

Supporting Our Members and Their Communities

At Metro, we were founded on the idea of people helping people. And helping our members get stronger and smarter financially is a big part of what makes us different.

We assist our members with financial goals like buying their first home and improving their credit. And we support our local communities through charitable donations, hours of service to non-profits, scholarships, financial education for high school students, and more.

Because giving back makes us all stronger.

Community Lending



Metro's year-end **loan-to-share ratio** was **110.8%**, demonstrating Metro's commitment to giving back to our members through low-cost loans.



Metro partnered with **Second Chance Cars (SCCARs)** to provide **36** loans that resulted in a **42%** increase in weekly hours worked and **88%** increase in annual income earned for recipients.



Metro granted **5** loans totaling over **\$13.7M** in **community development lending** which includes affordable housing for those with low and moderate incomes.



Metro partnered with Mass Save® to offer the **HEAT Loan** to **1,257** members, loaning **\$26,168,778** in balances.



Metro offered **31** **emergency or workforce development loans** to employees of Metro's non-profit partners.



Metro provided **119** **Credit Builder loans** totaling **\$142,700** to help members establish or improve their credit score.



Metro provided **\$24,085,244** in **mortgages to first-time homebuyers** through products like our Home Possible and HomeReady mortgages.



Our **Private Student Lending** program granted loans to **303** students for **\$10,500,000** in it's first year!



In April 2023, Metro launched its charitable foundation and awarded two rounds of grant funding to **12 Massachusetts non-profits** to support their programs and initiatives focusing on Community Development, Securing Safe and Affordable Housing and Financial Wellness and Advancement. Awards ranged from **\$5K-\$10K** and totaled **\$105K** for the year.

2023 Grant Recipients Included:

- Boys & Girls Club of MetroWest
- Bread & Roses Community Kitchen
- YMCA of Metro North
- Breaktime
- Casa Myrna
- Roxbury Main Streets
- Italian Home for Children
- LEAP for Education
- SMOC
- Midas Collaborative
- MOSAIC: Interfaith Youth Action
- The REAL Program

Partnership Highlights



Metro's Matched Savings and College Savings Program Partners ended 2023 with **413 Matched Savings participants**. These participants saved over **\$419,700**.

Some of our Matched Savings Partners include:

- BreakTime
- Boston Saves
- Inversant
- MIDAS Collaborative
- Heading Home
- EMPATH
- LaVida Salem
- Education Partnership
- Boys & Girls Club
- Chelsea Education Foundation
- Urban Edge

 **\$21K**

Awarded in scholarships for High School seniors

 **36**

Food baskets delivered to Catholic Charities of Boston as part of Metro's Thanksgiving food drive

 **75**

Local children received holiday gifts donated by Metro employees

 **10**

Beds built by Metro employees who volunteered their time to build beds that were donated to the Coalition for the Homeless Build a Bed program

 **\$10K**

Raised through Metro employees and donated to the Juvenile Diabetes Research Foundation

 **46**

Peabody Veterans Memorial High School students gained banking experience working in Metro's High School branch

 **12**

Local high schools partnered with Metro to offer Banzai financial education programs for students to build financial literacy

 **4,568**

Adult learners accessed Everfi Digital Learning financial education resources

 **57**

Metro management volunteers on nonprofit boards & committees throughout MA that impact low- to moderate-income communities.

 **748**

Individuals enrolled in Metro's nationally certified BankOn Safeguard Checking Account

 **246**

Financial wellness seminars presented to Metro@work workplace banking partners



Metro employees collected coats and blankets to provide the gift of warmth for others less fortunate



Boston Business Journal 2023 Corporate Citizenship Award

Metro recognized for charitable contributions

\$340,649

In charitable donations and scholarships



Outstanding Community Reinvestment Act Rating

Metro was awarded an outstanding rating by the MA Division of Banking

\$13,289,000

In qualified community development investments



About Metro Credit Union

Metro Credit Union is the largest state-chartered credit union in Massachusetts, with \$3.4 billion in assets. Metro provides a full range of financial products to close to 200,000 members in Essex, Middlesex, Suffolk, Norfolk, Plymouth, Barnstable, Bristol and Worcester counties in Massachusetts, and Cheshire, Hillsborough, and Rockingham counties in New Hampshire, as well as to employees of over 1,200 companies through its Metro@work program.

Founded in 1926, Metro currently operates branch offices in Boston, Burlington, Chelsea, Dorchester, Framingham, Lawrence, Lynn, Medford, Melrose, Newton, Peabody, Reading, Salem, Tewksbury, and West Roxbury. Metro is also a Juntos Avanzamos ("Together We Advance") designated credit union, an honor given to financial institutions for their commitment to serving and empowering Hispanic and immigrant consumers. Learn more at MetroCU.org and connect with us on LinkedIn.