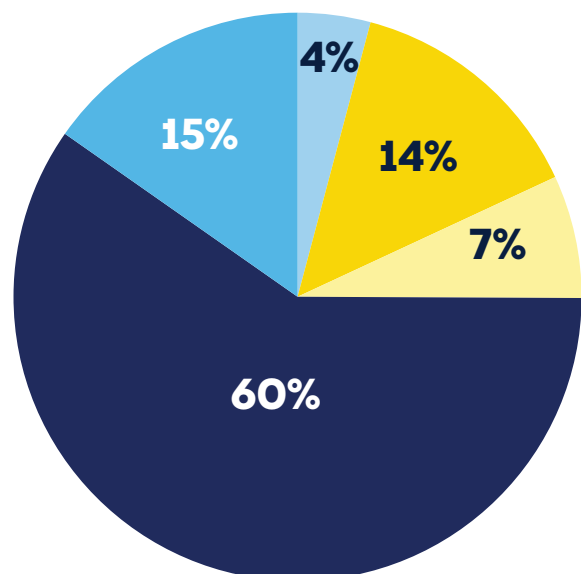


Income Statements

	2025	2024
Interest on Loans	\$ 89,260,517	\$ 84,356,064
Income from Investments	\$ 13,405,505	\$ 16,766,913
Interest Income	\$ 102,666,023	\$ 101,122,977
Interest on Borrowings	\$ 3,095,476	\$ 2,467,706
Dividend Expense	\$ 32,045,483	\$ 30,515,635
Interest Expense	\$ 35,140,960	\$ 32,983,341
Net Interest Income	\$ 67,525,062	\$ 68,139,635
Provision for Loan Losses	\$ 2,280,000	\$ 2,950,000
Net Interest Income after Provisions for Loan Losses	\$ 65,245,062	\$ 65,189,635
Non-Interest Income	\$ 12,982,550	\$ 10,004,716
Operating Expenses	\$ 69,534,023	\$ 67,985,919
Net Income	\$ 8,693,590	\$ 7,208,433

Loan Accounts

- Residential Mortgages
- Commercial
- Consumer/Other
- Auto
- Home Equities



Facts & Figures



\$2.2
Total Assets (\$B)



\$1.6
Total Loans (\$B)



3.07%
Expense Ratio



\$120.9
New Residential
Loans (\$M)



\$248+
Charitable Donations
and Sponsorships (\$K)



\$8.7
Net Income (\$M)



1.16%
Loan Growth



109,676
Total Members



\$28.2
New Business
Loans (\$M)



71
Organizations
Supported




10.50%
Net Worth



0.39%
Return on Assets



\$1.9
Total Deposits (\$B)



\$122.9
New Consumer
Loans (\$M)

In fond memory and appreciation



Frank Serio, Jr.
Board of Directors
1963 to 2013



John (Jack) Torpey
Board of Directors
2001 to 2025



Jack McSweeney
Board of Directors
1978 to 2018

Executive/Senior Management

Board of Directors

Officers

Domenic P. Mazzocco, Board Chairman

Bernard J. Mulholland, 1st Vice Chairman

Arthur O’Dea, 2nd Vice Chairman

Mukesh Davé, Treasurer

David London, Assistant Treasurer

Maureen Ronayne, Secretary

Directors

Alexander R. Oski

Arthur Osborn

Brittney T. Pickering

Catherine M. DeBurro

Christiana Lancione

Henry Doyle

Joan Kuhn

John Garrasi

John Mancini

John F. Torpey Jr.

Joseph Kelleher

Leon M. Pratt

Mary K. Briand

Paul McGowan

Peter Mills

Ronald J. Guilmette

Stephanie Sousa

Susan Osborn

John J. Howard, President & Chief Executive Officer

Bradford P. Egan, Executive Vice President, Chief Operating Officer

Laurie LaChapelle, Executive Vice President, Chief Financial Officer

Stephen Lynch, Executive Vice President, Chief Digital Officer

Anita Parker, Senior Vice President, Risk Management

Anthony Marino, Senior Vice President, Chief Culture Officer

Christine Ronca, Senior Vice President, Retail & Operations

Dante DiMassa, Senior Vice President, Chief Lending Officer

Lisa Rohmer, Senior Vice President, Loan Administration

Theresa Hayes, Senior Vice President, Digital Banking & Data Management

Tracy Mermet, Senior Vice President, Human Resources & Training

Annette Yee, Vice President, CRA

Ann-Marie Gordon, Vice President, Branch & Deposit Operations

Bailey Casey, Vice President, Controller

Frank Call, Vice President, Head of Commercial Lending

Gary Chandler, Vice President & General Counsel

Glenn Prezzano, Vice President, Communications & Community Relations

Helen M. Nazar, Vice President, Electronic Operations

James Potter, Vice President, Premier Services

John Himmel, Vice President, Collections

John MacKenzie, Vice President, Business Analytics

Kellie Brooks, Vice President, Program Management Office

Louis Serio, Vice President, Infrastructure & IT Operations

Paula Kerwin, Vice President, Marketing

Robert Cabral, Vice President, Consumer Lending

Ronald Ryel, Vice President, Information Security

Sarita Ledani, Vice President, SEG, Member Growth & Development

Timothy Brown, Vice President, Commercial Lending



Amesbury

Bridgewater

Brookline

Danvers

Dorchester

Fairhaven

Hanover

Haverhill

Lawrence

Marlborough

Methuen

North Andover

Plaistow, NH

Plymouth

Quincy

Seabrook, NH

Tewksbury

Waltham

Worcester

Coming 2026:

Enfield, CT

Springfield (2)

West Springfield

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brightbridge.com



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