Insight Planning Software Version 2004B

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Introduction

Thank you for using Insight Planning Software! Insight Planning Software will help you to establish an annual business plan, strategic objectives and even help you track your results throughout the year.

Insight Planning Software also provides interactive tools to help you create and implement strategies and tactics to support the achievement of the annual objectives. The planning tools will help you to identify the major tactics as well as the individuals responsible for leading the projects to a successful conclusion.

Insight Planning software is used exclusively at all Strategic Planning Sessions facilated by Aho Consulting, Inc. This software compiles over 10 years worth of strategic planning and accounting techniques to make it easy for you to prepare your Credit Union's future.

Thank you for purchasing INSIGHT Planning Software!

Capabilities

Proper use of this software will allow the user to visualize the future growth of the Credit Union in terms of asset, loan and capital growth. Insight Planning Software also shows financial trends and comparison to national averages.

Insight Planning Software will help you to establish annual result areas, (i.e. Board deliverables), which can be monitored and compared to annual and long-term objectives by the Board members.

Insight Planning Software also provides interactive schedules that support the development and implementation of strategies and tactics that will support the achievement of the annual objectives. The schedules will indicate major tactics, as well as the individuals responsible for leading the projects to a successful conclusion.

New Features for Version 2004B

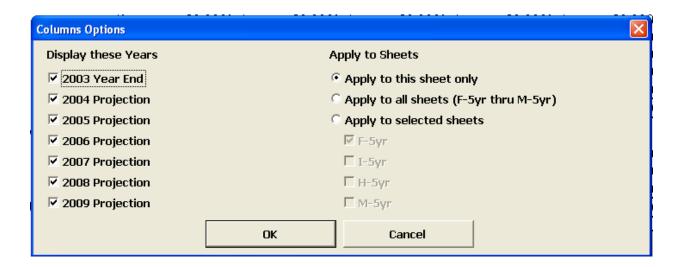
The 2004B release of Insight Planning Software includes the following new features:

Five Year Planning Column Options

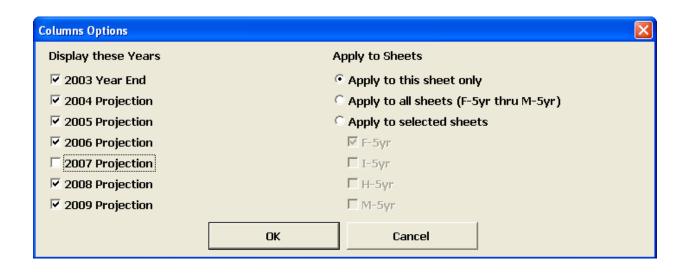
The Five Year Planning sheets (including the F-5YR sheet, IN-5YR sheet, H-5YR sheet, and M-5YR sheet) now feature a Column Options button.

Column Options

From the Column Options menu, you can display or hide Year End or Projection Data columns on the sheet by checking the buttons next to each option.



For example, deselecting the 2007 Projection option will remove (hide) the 2007 Projection Data so that it does not display on the sheet.



| | 2003 | 2004 | 2005 | 2006 | 2008 | 2009 |
|---|----------|------------|------------|------------------------|------------|------------|
| | Year End | Projection | Projection | Projection | Projection | Projection |
| | | | | | | |
| ? | \$0.000 | ■ \$0.000 | ■ \$0.000 | ■ \$0.000 | ■ \$0.000 | \$0.000 |
| ? | \$0.000 | ■ \$0.000 | ■ \$0.000 | ■ \$0.000 | ■ \$0.000 | \$0.000 |
| ? | \$0.000 | \$0.000 | \$0.000 | \$0.000 | \$0.000 | \$0.000 |
| ? | \$0.000 | \$0.000 | \$0.000 | \$0.000 | \$0.000 | \$0.000 |
| ? | \$0.000 | ■ \$0.000 | ■ \$0.000 | ■ \$0.000 | ■ \$0.000 | \$0.000 |
| ? | \$0.000 | ■ \$0.000 | ■ \$0.000 | | ■ \$0.000 | \$0.000 |
| | \$0.000 | \$0.000 | \$0.000 | ^{ਹੁਰ} \$0.000 | \$0.000 | \$0.000 |
| | | | | | | |
| ? | \$0.000 | ■ \$0.000 | ■ \$0.000 | ■ \$0.000 | ■ \$0.000 | \$0.000 |
| ? | \$0.000 | ■ \$0.000 | ■ \$0.000 | ■ \$0.000 | ■ \$0.000 | \$0.000 |
| ? | \$0.000 | \$0.000 | \$0.000 | \$0.000 | \$0.000 | \$0.000 |
| | \$0.000 | \$0.000 | \$0.000 | \$0.000 | \$0.000 | \$0.000 |

| | 2003 | 2004 | 2005 | 2006 | 2008 | 2009 |
|---|----------|----------------|----------------|----------------|---------------|----------------|
| | Year End | Projection | Projection | Projection | Projection | Projection |
| ? | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| ? | \$0 | \$0 | \$0 | ■ \$0 | ■ \$0 | □ \$0 |
| ? | - \$0 | □ - \$0 | □ - \$0 | □ - \$0 | - \$0 | □ - \$0 |
| | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |

After you have selected your column options, you can choose to apply them to one sheet only, to all sheets, or to the sheets of your choice by making appropriate selections in the "Apply to Sheets" area.

Apply to Sheets Apply to this sheet only Apply to all sheets (F-5yr thru M-5yr) Apply to selected sheets

Additional Column Options for the IN Sheet

The Column Options menu now includes three new options for the IN sheet - Display Year, Display Averages, and Display Percent to Average Income. Selecting or deselecting any of these options will display or hide the corresponding items on the IN sheet.

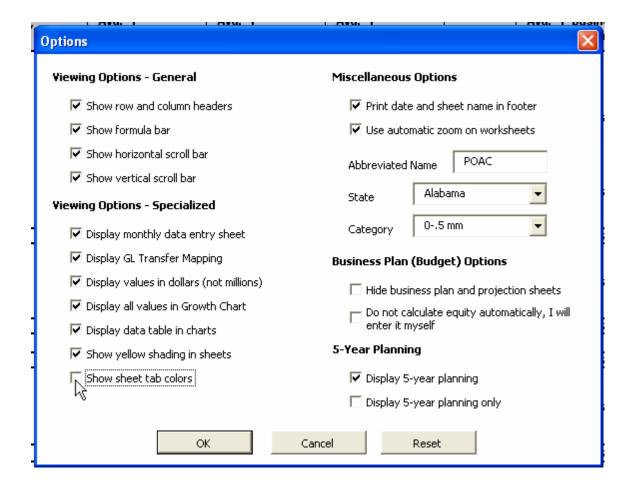
| In Sheet Only Options |
|--|
| □ Display Year (In) |
| ☐ Display Averages (In) |
| ☑ Display Percent to Average Income (In) |
| |

Show/Hide Sheet Tab Colors

The new release of Insight features the ability to show or hide the sheet tab colors (at the bottom of each worksheet)

(ATR1 /P1 /S1 /FT1 /S /L /F In /M /H /BD1 /BD2 /RA /M2 /L2 /A2 /ATR2 /P2 /S2 /FT2 /

You can use this feature by selecting Options from the Aho menu, and then selecting or deselecting the "Show sheet tab colors" option.



Changes and Additions to the Growth Chart

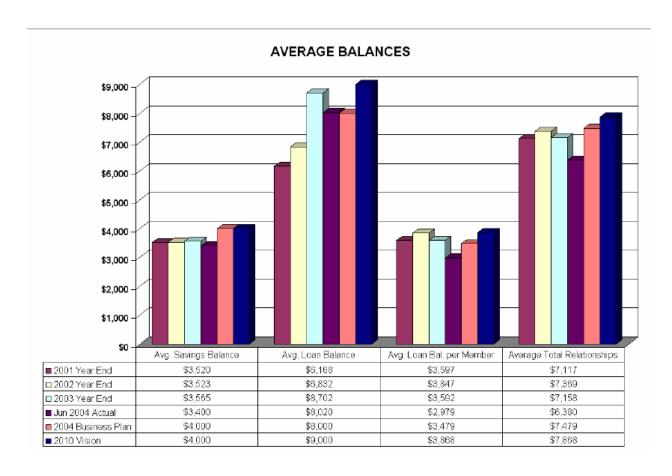
In the new release, when the user turns on the 2005 Budget, the Growth Chart will automatically adjust to use the current month as the starting point.

Additionally, the Growth Chart now contains a reset button so that the original sheet formulas can be restored if necessary.

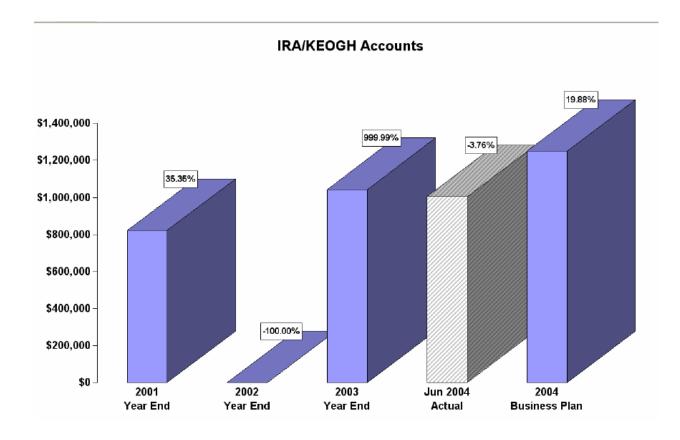


Changes and Additions to Charts

In the new version of Insight, Average Total Relationships data is now reflected on Chart C4.



Additionally, the C10 Charts accessed through the S and L sheets now contain data labels which reflect the percentage of growth.



Review of New Features for Version 2004A

The 2004A release of Insight Planning Software included many new features.

Budget Always Available

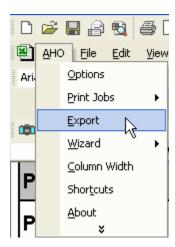
The 2004A release of Insight Planning Software included the ability to work on your budget at anytime – no more waiting for the B version to be released! At anytime, click on the Budget button on the D sheet, and begin!



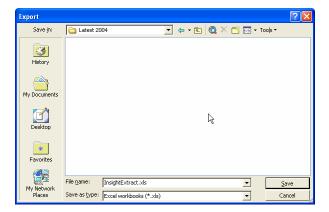
NCUA Data Extract

After you have imported your NCUA call report data into Insight, you can extract the NCUA data from Insight into a separate worksheet. The NCUA data will be placed into named cells that can be used for your credit union's own specialized spreadsheets or programs.

To extract your NCUA information, select Aho from the Toolbar, and then Export.



The data will extract into a separate file. A Windows Explorer window will appear. Decide where you would like to save the extract, and what you would like to call it. Click on Save.



When you open the Insight Extract, you will see data from the D sheet, M sheet, H sheet, F sheet, IN sheet, 5 year projection sheets, and Strategic Objective tracking sheets.

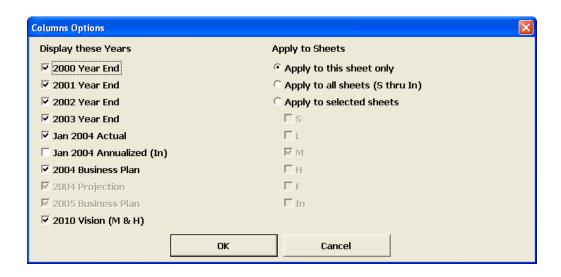
The last sheet in the workbook will be called, "NCUA." The data in this sheet is unprotected and editable. You can make changes to this information without affecting the data in your Insight workbook. All cell names will remain constant, so there is no need to change formulas in specialized spreadsheets.

Column Options

Several sheets (including the M sheet, H sheet, F sheet, and IN sheet) now feature a Column Options button.

Column Options

Clicking on this button calls up the Column Options menu. The Column Options menu includes controls for several features.



From the Column Options menu, you can display or hide Year End Data columns on the sheet by checking the buttons next to the 2000 Year End, 2001 Year End, 2002 Year End or 2003 Year End options. For example, deselecting the 2000 Year End option will remove (hide) the 2000 Year End Data so that it does not display on the sheet.

You can also choose to display or hide the current year's Year to Date actual data on the sheet, the current year's Business Plan, the current year's Projections, and the next year's Business Plan.

After you have selected your column options, you can choose to apply them to one sheet only, to all sheets, or to the sheets of your choice by making appropriate selections in the "Apply to Sheets" area.

Vision 2010 Column

A Vision 2010 column is now included on several sheets, including the M sheet, H sheet, F sheet, and IN sheet.

The information in the Vision 2010 column is taken from the Growth chart and other related charts.

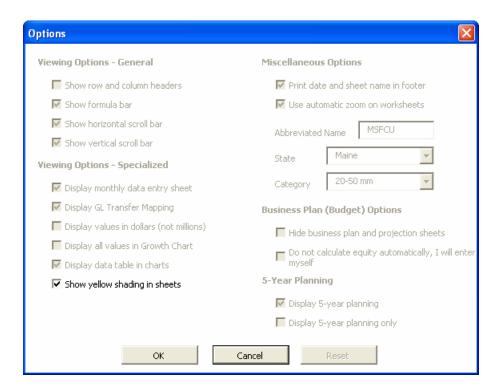
The Vision 2010 column can be displayed or hidden by clicking on the Column Options button on the sheet you are interested in, and then selecting the 2010 Vision option.

| 2010 | |
|-----------|---|
| Vision | |
| 0 |) |
| (8,226) |) |
| \$0 |) |
| (\$4,857) |) |
| 0 | |
| (5,892) |) |
| \$0 | |
| (\$6,946) |) |
| \$0 | = |
| (\$4,975) |) |
| \$0 | - |
| (\$9,832) |) |
| N/A | 4 |
| 0 |) |
| (23,280) |) |
| 0.00 | |
| 1,463 | , |
| 238 | , |
| \$0 |) |
| | |

Remove Color

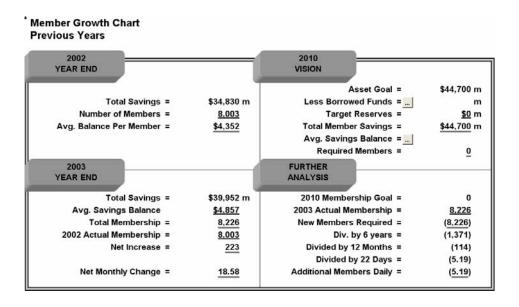
You now have the option to remove some of the colored shading from sheets in the program, in order to make the sheets easier to print or display.

You can use this option by selecting Aho from the toolbar, and then Options.



Deselect "Show Yellow Shading in Sheets" and select OK.

The Yellow shading will disappear from the worksheets.



Using Insight Planning Software – an Overview

Welcome to Insight Planning Software!

Aho Consulting's Insight Planning Software helps credit unions to visualize future growth in terms of assets, loans and capital growth; prepare budgets; establish annual goals; and produce the deliverables to meet those goals. The software also assists in tracking progress towards annual goals and produces many excellent reports for Boards of Directors and management.

Wizards and Help Files

Insight comes equipped with many features designed to assist you with using the program, including a large menu of wizards which will lead you step-by-step through a wide variety of Insight functions. These Wizards are accessed by selecting Aho from the Insight toolbar, and then Wizard.

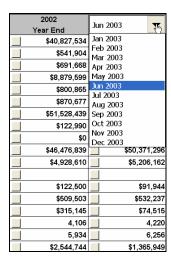
The program also features Help files which can provide you with information about every aspect of the program. The Help files are accessed from the D sheet, or by pressing F1 on your keyboard.

Importing Data into the Data Entry Worksheet

The first step in using Insight Planning Software is to import your credit union's financial data into the Data Entry (D) worksheet. The Data Entry Sheet is the page where current and prior year financial data is entered or imported.

| My Credit Union | Import | Options | Wizard | Budget 2004 on | Help |
|--|------------------|------------------|------------------|------------------|--------------|
| MCU 📙 | 1999 Year End | 2000 Year End | 2001 Year End | 2002 Year End | Jun 2003 |
| Loan⊋ | \$28,609,751 | \$33,069,413 | \$36,331,496 | \$40,827,534 | \$43,091,965 |
| Allowance for Loan Loss | \$310,387 | \$551,087 | \$442,049 | \$541,904 | \$647,642 |
| Cash | \$3,171,996 | \$1,796,371 | \$476,583 | \$691,668 | \$1,153,979 |
| Total Investments | \$5,855,740 | \$5,871,644 | \$9,509,258 | \$8,879,599 | \$10,876,824 |
| Fixed Assets | \$767,316 | \$832,163 | \$956,380 | \$800,865 | \$781,106 |
| Other Assets | \$519,566 | \$254,351 | \$695,868 | \$870,677 | \$552,674 |
| Total Assets | \$38,613,982 | \$41,272,855 | \$47,527,536 | \$51,528,439 | \$55,808,906 |
| Liabilities | \$189,689 | \$193,668 | \$132,395 | \$122,990 | \$231,448 |
| Total Notes / Borrowed Funds | \$0 | \$0 | | \$0 | \$0 |
| Total Member Savings | \$34,447,368 | \$37,037,606 | \$43,020,646 | \$46,476,839 | \$50,371,296 |
| Equity (Net Capital) | \$3,976,925 | \$4,041,581 | \$4,374,495 | \$4,928,610 | \$5,206,162 |
| Equity Acquired Through Merger | | | | | |
| Unrealized Gains - (for sale) Securities | (\$93,353) | (\$13,809) | \$19,342 | \$122,500 | \$91,944 |
| Total Delinquent Loans | \$769,252 | \$621,960 | \$611,996 | \$509,503 | \$532,237 |
| Net Charge-Offs | \$264,776 | \$289,138 | \$389,038 | \$315,145 | \$74,515 |
| Total Number of Loans | 4,290 | 4,144 | 4,000 | 4,106 | 4,220 |
| Total Number of Members | 4,374 | 5,063 | 5,414 | 5,934 | 6,256 |
| Total Operating Expenses | \$1,639,764 | \$2,077,147 | \$2,091,790 | \$2,544,744 | \$1,365,949 |
| Assets Undetermined | \$0 | \$0 | \$0 | \$0 | \$0 |
| Liabilities and Equity Undetermined | \$0 | \$0 | \$0 | \$0 | \$0 |
| Loan Income | \$2,558,401 | \$2,832,394 | \$3,115,869 | \$3,373,251 | \$1,737,002 |

Drop down boxes allow you to switch between months of the current year.



When manually entering financial information into the D sheet, helpful dialogs clarifying what should be entered in each cell are available by clicking on the gray buttons in the entry area.



Insight also features several ways to IMPORT your financial data directly into the software.

Import

You can use our handy NCUA Import feature to import call reports downloaded from the NCUA's website or to import your NCUA 5300 data file...



...or, with help from your IT staff, you can setup Insight to automatically import your data from your data processing system into Insight, using our GL Mapping sheet.

| | GL MAPPING | | | | |
|-------|------------------------------|--------------------------------------|---|--------------------------------------|---|
| D ROW | FIELD | EDS | UltraData | Symitar | Other |
| | Active Code column | 1 | 1 | 1 | 1 |
| | Value column | 3 | 2 | 3 | 3 |
| 3 | Loans | 70*+717*+711*+710* | -7.70*-7.710* | 70*+717*+711*+710* | 700 |
| 4 | Allowance for Loan Loss | -719* | 7.719.* | -719* | -718.999 |
| 5 | Cash | 731*+732*+739* | -7.739*-7.731* | 739*+734* | 730 |
| 6 | Total Investments | 74*+75* | -7.74*-7.75*-7.794* | 74*+75* | 740 |
| 7 | Fixed Assets | 77* | -7.77* | 77* | 770 |
| 8 | Other Assets | 72*+76*+78*+79* | -7.72*-7.76*-7.78*- 7.79*+7.794* | 72*+76*+78*+79* | 719.998+760+780+794+794. 999 |
| 9 | Total Assets | 7* | -7.7* | 7* | 700+719+719.998+728.999+ 730+740+760+770+780+794 +794.999 |
| 10 | Liabilities | -8* | 8.8* | 8* | 800+810+829.999+840+859. 999+870+879.999+888.999+ 897.999+819.999+850 |
| 11 | Total Notes / Borrowed Funds | N/A | N/A | N/A | 810 |
| 12 | Total Member Savings | -90*-911* | 9.90* | -90*-911* | +899.999 |
| 13 | Equity (Net Capital) | -93*-94*-96*-99*-98*-1*-2*-3*- 4* | | -93*-94*-96*-99*-98*-1*-2*-3*- 4* | +925+931+940+961+999 |
| 16 | Total Delinquent Loans | N/A | N/A | N/A | N/A |
| 17 | Net Charge-Offs | N/A | N/A | N/A | N/A |
| 18 | Total Number of Loans | N/A | N/A | N/A | N/A |
| 19 | Total Number of Members | N/A | N/A | N/A | N/A |
| 20 | Total Operating Expenses | 2*+3*-38* | -2.2*-2.30*-2.31*-2.32*-2.33*- 2.34*-2.35*-2.36* | 2*+3*-38*-309* | 200+229.999+239.999+260+ 265.999+267.999+269.999+2 80+289.999- 299.999+319.999+329.999- 339.999+349.999+359.999+3 |
| | | | | | 69.999-379.999 |

Using the Growth and Historical Trends Charts

Once your data has been loaded into the program, you are ready to review the Growth Chart.

| | Asset 0 | Growth Rate | | | | Lo | an Growth R | ate | | |
|-----------------|-----------|------------------------|--------------|---------------|-----------|-----------|-------------|-----------|-----------|-----------|
| | 14 - 2-34 | ¥ | | | -3. | 0% | 0. | 0% | 3.0 | 1% |
| | -3.0% | 0.0% | 3.0% | | -5.0% | 0.0% | -5.0% | _ 0.0% | -5.0% | 0.0% |
| Dec 2003 | \$44.7 | \$44.7 | \$44.7 | Dec 2003 | \$40.9 | \$40.9 | \$40.9 | \$40.9 | \$40.9 | \$40.9 |
| Dec 2004 | \$43.3 | \$44.7 | \$46.0 | Dec 2004 | (\$2.2) | \$0.0 | (\$2.2) | \$0.0 | (\$2.3) | \$0.0 |
| Dec 2005 | \$42.0 | \$44.7 | \$47.4 | Dec 2005 | (\$2.1) | \$0.0 | (\$2.2) | \$0.0 | (\$2.4) | \$0.0 |
| Dec 2006 | \$40.8 | \$44.7 | \$48.8 | Dec 2006 | (\$2.0) | \$0.0 | (\$2.2) | \$0.0 | (\$2.4) | \$0.0 |
| Dec 2007 | \$39.6 | \$44.7 | \$50.3 | Dec 2007 | (\$2.0) | \$0.0 | (\$2.2) | \$0.0 | (\$2.5) | \$0.0 |
| Dec 2008 | \$38.4 | \$44.7 | \$51.8 | Dec 2008 | (\$1.9) | \$0.0 | (\$2.2) | \$0.0 | (\$2.6) | \$0.0 |
| Dec 2009 | \$37.2 | \$44.7 | \$53.4 | Dec 2009 | (\$1.9) | \$0.0 | (\$2.2) | \$0.0 | (\$2.7) | \$0.0 |
| EQUITY | | Long Term | National Avg | LOAN ANALYS | IS: | | | | | |
| GROWTH | | Capital Goal | of Capital | | | | | | | |
| | | | 20-50 mm | | | | | | | |
| | | | | Dec 2003 | \$40.9 | \$40.9 | \$40.9 | \$40.9 | \$40.9 | \$40.9 |
| Dec 2009 | | \$44,700,000 | \$44,700,000 | Dec 2009 | (\$1.9) | \$0.0 | (\$2.2) | \$0.0 | (\$2.7) | \$0.0 |
| % of Capital | | 0.00% | 11.46% | 25 A. | | | 1000000000 | (excess) | | |
| s of needed Ca | | \$0 | \$5,122,620 | Req. Incr. | (\$42.8) | (\$40.9) | (\$43.2) | (\$40.9) | (\$43.6) | (\$40.9) |
| Current Capita | d | \$4,565,182 | \$4,565,182 | Net Incr. per | (\$7.131) | (\$6.821) | (\$7.193) | (\$6.821) | (\$7.265) | (\$6.821) |
| Difference | | (\$4,565,182) | \$557,438 | year | | | | | | |
| Div. by 6 years | | (\$761,000) | \$93,000 | | | | | | ******* | |
| Average asset: | 3 | \$44,683,906 -1.70% | \$44,683,906 | Monthly Net | (\$0.594) | (\$0.568) | (\$0.599) | (\$0.568) | (\$0.605) | (\$0.568) |
| ROA | | -1./0% | 0.21% | Increase | | | | | | |

The Growth Chart captures the essence of your credit union's business. It helps you to visualize different growth scenarios that might occur in your Credit Union. You will be able to see the impact of rapid growth, and the required ROA necessary to support it. You will also be able to visualize slower growth and the corresponding decline in required ROA needed to grow or maintain capitalization levels.

The Growth Chart also allows you to determine the loan to asset relationship that you choose to reach over the next five years. It then projects the required monthly net increase in loan production that will be required in the future.

We'll return to the Growth Chart in a moment, but let's momentarily explore the Historical Trends sheet. The H chart is an excellent resource when the planning team develops the credit union's long-term financial objectives. The purpose of the chart is to summarize the major financial trends at the credit union during the most recent years. It also captures the impact of the projected business plan of the current planning year.

| X Y Z Federal Credit Union Historical Financial Trends | | | | | Show Help | Column Option |
|---|------------------|------------------|------------------|--------------------|-----------------------|----------------|
| TREND HISTORY | 2001 Year End | 2002 Year End | 2003 Year End | Jan 2004 Actual | 2004 Business Plan | 2010 Vision |
| Assets | \$34,732,498 | \$38,930,500 | \$44,683,906 | \$0 | \$4,565,182 | \$44,700,0 |
| Growth in Dollars | \$4,572,649 | \$4,198,002 | \$5,753,406 | (\$44,683,906) | (\$40,118,724) | \$16, |
| Annualized Growth Rate | 15.2% | 12.1% | 14.8% | -1200.0% | -89.8% | 0. |
| Savings | \$31,167,951 | \$34,829,594 | \$39,951,713 | \$0 | \$0 | \$44,700, |
| Growth in Dollars | \$4,211,290 | \$3,661,643 | \$5,122,119 | (\$39,951,713) | (\$39,951,713) | \$4,748, |
| Annualized Growth Rate | 15.6% | 11.7% | 14.7% | -1200.0% | -100.0% | 1 |
| Loans | \$29,439,555 | \$30,249,132 | \$40,923,929 | \$0 | \$0 | |
| Loans to Assets | 85% | 78% | 92% | 0% | 0% | |
| Growth in Dollars | \$3,361,345 | \$809,577 | \$10,674,797 | (\$40,923,929) | (\$40,923,929) | (\$40,923, |
| Annualized Growth Rate | 12.9% | 2.7% | 35.3% | -1200.0% | -100.0% | -100 |
| Total Equity (Incl. ALL) | \$3,669,366 | \$4,175,113 | \$4,756,009 | \$0 | \$4,756,009 | |
| Equity to Assets | 10.56% | 10.72% | 10.64% | 0.00% | 104.18% | 0. |
| Annualized Increase in Equity | -0.15% | 0.16% | -0.08% | -127.72% | 93.54% | |
| Net Worth | \$3,474,688 | \$3,974,730 | \$4,565,182 | \$4,565,182 | \$4,565,182 | |
| Net Worth to Assets | 10.00% | 10.21% | 10.22% | 0.00% | 100.00% | |
| Annualized Increase in % of Net Wort | -0.08% | 0.21% | 0.01% | -122.60% | 89.78% | |
| Delinquent Loans | \$301,453 | \$237,183 | \$145,741 | \$0 | \$0 | |
| % of Loans Delinquent | 1.02% | 0.78% | 0.36% | 0.00% | | |
| Net Charge-offs | \$66,528 | \$78,295 | \$93,556 | \$0 | \$0 | |
| Annualized Net Charge-offs to Loans | 0.24% | 0.26% | 0.26% | 0.00% | 0.00% | |
| Net Income | \$418,112 | \$500,041 | \$590,453 | \$0 | \$0 | |
| Annualized ROA | 1.29% | 1.36% | 1.41% | 0.00% | 0.00% | |

The Historical Trends Chart shows actual assets, the dollar amount of growth, and the annualized growth rate of the credit union for past years.

In this chart, you can review past savings growth...

| Savings | \$43,020,646 | \$46,476,839 | \$50,371,296 | \$53,150,000 | \$51,150,000 | \$56,150,000 |
|------------------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Growth in Dollars | \$5,983,040 | \$3,456,193 | \$3,894,457 | \$6,673,161 | \$4,673,161 | \$5,000,000 |
| Annualized Growth Rate | 16.2% | 8.0% | 16.8% | 14.4% | 10.1% | 9.8% |

...loan position...

| Loans | \$36,331,496 | \$40,827,534 | \$43,091,965 | \$48,500,000 | \$46,500,000 | \$53,000,000 |
|------------------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Loans to Assets | 76% | 79% | 77% | 82% | 82% | 85% |
| Growth in Dollars | \$3,262,083 | \$4,496,038 | \$2,264,431 | \$7,672,466 | \$5,672,466 | \$6,500,000 |
| Annualized Growth Rate | 9.9% | 12.4% | 11.1% | 18.8% | 13.9% | 14.0% |

...Total Equity position...

| Tot | tal Equity (Incl. ALL) | \$4,816,544 | \$5,470,514 | \$5,853,804 | \$6,120,276 | \$6,171,635 | \$6,830,203 |
|-----|------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|
| E | quity to Assets | 10.13% | 10.62% | 10.49% | 10.40% | 10.87% | 10.95% |
| Aı | nnualized Increase in Equity | -0.99% | 0.48% | -0.25% | -0.21% | 0.25% | 0.08% |

...Net Worth position...

| Net Worth | \$4,355,153 | \$4,806,110 | \$5,114,218 | \$5,365,872 | \$5,347,231 | \$5,895,799 |
|--------------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|
| Net Worth to Assets | 9.16% | 9.33% | 9.16% | 9.12% | 9.41% | 9.5% |
| Annualized Increase in % of Net Worl | -0.66% | 0.16% | -0.33% | -0.21% | 0.09% | 0.04% |

...Delinquent Loans...

| Delinquent Loans | \$611,996 | \$509,503 | \$532,237 | \$533,500 | \$697,500 | \$715,500 |
|-----------------------|-----------|-----------|-----------|-----------|-----------|-----------|
| % of Loans Delinguent | 1.68% | 1.25% | 1.24% | 1.10% | 1.50% | 1.35% |

...Net Chargeoffs...

| Net Charge-offs | \$389,038 | \$315,145 | \$74,515 | \$270,000 | \$200,000 | \$250,000 |
|-------------------------------------|-----------|-----------|----------|-----------|-----------|-----------|
| Annualized Net Charge-offs to Loans | 1.12% | 0.82% | 0.36% | 0.60% | 0.46% | 0.50% |

...Net Income and ROA.

| Net Income | \$299,764 | \$450,957 | \$308,107 | \$559,762 | \$541,121 | \$548,569 |
|----------------|-----------|-----------|-----------|-----------|-----------|-----------|
| Annualized ROA | 0.68% | 0.91% | 1.15% | 1.01% | 1.00% | 0.92% |

When creating a long-term growth strategy for the Credit Union, it is very important to understand that increased asset growth will require the ability to increase ROA just to maintain the Credit Union's current capital position. The information on the H sheet will help you to make educated decisions about growth.

Let's look at the Growth Sheet again. The Asset Growth section of the Growth Chart is used to test various growth rate scenarios for your credit union. The middle growth rate is the rate that drives the ROA figures and loan growth.

| ු Asset Growth Rate | | | | | | |
|---------------------|--|--------|--|------------|---------|--|
| | | 8.0% | | ↓ 10.0% | 12.0% | |
| | | | | | | |
| Dec 2002 | | \$51.5 | | \$51.5 | \$51.5 | |
| Dec 2003 | | \$55.7 | | \$56.7 | \$57.7 | |
| Dec 2004 | | \$60.1 | | \$62.3 | \$64.6 | |
| Dec 2005 | | \$64.9 | | \$68.6 | \$72.4 | |
| Dec 2006 | | \$70.1 | | \$75.4 | \$81.1 | |
| Dec 2007 | | \$75.7 | | \$83.0 | \$90.8 | |
| Dec 2008 | | \$81.8 | | \$91.3 | \$101.7 | |

The Loan Growth section of the worksheet illustrates the proposed loan to asset percentage, which the credit union planners hope to achieve. Based on the target goal, the worksheet also calculates the average monthly loan increase required to achieve the long-term objective. Again, the Historical trends worksheet can be used to determine the loan growth achived in previous years.

| | Loan Growth Rate | | | | | | | |
|--|--|--|--|--|--|--|--|--|
| | 8.0% | | | 10.0% | | 0% | | |
| | 70.0% | 80.0% | 70.0% | ₩ 80.0% | 70.0% | 80.0% | | |
| Dec 2002 Dec 2003 Dec 2004 Dec 2005 Dec 2006 Dec 2007 Dec 2008 | \$40.8 \$39.0 \$42.1 \$45.4 \$49.1 \$53.0 \$57.2 | \$40.8 \$44.5 \$48.1 \$51.9 \$56.1 \$60.6 \$65.4 | \$40.8 \$39.7 \$43.6 \$48.0 \$52.8 \$58.1 \$63.9 | \$40.8 \$45.3 \$49.9 \$54.9 \$60.4 \$66.4 \$73.0 | \$40.8 \$40.4 \$45.2 \$50.7 \$56.8 \$63.6 \$71.2 | \$40.8 \$46.2 \$51.7 \$57.9 \$64.9 \$72.6 \$81.4 | | |
| LOAN ANALYS | sis: | | · · | <u> </u> | | | | |
| Dec 2002 Dec 2008 | \$40.8 \$57.2 | \$40.8 \$65.4 | \$40.8 \$63.9 | \$40.8 \$73.0 | \$40.8 \$71.2 | \$40.8 \$81.4 | | |
| Req. Incr. Net Incr. per year | \$16.4 \$2.735 | \$24.6 \$4.097 | \$23.1 \$3.845 | \$32.2 \$5.366 | \$30.4 \$5.060 | \$40.5 \$6.755 | | |
| Monthly Net Increase | \$0.228 | \$0.341 | \$0.320 | \$0.447 | \$0.422 | \$0.563 | | |



The Net Capital section of the worksheet calculates the ROA that will be required to achieve the long-term net capital goal based on the annual asset growth rate goal. In some cases the credit union planners will decide that a desired ROA must be achieved. In this case the net capital percentage will merely be the result of the ROA earned during the planning period.

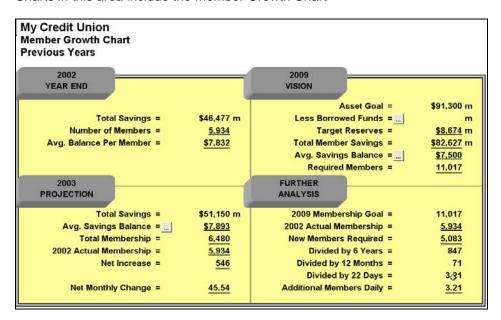
| EQUITY GROWTH | Long Term Capital Goal | National Avg of Capital 50-100 mm |
|----------------------|---------------------------|---|
| Dec 2008 | \$91,300,000 | \$91,300,000 |
| % of Capital | 9.50% | 11.22% |
| \$ of needed Capital | \$8,673,500 | \$10,243,860 |
| Current Capital | \$4,928,610 | \$4,928,610 |
| Difference | \$3,744,890 | \$5,315,250 |
| Divided by 6 years | \$624,000 | \$886,000 |
| Average assets | \$69,837,016 | \$69,837,016 |
| ROA | 0.89% | 1.27% |
| | | |

With all of this information in mind, you can use the Growth Chart to test out a variety of growth scenarios to find the growth plan that is right for your Credit Union.

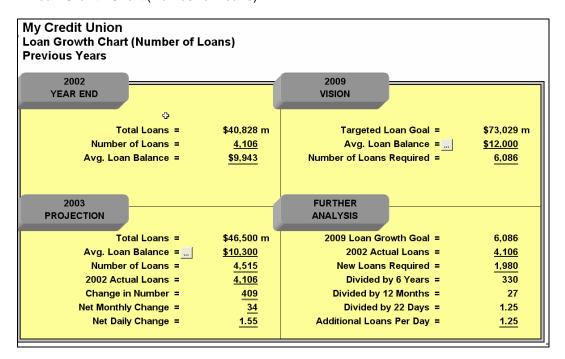
Creating Long-Term Membership and Productivity Objectives

The next step in the planning process is to create your long term membership and productivity objectives - determining the average loan and savings relationship the credit union would like to achieve with each member, and establishing the "5 year" staff productivity goals. You can use the M1 - FT1 sheets to support and visualize these objectives.

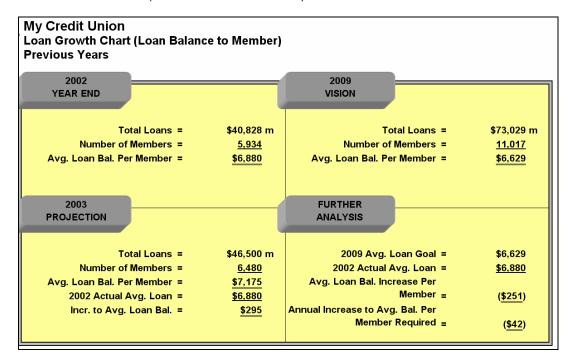
Charts in this area include the Member Growth Chart



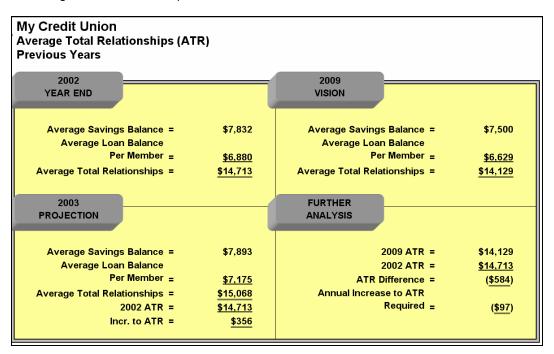
...Loan Growth Chart (Number of Loans)...



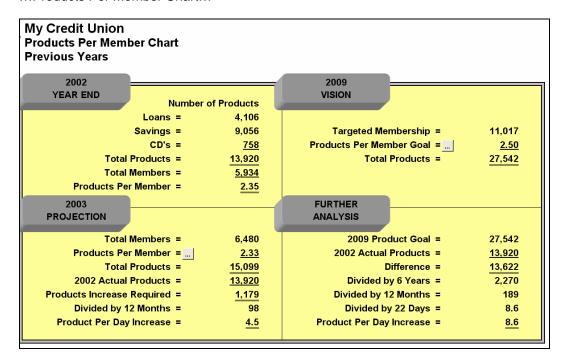
...Loan Growth Chart (Loan Balance to Member)...



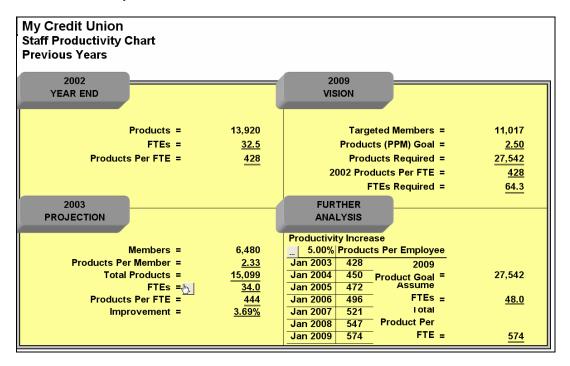
... Average Total Relationship Chart...



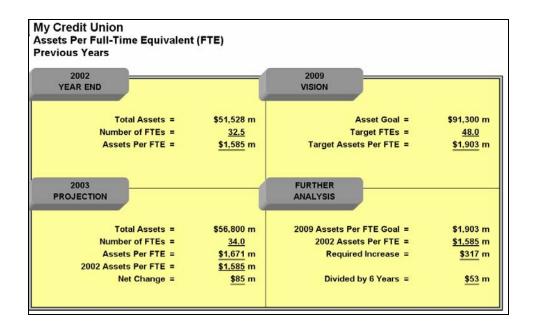
...Products Per Member Chart...



...Staff Productivity Chart...

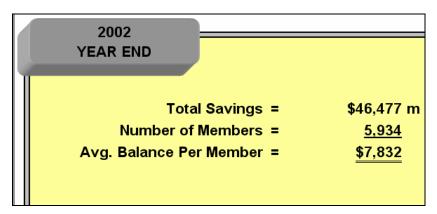


...and the Assets to Full Time Equivalents Chart.



All of the charts in this area have 4 distinct sections.

The upper left section displays where the credit union was at year-end 2002.



The lower left section displays where the credit union wants to be at year-end 2003.

The upper right section is where you will set the goal for each particular area for 2009 (long-term objective)

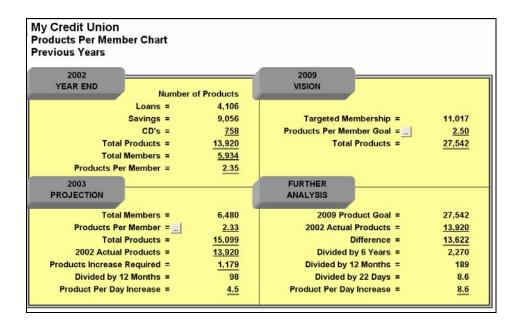


The lower right section breaks the long-term goal into yearly, monthly and daily production.

| FURTHER ANALYSIS | |
|----------------------------|--------------|
| 2009 Membership Goal = | 11,017 |
| 2002 Actual Membership = | <u>5,934</u> |
| New Members Required = | 5,083 |
| Divided by 6 Years = | 847 |
| Divided by 12 Months = | 71 |
| Divided by 22 Days = | 3.21 |
| Additional Members Daily = | <u>3.21</u> |

To give you an idea of the tools available in this area, let's examine one of these sheets.

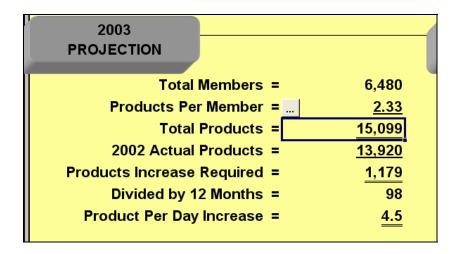
The Products Per Member Chart demonstrates the average relationships the members have with the Credit Union. Information displayed in this area of the chart is automatically imported from information you entered previously on the D sheet.



If you click on the gray data entry button, you will be prompted to enter your Products Per Member goal for year end. Usually, the more products the member has at the Credit Union the more profitable the relationship is to the Credit Union.



Based on the information you have already entered in other sheets, including your total Member goal, Insight calculates the total number of Products you will need to meet this goal, displays the actual number of products obtained in the prior year, displays the increase in products that will be needed to obtain the goal, gives you a monthly product requirement in order to obtain the goal, and shows you the number of products per day you will need to meet in order to obtain the goal.



The Chart also provides an area to enter your long-term (5 year) Products Per Member goal, while displaying your long-term Membership goal, and the Total number of products that will be needed to meet the PPM goal. You can then try out different scenarios to see how many products the credit union membership would need to have to meet the long-term products per member goal that are being established through this chart.



The lower right section of the chart provides additional analysis, including the number of products you will need each year, month, and day, in order to obtain your long term goal.

| FURTHER ANALYSIS | |
|----------------------------|---------------|
| 2009 Product Goal = | 27,542 |
| 2002 Actual Products = | <u>13,920</u> |
| Difference = | <u>13,622</u> |
| Divided by 6 Years = | 2,270 |
| Divided by 12 Months = | 189 |
| Divided by 22 Days = | 8.6 |
| Product Per Day Increase = | <u>8.6</u> |

Projecting Loan and Savings Growth

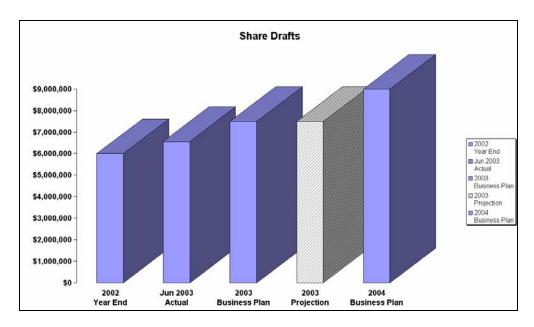
After setting long-term Membership and Productivity Objectives, you can use the Savings Analysis and Loan Analysis charts to project loan and savings growth to the end of the year and/or the next years budget. You can project this growth complete with estimated yields of the various savings and loan types.

On the Savings Analysis chart, you can enter year end goals for all of your Share account balances, including Regular Shares, Money Market accounts, Share CDs, IRA CDs, Premium, Clubs and Escrow balances, non-member funds and more. You can also enter estimated year end yields (average dividend rate) for all of your Share accounts.

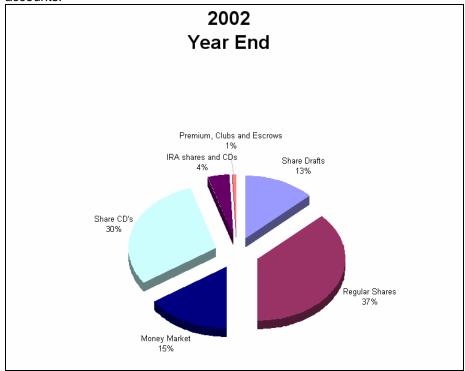
| Loan Analysis Ch For PLANNING PUR | | . | | | | | | |
|--------------------------------------|------------------|------------------|------------------|--------------------|-----------------------|--------------------|-----------------------------|--------------------|
| | | | | | | | | |
| | 2001 Year End | 2002 Year End | 2003 Year End | Jan 2004 Actual | 2004 Business Plan | 2004 Est. Yield | 2004 Est. Loan Income | 2004 Proj. Grow |
| Unsecured Credit Card Loans | \$3,550,254 | \$3,273,987 | \$3,194,953 | \$0 | | | \$0 | -100.00 |
| All Other Unsecured | \$1,637,149 | \$1,916,561 | \$2,683,111 | \$0 | | | \$0 | -100.00 |
| New Vehicle Loans | \$3,804,050 | \$3,604,639 | \$3,435,934 | \$0 | | | \$0 | -100.00 |
| Used Vehicle Loans | \$10,812,564 | \$10,918,340 | \$14,868,675 | \$0 | | | \$0 | -100.00 |
| Total 1st Mortgage RE & | \$4,596,018 | \$5,297,825 | \$8,399,080 | \$0 | | | \$0 | -100.00 |
| Total Other RE Loans/LOC | \$3,257,985 | \$3,339,874 | \$6,203,915 | \$0 | | | \$0 | -100.00 |
| Total All Other Loans/LOC | \$1,781,535 | \$1,897,906 | \$2,138,261 | \$0 | | | \$0 | -100.00 |
| Loans Purchased/non- | \$0 | \$0 | \$0 | \$0 | | | \$0 | 0.00 |
| Leases Receivable | \$0 | \$0 | \$0 | \$0 | | | \$0 | 0.00 |
| Balance Undetermined | \$0 | \$0 | \$0 | \$0 | | | | |
| Total | \$29,439,555 | \$30,249,132 | \$40,923,929 | \$0 | \$0 | 0.00% | \$0 | -100.00 |

The Savings Analysis chart also contains a variety of graphs to help you visualize the status of Share accounts and progress.

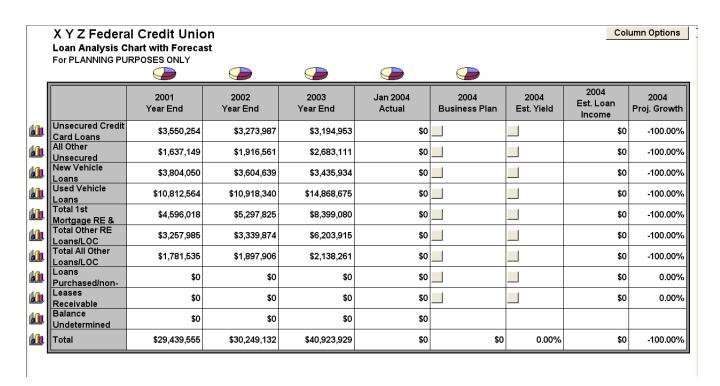
The graph icons on the left side of the chart result in charts that will help you to track your progress in each Savings account category compared to Savings projections and goals you have entered.



The graph icons on the top of the chart result in charts that track distribution of loans through different accounts.

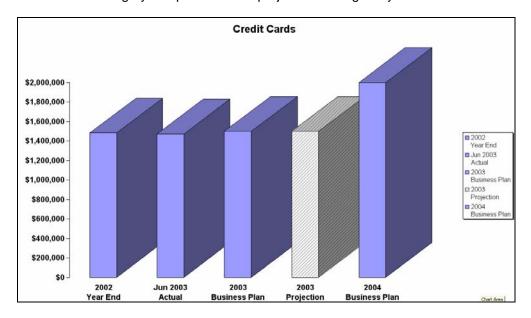


On the Loan Analysis chart, you can enter year end goals for all of your Loan balances, including credit card balances, unsecured loans, new and used vehicle loans, first mortgage loans, other real estate loans, other loans to members, leases receivable, and loans to non-members. You can also enter estimated year end yields (average weighted interest rate) for each of these Loan accounts.

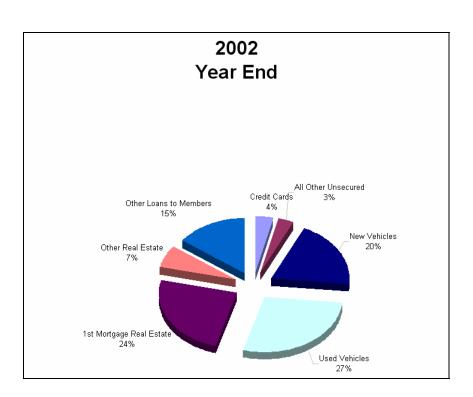


The Loan Analysis chart also contains graphing options to help you visualize the status of loan accounts and progress towards goals.

The graph icons on the left side of the chart result in charts that will help you to track your progress in each loan account category compared to loan projections and goals you have entered.



The graph icons on the top of the chart result in charts that track distribution of loans through different accounts.



The Balance Sheet and Income Statement

The next step in the Insight Planning Process is to use the Balance Sheet and Income Statement to complete the financial components of the credit union's business plan.

The purpose of the Balance Sheet is to provide the planners with a tool to project the Credit Union's financial position based on the achievement of member loans and savings growth goals.

| X Y Z Federal Credit Union | | | | | Column Options |
|--|-----------|-----------|-----------|-----------|------------------|
| Balance Sheet Business Plan | | | | | |
| For Planning Purposes | 2001 | 2002 | 2003 | Jan 2004 | 2004 |
| (Based on Management Input) | Year End | Year End | Year End | Actual | Business Plan |
| ASSETS (In Millions) | | | | | |
| Cash | \$0.420 | \$0.802 | \$1.086 | \$0.000 | |
| Loans | \$29.440 | \$30.249 | \$40.924 | \$0.000 | \$0.000 |
| Allowance for Loan Losses | - \$0.195 | - \$0.200 | - \$0.191 | - \$0.000 | = \$0.191 |
| Investments | \$4.322 | \$7.329 | \$1.971 | \$0.000 | = \$4.756 |
| Other Assets | \$0.146 | \$0.140 | \$0.174 | \$4.565 | |
| Fixed Assets | \$0.600 | \$0.611 | \$0.720 | \$0.000 | |
| TOTAL ASSETS | \$34.732 | \$38.931 | \$44.684 | \$4.565 | \$4.565 |
| LIABILITIES/SAVINGS/EQUITY (In Millions) | | | | | |
| Liabilities | \$0.090 | \$0.126 | \$0.167 | \$0.000 | |
| Savings and Borrowed Funds | \$31.168 | \$34.830 | \$39.952 | \$0.000 | \$0.000 |
| Equity (Net Capital) | \$3.475 | \$3.975 | \$4.565 | \$4.565 | ? \$4.565 |
| TOTAL LIABILITIES/SAVINGS/EQUITY | \$34.732 | \$38.931 | \$44.684 | \$4.565 | \$4.565 |
| ADDITIONAL EQUITY (In Millions) | | | | | |
| | 2001 | 2002 | 2003 | Jan 2004 | 2004 |

| | 2001 | 2002 | 2003 | Jan 2004 | 2004 |
|--|------------|-------------------|------------|-------------|---------------|
| ALLOWANCE FOR LOAN LOSS | Year End | Year End | Year End | Actual | Business Plan |
| Beginning Bal. Allowance For Loan Loss | \$189,207 | \$194,678 | \$200,383 | \$190,827 | \$190,827 |
| Provision for Loan Loss Expense | \$72,000 | \$84,000 | \$84,000 | \$0 | |
| Net Charge-off Amount | - \$66,528 | - \$78,295 | - \$93,556 | - \$0 | |
| Additional Allowance Transfer - Adjustment | (\$1) | \$0 | \$0 | (\$190,827) | |
| Ending Bal. Allowance For Loan Loss | \$194,678 | \$200,383 | \$190,827 | \$0 | \$190,827 |

The purpose of the Income Statement is to provide the planners with a tool to project the credit union's net operating results for the current and planned year and the impact on the credit union's future net capital position. The Income Statement presents the major elements of credit union operations, (i.e. loan interest income, investment interest income, other operating income, member dividends and interest on borrowed money, operating expenses, provision for loan losses and other non-operating income or loss).

X Y Z Federal Credit Union

| Projected | Income | Statement |
|-----------|--------|-----------|

| For Planning Purposes (Based on Management Inpu | t) | | | 2001 Year End | % to Avg. Assets | 2002 Year End | % to Avg. Assets | 2003 Year End | % to Avg. Assets | Jan 2004 Actual YTD | % to Avg. Assets | 2004 Business Plan | % to Avg. Assets | 2004 Variance to Business Plan |
|--|--|---|---|-------------------------------|-------------------------|-------------------------------|-------------------------|-------------------------------|-------------------------|------------------------|-------------------------|--------------------------|-------------------------|---|
| REVENUE (In Millions) | | AVG. BALANCE | AVG. YIELD | | | | | | | | | | | |
| Loan Interest | PY 2003 AYTD 2004 BP 2004 PROJ 2004 PBP 2005 | \$35,587 \$20,462 \$20,462 \$20,462 \$0,000 | 7.00% 0.00% 0.00% 0.00% 0.00% | \$2.409 | 7.43% | \$2.337 | 6.34% | \$2.490 | 5.96% | \$0.000 | 0.00% | \$0.000 | 0.00% | \$0.000 |
| Investment Interest | PY 2003 AYTD 2004 BP 2004 PROJ 2004 PBP 2005 | \$4.650 \$0.985 \$3.363 <u></u> | <u> </u> | \$0.119 | 0.37% | \$0.084 | 0.23% | \$0.066 | 0.16% | \$0.000 | 0.00% | \$0.000 | 0.00% | \$0.000 |
| COST OF FUNDS | | | | \$2.528 | 7.79% | \$2.421 | 6.57% | \$2.556 | 6.11% | \$0.000 | 0.00% | \$0.000 | 0.00% | \$0.000 |
| Less Dividends & Int. on borrowed money | PY 2003 AYTD 2004 BP 2004 PROJ 2004 PBP 2005 | \$37.391 \$19.976 \$19.976 \$19.976 \$0.000 | 1.07% 0.00% 0.00% 0.00% 0.00% | \$0.742 | 2.29% | \$0.483 | 1.31% | \$0.401 | 0.96% | \$0.000 | 0.00% | \$0.000 | 0.00% | \$0.000 |
| NET INTEREST INCOME | | | l | \$1.787 | 5.51% | \$1.938 | 5.26% | \$2.155 | 5.15% | \$0.000 | 0.00% | \$0.000 | 0.00% | \$0.000 |
| Other Income | | | | \$0.546 | 1.68% | \$0.651 | 1.77% | \$0.730 | 1.75% | \$0.000 | 0.00% | | 0.00% | \$0.000 |
| SUBTOTAL | | | | \$2.333 | 7.19% | \$2.589 | 7.03% | \$2.885 | 6.90% | \$0.000 | 0.00% | \$0.000 | 0.00% | \$0.000 |
| EXPENSES (In Millions) Operating Provision for Loan Loss NON OPERATING INCOME (In Other Non Operating Income | Millions) | | | \$1.847 \$0.072 \$0.004 | 5.69% 0.22% 0.01% | \$2.005 \$0.084 \$0.000 | 5.44% 0.23% 0.00% | \$2.211 \$0.084 \$0.000 | 5.29% 0.20% 0.00% | \$0.000 \$0.000 | 0.00% 0.00% 0.00% | \$ 0.000 | 0.00% 0.00% 0.00% | \$0.000 \$0.000 |
| NET INCOME | | | | \$0.418 | 1.29% | \$0.500 | 1.36% | \$0.590 | 1.41% | \$0.000 | 0.00% | \$0.000 | 0.00% | \$0.000 |

Let me show you how these features work together to establish financial goals for the credit union.

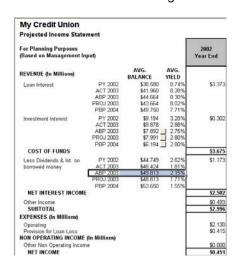
The goals that were previously entered for Savings growth on the (S) sheet are imported into the financial statement.

| Jun 2003 Actual | 2003 Business Plan | 2003 Projection |
|--------------------|-----------------------|--------------------|
| 64.454 | = 54,000 | = 54,000 |
| \$1.154 | _ | |
| \$43.092 | _ | _ |
| - \$0.648 | | |
| \$10.877 | | |
| \$0.553 | | \$0.900 |
| \$0.781 | \$2.160 | \$2.000 |
| \$55.809 | \$58.833 | \$56.800 |
| | | |
| \$0.231 | \$0.195 | \$0.180 |
| \$50.371 | <u>=</u> \$53.150 | \$51.150 |
| \$5.206 | ? \$5.488 | ? \$5.470 |
| \$55.809 | \$58.833 | \$56.800 |
| | | |
| Jun 2003 | 2003 | 2003 |
| Actual | Business Plan | Projection |
| \$541,904 | \$541,904 | \$541,904 |
| \$180,000 | \$360,000 | \$360,000 |
| - \$74,515 | \$270,000 | \$200,000 |
| \$253 | | |
| \$647,642 | \$631,904 | \$701,904 |

The estimated yield for specific share types that was entered into the (S) sheet produced an overall cost of funds...

| _ | 003 . Yield |
|---|----------------|
| | 0.35% |
| | 1.30% |
| | 2.10% |
| | 3.80% |
| | 3.00% |
| | 1.00% |
| | |
| | |
| | |
| | 2.15% |
| | |
| | 2.15% |

...which becomes the budgeted cost of funds for the income statement.



Insight provides features that help you to estimate net charged-off loans and create the budgeted amount for the Provision for Loan Loss expense, which will result in a goal for the Allowance for Loan Loss balance at the end of year.

| | 1999 | 2000 | 2001 | 2002 | Jun 2003 | 2003 |
|--|-------------|-----------|-----------|-------------|------------|---------------|
| ALLOWANCE FOR LOAN LOSS | Year End | Year End | Year End | Year End | Actual | Business Plan |
| Beginning Bal. Allowance For Loan Loss | \$335,163 | \$310,387 | \$551,087 | \$442,049 | \$541,904 | \$541,904 |
| Provision for Loan Loss Expense | \$240,000 | \$440,225 | \$280,000 | \$415,000 | \$180,000 | \$360,000 |
| Net Charge-off Amount | · \$264,776 | \$289,138 | \$389,038 | · \$315,145 | · \$74,515 | \$270,000 |
| Additional Allowance Transfer - Adjustment | \$0 | \$89,613 | \$0 | \$0 | \$253 | |
| Ending Bal. Allowance For Loan Loss | \$310,387 | \$551,087 | \$442,049 | \$541,904 | \$647,642 | \$631,904 |

The net charged-off loan figure (charged-off loans minus estimated loan recoveries) for the business plan year will be estimated and entered here.

| | 1999 | 2000 | 2001 | 2002 | Jun 2003 | 2003 |
|--|-------------|-----------|-------------|-----------|------------|---------------|
| ALLOWANCE FOR LOAN LOSS | Year End | Year End | Year End | Year End | Actual | Business Plan |
| Beginning Bal. Allowance For Loan Loss | \$335,163 | \$310,387 | \$551,087 | \$442,049 | \$541,904 | \$541,904 |
| Provision for Loan Loss Expense | \$240,000 | \$440,225 | \$280,000 | \$415,000 | \$180,000 | \$360,000 |
| Net Charge-off Amount | · \$264,776 | \$289,138 | . \$389,038 | \$315,145 | · \$74,515 | \$270,000 |
| Additional Allowance Transfer - Adjustment | \$0 | \$89,613 | \$0 | \$0 | \$253 | |
| Ending Bal. Allowance For Loan Loss | \$310,387 | \$551,087 | \$442,049 | \$541,904 | \$647,642 | \$631,904 |

The Provision for Loan Loss expense that the credit union estimates to be adequate for the year is entered here.

| | 1999 | 2000 | 2001 | 2002 | Jun 2003 | 2003 |
|--|-------------|-----------|-----------|-----------|-----------|---------------|
| ALLOWANCE FOR LOAN LOSS | Year End | Year End | Year End | Year End | Actual | Business Plan |
| Beginning Bal. Allowance For Loan Loss | \$335,163 | \$310,387 | \$551,087 | \$442,049 | \$541,904 | \$541,904 |
| Provision for Loan Loss Expense | \$240,000 | \$440,225 | \$280,000 | \$415,000 | \$180,000 | \$360,000 |
| Net Charge-off Amount | · \$264,776 | \$289,138 | \$389,038 | \$315,145 | \$74,515 | \$270,000 |
| Additional Allowance Transfer - Adjustment | \$0 | \$89,613 | \$0 | \$0 | \$253 | |
| Ending Bal. Allowance For Loan Loss | \$310,387 | \$551,087 | \$442,049 | \$541,904 | \$647,642 | \$631,904 |

The resulting ending balance in the Allowance for Loan Loss should be an adequate estimate of loan losses that the credit union will experience over the life of the loans. Usually in credit unions the life of the loan portfolio is 18-24 months. If the Allowance for loan loss is not adequate, further adjustments can be made to the Provision.

The amount that was entered in the Provision for Loan Loss is now the amount of expense for the Provision for Loan Loss on the Projected Income Statement.

| EXPENSES (In Millions) | | | | | | | |
|------------------------------------|---------|-------|---------|-------|------------------|-------|---------|
| Operating | \$2.130 | 4.30% | \$2.372 | 4.42% | \$2.443 | 4.43% | \$0.071 |
| Provision for Loan Loss | \$0.415 | 0.84% | \$0.360 | 0.67% | <u>=</u> \$0.360 | 0.65% | \$0.000 |
| NON OPERATING INCOME (In Millions) | | | | | · | | |
| Other Non Operating Income | \$0.000 | 0.00% | \$0.000 | 0.00% | | 0.00% | \$0.000 |
| NET INCOME | \$0.451 | 0.91% | \$0.616 | 1.15% | \$0.560 | 1.01% | \$0.056 |

The next process in building the business plan is to project the Balance sheet to the end of the year. Insight helps you to extend cash to the end of the year...

| My Credit Union | | | | Hide | 2003 Budget Sl | now 2004 Budget |
|-----------------------------|-----------|-----------|----------|-----------|----------------|------------------|
| Balance Sheet Business Plan | | | | | | |
| For Planning Purposes | 1999 | 2000 | 2001 | 2002 | Jun 2003 | 2003 |
| (Based on Management Input) | Year End | Year End | Year End | Year End | Actual | Business Plan |
| ASSETS (In Millions) | | | | | | |
| Cash | \$3.172 | \$1.796 | \$0.477 | \$0.692 | \$1.154 | \$1.000 |
| Loans | \$28.610 | \$33.069 | \$36.331 | \$40.828 | \$43.092 | \$48.500 |
| Allowance for Loan Losses | . \$0.310 | · \$0.551 | \$0.442 | · \$0.542 | · \$0.648 | = \$0.632 |
| Investments | \$5.856 | \$5.872 | \$9.509 | \$8.880 | \$10.877 | = \$6.905 |
| Other Assets | \$0.520 | \$0.254 | \$0.696 | \$0.871 | \$0.553 | \$0.900 |
| Fixed Assets | \$0.767 | \$0.832 | \$0.956 | \$0.801 | \$0.781 | \$2.160 |
| TOTAL ASSETS | \$38.614 | \$41.273 | \$47.528 | \$51.528 | \$55.809 | \$58.833 |

...and then extend other assets to the end of the year.

| My Credit Union | | | | Hide | 2003 Budget Si | how 2004 Budget |
|-----------------------------|----------|-----------|----------|----------|----------------|--------------------|
| Balance Sheet Business Plan | | | | | | |
| For Planning Purposes | 1999 | 2000 | 2001 | 2002 | Jun 2003 | 2003 |
| (Based on Management Input) | Year End | Year End | Year End | Year End | Actual | Business Plan |
| ASSETS (In Millions) | | | | | | |
| Cash | \$3.172 | \$1.796 | \$0.477 | \$0.692 | \$1.154 | \$1.000 |
| Loans | \$28.610 | \$33.069 | \$36.331 | \$40.828 | \$43.092 | <u>■</u> \$48.500 |
| Allowance for Loan Losses | \$0.310 | · \$0.551 | \$0.442 | \$0.542 | \$0.648 | <u>■</u> · \$0.632 |
| Investments | \$5.856 | | | | \$10.877 | |
| Other Assets | \$0.520 | \$0.254 | \$0.696 | \$0.871 | \$0.553 | |
| Fixed Assets | \$0.767 | \$0.832 | \$0.956 | \$0.801 | \$0.781 | \$2.160 |
| TOTAL ASSETS | \$38.614 | \$41.273 | \$47.528 | \$51.528 | \$55.809 | \$58.833 |

You then have an opportunity to consider if the Non-Earning Assets will increase, i.e., is your credit union buying land, building an office, or converting computer systems during this year? The estimated amount of non-earning assets for year-end would be entered here.

| My Credit Union | | | | Hide | 2003 Budget Sl | now 2004 Budget |
|-----------------------------|----------|-----------|----------|----------|----------------|------------------|
| Balance Sheet Business Plan | | | | | | |
| For Planning Purposes | 1999 | 2000 | 2001 | 2002 | Jun 2003 | 2003 |
| (Based on Management Input) | Year End | Year End | Year End | Year End | Actual | Business Plan |
| ASSETS (In Millions) | | | | | | |
| Cash | \$3.172 | \$1.796 | \$0.477 | \$0.692 | \$1.154 | \$1.000 |
| Loans | \$28.610 | \$33.069 | \$36.331 | \$40.828 | \$43.092 | \$48.500 |
| Allowance for Loan Losses | \$0.310 | · \$0.551 | \$0.442 | \$0.542 | \$0.648 | ■ . \$0.632 |
| Investments | \$5.856 | \$5.872 | \$9.509 | \$8.880 | \$10.877 | <u>■</u> \$6.905 |
| Other Assets | \$0.520 | \$0.254 | \$0.696 | \$0.871 | \$0.553 | \$0.900 |
| Fixed Assets | \$0.767 | \$0.832 | \$0.956 | \$0.801 | \$0.781 | \$2.160 |
| TOTAL ASSETS | \$38.614 | \$41,273 | \$47,528 | \$51.528 | \$55,809 | \$58,833 |

You can then extend other liabilities to the end of the year.

| LIABILITIES/SAVINGS/EQUITY (In Millions) | | | | | | |
|--|----------|----------|----------|----------|-----------|----------|
| Liabilities | \$0.190 | \$0.194 | \$0.132 | \$0.123 | \$0.231 | \$0.195 |
| Savings and Borrowed Funds | \$34,447 | \$37.038 | \$43.021 | \$46,477 | \$50.371 | \$53,150 |
| Equity (Net Capital) | \$3.977 | \$4.042 | \$4.374 | \$4.929 | \$5.206 2 | \$5,488 |
| TOTAL LIABILITIES/SAVINGS/EQUITY | \$38.614 | \$41.273 | \$47.528 | \$51.528 | \$55.809 | \$58.833 |

Back on the Income Statement, you can determine the amount of Fee & Other Income that the credit union can expect this year.

| NET INTEREST INCOME | \$2.502 | 5.05% | \$2.882 | 5.37% | \$2.853 | 5.17% | \$0.030 |
|---------------------|---------|-------|---------|-------|---------|-------|-----------|
| Other Income | \$0.493 | 1.00% | \$0.466 | 0.87% | \$0.510 | 0.92% | (\$0.044) |

Next, on the Income Statement, you would determine your operating expenses based on a detailed review of anticipated operating expenses...

| EXPENSES (In Millions) | | | | | | | |
|------------------------------------|---------|-------|---------|-------|---------|-------|---------|
| Operating | \$2.130 | 4.30% | \$2.372 | 4.42% | \$2,443 | 4.43% | \$0.071 |
| Provision for Loan Loss | \$0.415 | 0.84% | \$0.360 | 0.67% | \$0.360 | 0.65% | \$0.000 |
| NON OPERATING INCOME (In Millions) | | | | | | | |
| Other Non Operating Income | \$0,000 | 0.00% | \$0.000 | 0.00% | | 0.00% | \$0.000 |
| NET INCOME | \$0.451 | 0.91% | \$0.616 | 1.15% | \$0.560 | 1.01% | \$0.056 |

...and then determine the amount of non operating income for this year.

| EXPENSES (In Millions) | | | | | | | |
|------------------------------------|---------|-------|---------|-------|---------|-------|---------|
| Operating | \$2.130 | 4.30% | \$2.372 | 4.42% | \$2.443 | 4.43% | \$0.071 |
| Provision for Loan Loss | \$0.415 | 0.84% | \$0.360 | 0.67% | \$0.360 | 0.65% | \$0.000 |
| NON OPERATING INCOME (In Millions) | | | | | | | |
| Other Non Operating Income | \$0.000 | 0.00% | \$0.000 | 0.00% | -14 | 0.00% | \$0.000 |
| NET INCOME | \$0.451 | 0.91% | \$0.616 | 1.15% | \$0.560 | 1.01% | \$0.056 |

You can then check to ensure that the resulting net income and...

| EXPENSES (In Millions) | | | | 19 | | | |
|------------------------------------|---------|-------|---------|-------|---------|-------|---------|
| Operating | \$2.130 | 4.30% | \$2.372 | 4.42% | \$2,443 | 4.43% | \$0.071 |
| Provision for Loan Loss | \$0.415 | 0.84% | \$0.360 | 0.67% | \$0.360 | 0.65% | \$0.000 |
| NON OPERATING INCOME (In Millions) | | | | - | | | |
| Other Non Operating Income | \$0.000 | 0.00% | \$0.000 | 0.00% | | 0.00% | \$0.000 |
| NET INCOME | \$0.451 | 0.91% | \$0.616 | 1.15% | \$0.560 | 1.01% | \$0.056 |

...the resulting ROA...

| EXPENSES (In Millions) | | | | | | | |
|------------------------------------|---------|-------|---------|-------|---------|---------|---------|
| Operating | \$2.130 | 4.30% | \$2.372 | 4.42% | \$2.443 | 4.43% | \$0.071 |
| Provision for Loan Loss | \$0.415 | 0.84% | \$0.360 | 0.67% | \$0.360 | 0.65% | \$0.000 |
| NON OPERATING INCOME (In Millions) | | | | | | | |
| Other Non Operating Income | \$0.000 | 0.00% | \$0.000 | 0.00% | | 0.00% | \$0.000 |
| NET INCOME | \$0.451 | 0.91% | \$0.616 | 1.15% | \$0.560 | ♦ 1.01% | \$0.056 |

...support the long-term growth goals?



If they do, you would be finished with your financial goals for the current year.

Insight also includes features which help you to estimate your Delinquency Percentage on the H sheet...

| Delinquent Loans % of Loans Delinquent | \$769,252 | \$621,960 | \$611,996 | \$509,503 | \$532,237 | \$533,500 |
|--|-----------|-----------|-----------|-----------|-----------|-----------|
| % of Loans Delinquent | 2.69% | 1.88% | 1.68% | 1.25% | 1.24% | 1.10% |

...and complete your projection of the credit union's current year-end Financial Statement by calculating equity on the Balance Sheet

| LIABILITIES/SAVINGS/EQUITY (In Millions) | | | | | | |
|--|----------|----------|----------|----------|----------|-----------|
| Liabilities | \$0.190 | \$0.194 | \$0.132 | \$0.123 | \$0.231 | \$0.195 |
| Savings and Borrowed Funds | \$34.447 | \$37.038 | \$43.021 | \$46.477 | \$50.371 | \$53,150 |
| Equity (Net Capital) | \$3.977 | \$4.042 | \$4.374 | \$4.929 | \$5.206 | 2 \$5.488 |
| TOTAL LIABILITIES/SAVINGS/EQUITY | \$38.614 | \$41.273 | \$47.528 | \$51.528 | \$55.809 | \$58.833 |

The Membership Profile and Productivity Analysis Chart

Insight also features a Membership Profile and Productivity Analysis Chart, which helps you to review the trends your Credit Union has been experiencing.

X Y Z Federal Credit Union Membership Profile and Productivity Analysis

| TREND HISTORY | 2001 | 2002 | 2003 | Jan 2004 | 2004 | 2010 |
|-------------------------------|-------------|-------------|-------------|-----------|---------------|-----------|
| TREND HISTORY | Year End | Year End | Year End | Actual | Business Plan | Vision |
| Number of Members | 7,811 | 8,003 | 8,226 | 0 | 0 | 0 |
| Change in Members | 220 | 192 | 223 | (8,226) | (8,226) | (8,226) |
| Avg. Savings Balance | \$3,990 | \$4,352 | \$4,857 | \$0 | \$0 | \$0 |
| Change in Avg. Balance | \$439 | \$362 | \$505 | (\$4,857) | (\$4,857) | (\$4,857) |
| Number of Loans | 4,540 | 5,026 | 5,892 | 0 | 0 | 0 |
| (I) Change in Number of Loans | (120) | 486 | 866 | (5,892) | (5,892) | (5,892) |
| 🚺 Avg. Loan Balance | \$6,484 | \$6,019 | \$6,946 | \$0 | \$0 | \$0 |
| Change in Avg. Loan Balance | \$888 | (\$466) | \$927 | (\$6,946) | (\$6,946) | (\$6,946) |
| 🚺 Avg. Loan Bal. per Member | \$3,769 | \$3,780 | \$4,975 | \$0 | \$0 | \$0 |
| Change in Avg. Loan Balance | \$334 | \$11 | \$1,195 | (\$4,975) | (\$4,975) | (\$4,975) |
| Average Total Relationships | \$7,759 | \$8,132 | \$9,832 | \$0 | \$0 | \$0 |
| ① Change in ATR | \$773 | \$373 | \$1,700 | (\$9,832) | (\$9,832) | (\$9,832) |
| Percentage Change in ATR | 9.96% | 4.58% | 17.29% | | | N/A |
| Products Delivered | 25,818 | 21,633 | 23,280 | 0 | 0 | 0 |
| Change in Products Delivered | 6,821 | (4,185) | 1,647 | (23,280) | (23,280) | (23,280) |
| Products per Member | 3.31 | 2.70 | 2.83 | 0.00 | 0.00 | 0.00 |
| Products per FTE | 1,324 | 1,139 | 1,225 | 0 | 0 | 1,463 |
| Change in Productivity | 297 | (185) | 87 | (1,225) | (1,225) | 238 |
| Assets per FTE | \$1,781,000 | \$2,049,000 | \$2,352,000 | \$0 | \$0 | \$0 |
| Net Income per FTE | \$21,442 | \$26,318 | \$31,076 | \$0 | \$0 | N/A |

On this chart, you can review how your Credit Union has progressed in membership growth...

| Nuthber of Members | 5,414 | 5,934 | 6,256 | 0 | 6,480 | 7,292 |
|--------------------|-------|-------|-------|---------|-------|-------|
| Change in Members | 351 | 520 | 322 | (5,934) | 546 | 812 |

...progressed in growing the average savings balance...

| Avg. Savings Balance | \$7,946 | \$7,832 | \$8,052 | \$0 | \$7,893 | \$7,700 |
|------------------------|---------|---------|---------|-----------|---------|---------|
| Change in Avg. Balance | \$631 | (\$114) | \$219 | (\$7,832) | \$61 | (\$193) |

...progressed in growing the number of loans...

| Number of Loans | 4,000 | 4,106 | 4,220 | 0 | 4,515 | 5,000 |
|---------------------------|-------|-------|-------|---------|-------|-------|
| Change in Number of Loans | (144) | 106 | 114 | (4,106) | 409 | 485 |

...progressed in growing the average loan balance...

| Avg. Loan Balance | \$9,083 | \$9,943 | \$10,211 | \$0 | \$10,300 | \$10,600 |
|-----------------------------|---------|---------|----------|-----------|----------|----------|
| Change in Avg. Loan Balance | \$1,103 | \$861 | \$268 | (\$9,943) | \$357 | \$300 |

Show Help Column Options

...progressed in growing the average loan balance per member ...

| Avg. Loan Bal. per Member | \$6,711 | \$6,880 | \$6,888 | \$0 | \$7,175 | \$7,268 |
|-----------------------------|---------|---------|---------|-----------|---------|---------|
| Change in Avg. Loan Balance | \$179 | \$170 | \$8 | (\$6,880) | \$295 | \$93 |

...and progressed in growing the Average Total Relationship per member.

| Average Total Relationships | \$14,657 | \$14,713 | \$14,940 | \$0 | \$15,068 | \$14,968 |
|-----------------------------|----------|----------|----------|------------|----------|----------|
| Change in ATR | \$810 | \$56 | \$227 | (\$14,713) | \$356 | (\$100) |
| Percentage Change in ATR | 5.53% | 0.38% | 1.52% | | 2.36% | -0.67% |

You can review how many products your Credit Union delivers, how much that is increasing each year, and what your Credit Union's products per member ratio is.

| Products Delivered | 13,200 | 13,920 | 14,509 | 0 | 15,099 | 17,137 |
|------------------------------|--------|--------|--------|----------|--------|--------|
| Change in Products Delivered | 250 | 720 | 589 | (13,920) | 1,179 | 2,037 |
| Products per Member | 2.44 | 2.35 | 2.32 | 0.00 | 2.33 | 2.35 |

You can review the products per full time equivalent (FTE) ratio (or, in other words, on average, how many products each FTE supports).

| Products per FTE | 455 | 428 | 433 | 0 | 444 | 451 |
|------------------------|-----|------|-----|-------|-----|-----|
| Change in Productivity | 1 | (27) | 5 | (428) | 16 | 7 |

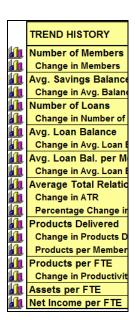
Lastly, you can review the assets per FTE...

| Assets per FTE | \$1,639,000 | \$1,585,000 | \$1,666,000 | ėn. | \$1,671,000 | \$1,641,000 |
|----------------|-------------|--------------------|-------------|-----|-------------|-------------|
| Assets Der FTE | \$1,639,000 | \$1.080.000 | \$1.666.000 | \$0 | \$1.6/1.000 | \$1.641.000 |

...and net income per FTE

| Net Income per FTE | \$10,337 | \$13,876 | \$18,394 | \$0 | \$15,915 | \$14,436 |
|--------------------|----------|----------|----------|-----|----------|----------|

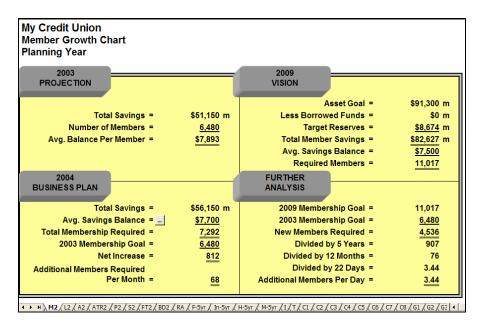
The M chart also includes graphs which help you to track your progress against goals and projections.



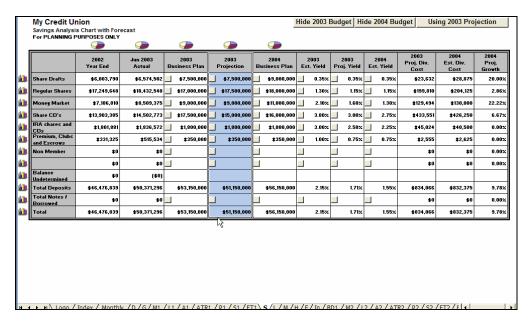
After reviewing the Membership Profile and Productivity Analysis Chart, you should have a fairly good idea of what trends your Credit Union has been experiencing in membership and productivity growth areas.

Use the M2-FT2 Charts to Forecast the Credit Union's Year Ending Position

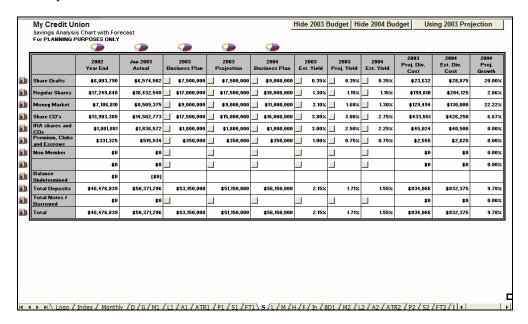
The next step in the planning process is to use the M2 - FT2 charts to forecast the credit union's current year ending position in members, loan growth, average loan balance per member, products per member and staff productivity. These charts are similar to the M1 - FT1 charts we reviewed previously, but are rolled forward one year to accommodate planning for the next year. The current year's goals are displayed in the lower left corner of each chart.



You can then use the Savings Analysis and Loan Analysis Charts to project the year end loan and savings forecast...

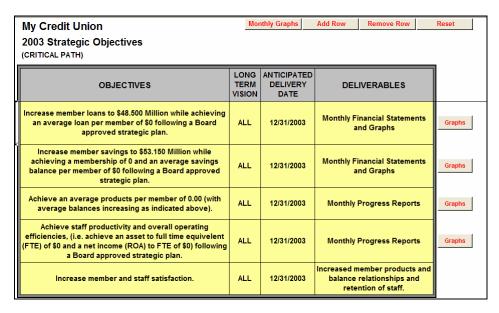


...and yields.



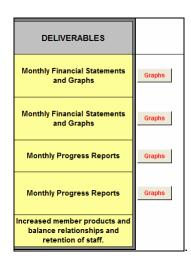
The Strategic Objectives Chart and Goal Tracking

The goals that have been established throughout this process are displayed on the Strategic Objectives Chart. These objectives are automatically imported into the chart based on information you entered previously, but you can add as many objectives as you would like, by using our Add Row feature.

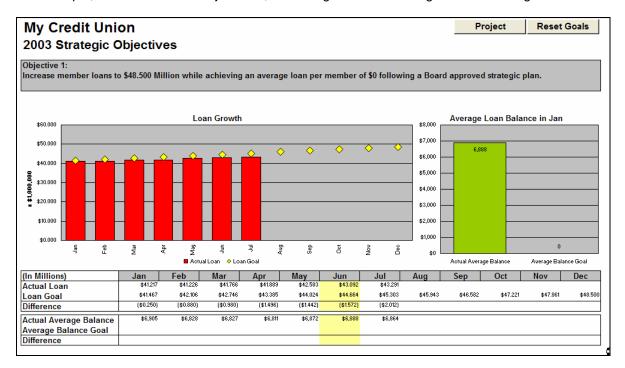


A wide variety of graphs and charts are available from within the Strategic Objectives chart that will help to keep your Credit Union staff and Board of Directors aware of the progress the credit union is making towards achieving its business plan.

For example, from the Strategic Objectives chart, you can access Goal Tracking sheets that track your credit union's monthly progress towards the strategic objectives (goals) set in the Insight Planning Software. You can access the goal tracking sheets by selecting one of the GRAPH buttons to the right of the goals on this sheet.



For example, this sheet tracks Objective 1, the loan growth and average loan balance goal.



In each of the goal tracking sheets (sheet tabs G1 through G4) by default, the program assumes a steady monthly progress towards the goal, however you're able to change the monthly goals leading to the end of the year goal. So, if your credit union has low loan demand in January and February, but then loan demand is high in March, you are able to adjust the monthly goals to reflect the trends that are anticipated.

Notice the yellow highlighting? This displays the current month's information and will move as you advance to new months during the year.

Within each of the goal tracking sheets there is a Project button and a Reset button.



The Project button will lead you to a project tracking sheet.

The Project Tracking sheet is simply a memo area for you to write notes about the projects you are doing to help achieve each goal. This sheet will become more functional in future releases. The Project Tracking sheet can be formatted in any way you want, there is no protection on these sheets. Just like the Goal Tracking sheets, there is a separate project tracking sheet for each of the Strategic Objectives.

| Objective 1: Increase member loans to \$48.500 Million while achieving an average loan pe member of \$0 following a Board approved strategic plan. | | | |
|--|---|--|--|
| Project 1: | | | |
| | ٥ | | |
| | | | |
| | | | |

When the Reset button is selected the monthly goals will revert back to the default of the steady monthly goal progression, so if you modify the monthly goals, handle this button with care!

Ideas and Tactics

Insight also comes with Idea and Tactics pages which help you to brainstorm about what needs to be accomplished in order to execute your business plan.

| | My Credit Union 2004-2005 Strategy (Tactics) Ideas! | |
|-------------|---|------|
| | | |
| Objective 1 | Increase member loans to \$53.000 Million wh achieving an average loan per member of \$7,2 following a Board approved strategic plan. | 268 |
| | Ideas | Sort |
| a. | | 8 |
| b. | | 7 |
| c. | | 6 |
| d. | | 5 |
| e. | | 4 |
| f. | | 3 |
| g. | | 2 |
| h. | | 1 |
| i. | | |
| j. | | |
| | Total | 36 |

Each of the items on the Deliverable page has a separate area on the Idea page. This helps your staff to brainstorm about how to achieve each goal.

Once you have entered all of your ideas, you can weight each idea according to its importance. You can assign higher numbers to your more important ideas, and lower numbers to your less important ideas. Once you are finished, you can sort the ideas, putting the top scoring ideas on the top of the list.

On the Tactics (T) page, the top three ideas for each goal will be displayed. This sheet can be used to assign project leaders and due dates for each project.

| | My Credit Union |
|--|--|
| | 2004-2005 BUSINESS PLAN |
| OBJECTIVE 1 | Increase member loans to \$53.000 Million while achieving an average loan per member of \$7,268 following a Board approved strategic plan. |
| TACTIC-1 ACTION PLANS RESPONSIBLE WRITTEN ACTION PLAN DUE | 0 |
| TACTIC-2 ACTION PLANS RESPONSIBLE WRITTEN ACTION PLAN DUE | 0 |
| TACTIC-3 ACTION PLANS RESPONSIBLE WRITTEN ACTION PLAN DUE | 0 |

The Ratio Analysis Chart

In this sheet, Credit Union ratios are compared to national ratios for credit unions of similar size. These ratios provide a comparison to national averages as a pergentage. They also provide the differences of results of operation (in dollars) between your credit union and an "average" credit union of the same size.

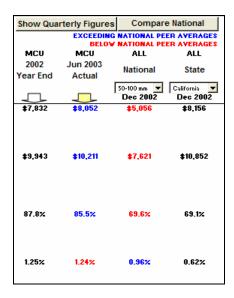
Comparisons to state averages for credit unions of a similar size are also provided. State averages include all credit unions located in the state (and may not be representative of your credit union).

| | | | | Show Qua | rterly Figures | Comp | are Off |
|-------------------------------------|--|-------------------------|-------------------------|-------------------------|---------------------------|---------------------|-----------------------|
| My Credit Un | ion | | | | | ' | |
| RATIO | PURPOSE | MCU 2000 Year End | MCU 2001 Year End | MCU 2002 Year End | MCU Jun 2003 Actual | ALL National | ALL State |
| | | | | | | 50-100 mm Dec 2002 | California Dec 2002 |
| Average savings balance | The average balance directly affects the credit union's ability to make loans. With a low savings balance, the credit union can make fewer large loans. | \$7,315 | \$7,946 | \$7,832 | \$8,052 | \$5,056 | \$8,156 |
| Average loan balance outstanding | An average personal loan balance of less than the national average could indicate that the credit union needs either to offer new borrowing services or more actively promote the ones it has. | \$7,980 | \$9,083 | \$9,943 | \$10,211 | \$7,621 | \$10,852 |
| Loans to savings ratio | To determine the percentage of savings dollars currently loaned to members so that budgeted income and loan policies can be evaluated. | 89.3% | 84.5% | 87.8% | 85.5% | 69.6% | 69.1% |
| Delinquent loans to loans | To control delinquency by comparing with national averages: also evaluate collection and lending policies (two months or over). | 1.88% | 1.68% | 1.25% | 1.24% | 0.96% | 0.62% |
| Loans to assets | To determine the percentage of | 80.1% | 76.4% | 79.2% | 77.2% | 61.1% | 60.6% |

All of the figures on the Ratio Analysis worksheet pull through from the Data entry worksheet. No data entry is necessary in the Ratio Analysis worksheet. You can experiment with comparisons to various peer groups, by asset class and state, by utilizing the drop down boxes located in the far right hand corner of the worksheet.

You can also highlight specific sets of data for comparative purposes, using our Compare features.

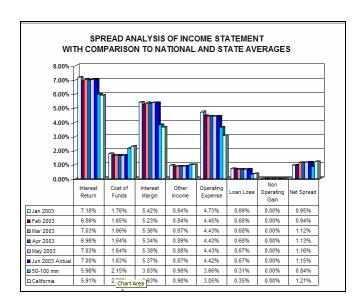
For example, if you toggle the Compare button until you see "Compare National" displayed, Insight will then compare your credit union's data to the National data for the Asset class you have selected.



You can also toggle between comparisons of Monthly data, Quarterly data, and Annual data. The ratio data in the software is updated semi-annually.

| MCU Jan 2003 | MCU Feb 2003 | MCU Mar 2003 | MCU Apr 2003 | MCU May 2003 | MCU Jun 2003 Actual |
|--------------------|---------------------|---------------------|---------------------|---------------------|---------------------------|
| | | | | | \Box |
| \$7,965 \$9,858 | \$8,109 \$10,062 | \$7,984 \$10,132 | \$8,086 \$10,167 | \$8,050 \$10,249 | \$8,052 \$10,211 |
| 86.7% | 84.2% | 85.5% | 84.2% | 85.4% | 85.5% |
| 1.25% | 0.98% | 0.97% | 1.00% | 1.11% | 1.24% |

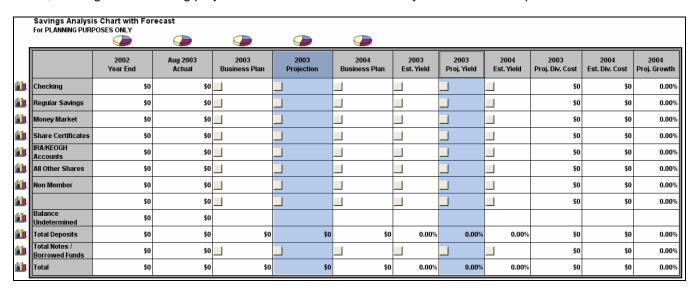
In addition to the RA Chart, Insight comes equipped with a wide array of other charts and graphs designed to help you visualize your credit union's goals, objectives, trends, and history.



Complete Year End Projections for the Current Year

Before you begin building your Business Plan for the next year, you will need to establish the year end projections for the current year. It is important for your current year end projections to be well thought out and as accurate as possible, as this will be the starting point for your business planning for the next year.

To complete your projections, work through the S and L sheets, Balance Sheet, Income Statement, and M Sheet, revising or establishing projections for the end of the current year in the column provided.



Budgeting for the Next Year

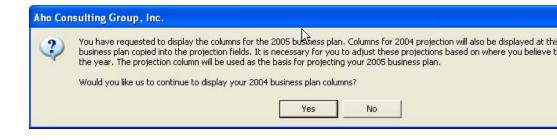
Insight Planning Software is designed to help you create your budget for the year to come.

When you are ready to begin working on your budget (after going through each of the previously mentioned areas completing year end projections for the current year), you can turn on the Budget feature by toggling the Budget button on the D sheet.

Budget 2005 off

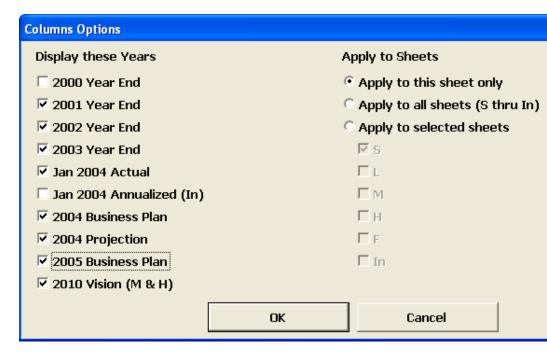
Turning the budget on and off will not cause you to lose any data. The information is saved.

When you begin to work on your budget by toggling the Budget button to the ON position, you will encounter a new message:

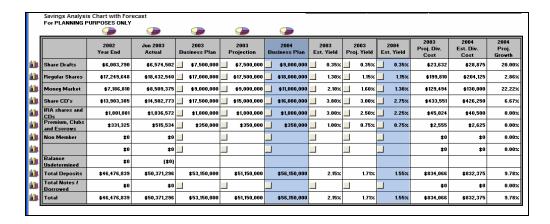


Select Yes.

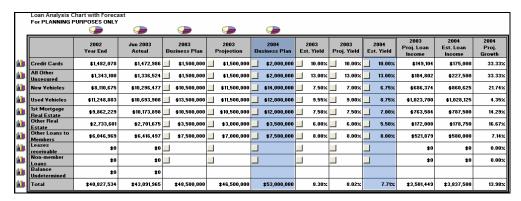
You can also choose to display your budget for the current year when budgeting for the coming year. You can control these options by selecting the Column Options button located on the S, L, F, IN, M, and H sheets.



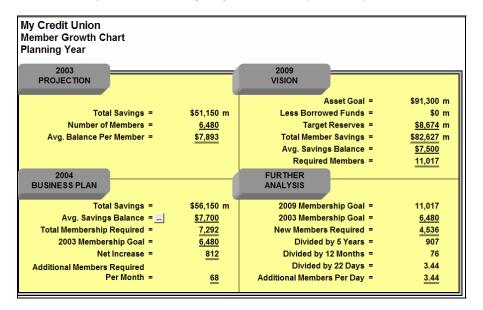
You can now use the Budgeting columns to make projections for the coming year in the Savings Analysis chart...



...Loan Analysis chart...



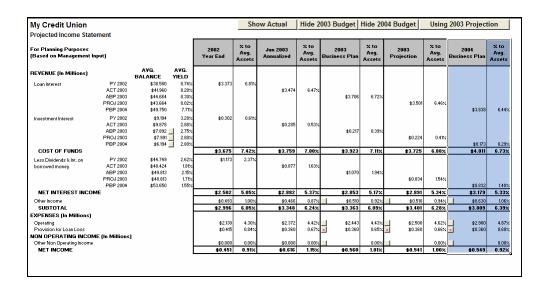
...Membership and Productivity Objective charts (M2 - FT2)...



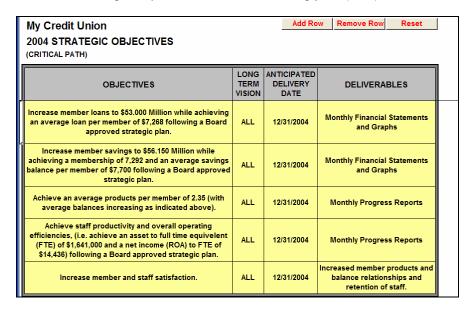
...Balance Sheet...

| My Credit Union | | | Hide 2003 Budget | Hide 2004 Bud | get Using 2003 Projection | | |
|--|-------------|-------------|------------------|--------------------------|---------------------------|--------------------|--|
| Balance Sheet Business Plan | | | | | | | |
| For Planning Purposes | 2001 | 2002 | Jun 2003 | 2003 | 2003 | 2003 2004 | |
| (Based on Management Input) | Year End | Year End | Actual | Business Plan Projection | | Business Plan | |
| ASSETS (In Millions) | | | | | | | |
| Cash | \$0.477 | \$0.692 | \$1.154 | \$1.000 | \$1.000 | \$1.000 | |
| Loans | \$36.331 | \$40.828 | \$43.092 | <u>*</u> \$48.500 | \$46.500 | \$53.000 | |
| Allowance for Loan Losses | - \$0.442 | - \$0.542 | - \$0.648 | <u>-</u> - \$0.632 | <u>-</u> - \$0.702 | <u>-</u> - \$0.812 | |
| Investments | \$9.509 | \$8.880 | \$10.877 | <u>=</u> \$6.905 | <u>=</u> \$7.102 | <u>=</u> \$5.287 | |
| Other Assets | \$0.696 | \$0.871 | \$0.553 | | | \$0.900 | |
| Fixed Assets | \$0.956 | \$0.801 | \$0.781 | \$2.160 | \$2.000 | \$3.000 | |
| TOTAL ASSETS | \$47.528 | \$51.528 | \$55.809 | \$58.833 | \$56.800 | \$62.375 | |
| LIABILITIES/SAVINGS/EQUITY (In Millions) | | | | | | | |
| Liabilities | \$0.132 | \$0.123 | \$0.231 | \$0.195 | \$0.180 | \$0.207 | |
| Savings and Borrowed Funds | \$43.021 | \$46.477 | \$50.371 | \$53.150 | \$51.150 | \$56.150 | |
| Equity (Net Capital) | \$4.374 | \$4.929 | \$5.206 | ? \$5.488 | ? \$5.470 | ? \$6.018 | |
| TOTAL LIABILITIES/SAVINGS/EQUITY | \$47.528 | \$51.528 | \$55.809 | \$58.833 | \$56.800 | \$62.375 | |
| ADDITIONAL EQUITY (In Millions) | | | | | | | |
| | 2001 | 2002 | Jun 2003 | 2003 | 2003 | 2004 | |
| ALLOWANCE FOR LOAN LOSS | Year End | Year End | Actual | Business Plan | Projection | Business Plan | |
| Beginning Bal. Allowance For Loan Loss | \$551,087 | \$442,049 | \$541,904 | \$541,904 | \$541,904 | \$701,904 | |
| Provision for Loan Loss Expense | \$280,000 | \$415,000 | \$180,000 | \$360,000 | \$360,000 | \$360,000 | |
| Net Charge-off Amount | - \$389,038 | - \$315,145 | - \$74,515 | \$270,000 | \$200,000 | \$250,000 | |
| Additional Allowance Transfer - Adjustment | \$0 | \$0 | \$253 | | | | |
| Ending Bal. Allowance For Loan Loss | \$442,049 | \$541,904 | \$647,642 | \$631,904 | \$701,904 | \$811,904 | |

...Income Statement...



...and the Strategic Objective chart for the coming year (BD2).



This concludes our overview of Insight Planning Software. For additional information, please refer to our Help files, accessible from within the D sheet, or refer to our extensivemenu of wizards, by selecting Aho from the toolbar, and then Wizard.

Getting Around in the Excel Spreadsheet

About workbooks and worksheets

Workbooks

In Microsoft Excel, a workbook is the file in which you work and store your data. Because each workbook can contain many sheets, you can organize various kinds of related information in a single file.

Worksheets

Use worksheets to list and analyze data. You can enter and edit data on several worksheets simultaneously and perform calculations based on data from multiple worksheets. When you create a chart, you can place the chart on the worksheet with its related data or on a separate chart sheet.

Sheet tabs

The names of the sheets appear on tabs at the bottom of the workbook window. To move from sheet to sheet, you can click on the sheet tabs.

For ease of reference, the Insight Charts are often referred to by their Excel "Sheet Tab" abbreviation within our Help system and software manual. For example, the Data Entry Worksheet is referred to as the D sheet.

List of Charts in the Planning Software

There are over 45 Charts and Worksheets used in the Insight Planning Software. Here is a listing of the Charts contained in the software, along with their Excel Sheet Tab abbreviations.

D Data Entry Sheet Growth Chart

M1 Member Growth Chart

Loan Growth Chart – Number of Loans

A1 Loan Growth Chart – Loan Balance to Member

P1 Products per Member Chart S1 Staff Productivity Chart

FT1 Assets per Full Time Equivalent

M-5YR Five Year Member Profile & Productivity Analysis

H-5YR Five Year Historical Trends
F-5YR Five Year Balance Sheet

IN-5YR
 Five Year Projected Income Statement
 Savings Analysis Chart with Forecast
 Loan Analysis Chart with Forecast

F Balance Sheet

IN Projected Income Statement
BD1 Strategic Objectives – Current Year

M2 Member Growth Chart

Loan Growth Chart – Number of Loans

A2 Loan Growth Chart – Loan Balance to Member

P2 Products per Member Chart S2 Staff Productivity Chart

FT2 Assets per Full Time Equivalent
BD2 Strategic Objectives – Next Year

M Member Profile and Productivity Analysis

H Historical Trends
RA Ratio Analysis Charts
Strategic Ideas

T Strategic Plan-Assignment of Action Plans

C1 - C12 Graphs

G1 – G4 Strategic Objective Graphs G1P – G4P Project Tracking Charts

PrintOptions Print Jobs Chart

GLMapping Gl Transfer Mapping Chart

Keys for moving and scrolling in a worksheet or workbook

Press To

Arrow keys Move one cell up, down, left, or right CTRL+arrow key Move to the edge of the current data region

HOME Move to the beginning of the row

CTRL+HOME Move to the beginning of the worksheet

CTRL+END Move to the last cell on the worksheet, which is the cell at the intersection

of the rightmost used column and the bottom-most used row (in the lower-right corner), or the cell opposite the home cell, which is typically A1

PAGE DOWN Move down one screen
PAGE UP Move up one screen

ALT+PAGE DOWN

ALT+PAGE UP

Move one screen to the right

Move one screen to the left

CTRL+PAGE DOWN

CTRL+PAGE UP

Move to the next sheet in the workbook

Move to the previous sheet in the workbook

Move to the previous sheet in the workbook

Move to the next workbook or window

Move to the previous workbook or window

CTRL+SHIFT+TAB

F6 Move to the next pane in a workbook that has been split SHIFT+F6 Move to the previous pane in a workbook that has been split

CTRL+BACKSPACE Scroll to display the active cell
F5 Display the **Go To** dialog box
SHIFT+F5 Display the **Find** dialog box

SHIFT+F4 Repeat the last **Find** action (same as **Find Next**)

Keys for entering data in a worksheet

Press To

ENTER Complete a cell entry and move down in the selection

ALT+ENTER Start a new line in the same cell

CTRL+ENTER Fill the selected cell range with the current entry
SHIFT+ENTER Complete a cell entry and move up in the selection

TAB Complete a cell entry and move to the right in the selection SHIFT+TAB Complete a cell entry and move to the left in the selection

ESC Cancel a cell entry

BACKSPACE Delete the character to the left of the insertion point, or delete the selection

DELETE Delete the character to the right of the insertion point, or delete the

selection

CTRL+DELETE Delete text to the end of the line

Arrow keys Move one character up, down, left, or right

HOME Move to the beginning of the line

F4 or CTRL+Y Repeat the last action SHIFT+F2 Edit a cell comment

CTRL+SHIFT+F3 Create names from row and column labels

CTRL+D Fill down
CTRL+R Fill to the right
CTRL+F3 Define a name

Keys for working in cells or the formula bar

Press To

BACKSPACE Edit the active cell and then clear it, or delete the preceding character in

the active cell as you edit cell contents

ENTER Complete a cell entry

CTRL+SHIFT+ENTER Enter a formula as an array formula ESC Cancel an entry in the cell or formula bar

CTRL+A Display the Formula Palette after you type a function name in a formula CTRL+SHIFT+A Insert the argument names and parentheses for a function after you type a

function name in a formula

CTRL+K Insert a hyperlink ENTER (in cell w/hyperlink) Activate a hyperlink

F2 Edit the active cell and position the insertion point at the end of the line

F3 Paste a defined name into a formula SHIFT+F3 Paste a function into a formula

F9 Calculate all sheets in all open workbooks CTRL+ALT+F9 Calculate all sheets in the active workbook

SHIFT+F9 Calculate the active worksheet

= (equal sign) Start a formula

ALT+= (equal sign) Insert the AutoSum formula

CTRL+; (semicolon) Enter the date CTRL+SHIFT+: (colon) Enter the time

CTRL+SHIFT+" (quotation Copy the value from the cell above the active cell into the cell or the

mark) formula bar

CTRL+` (single left quotation Alternate between displaying cell values and displaying cell formulas

mark)

CTRL+' (apostrophe) Copy a formula from the cell above the active cell into the cell or the

formula bar

ALT+DOWN ARROW Display the AutoComplete list

Frozen Panes in Insight

In the right lower corner of the spreadsheet, there are arrow buttons that will help you to maneuver within the worksheets. In five of the worksheets, portions of the spreadsheet are "frozen" to allow easy movement and viewing of the entire spreadsheet while utilizing the column headers. Sheets containing a "freeze" are:

D Data Entry
RA Ratio Analysis
IN Income Statement
L Loan Analysis
S Savings Analysis
I Strategic Ideas
T Strategic Plan

The freeze can be removed by selecting Window and then Unfreeze Panes.

Data Entry Buttons

Each entry cell that requires data entry will have a button like this on the left side:

When you click on the button, a dialog box will appear detailing what information should be entered in each cell.

If you need to add numbers together, simply enter your formula directly into the dialog box. The system will recognize your formula. To add two numbers together, type an equal sign, then number A plus number B (= 43567+54678).

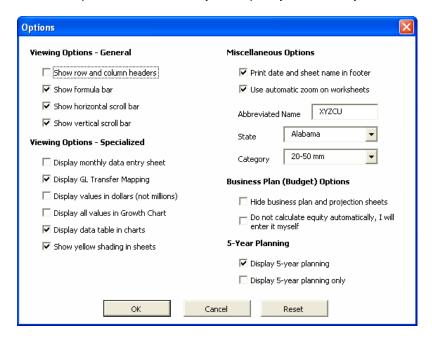
Drop-down Arrows

Drop-down arrows will display a list of items, which you can select from.



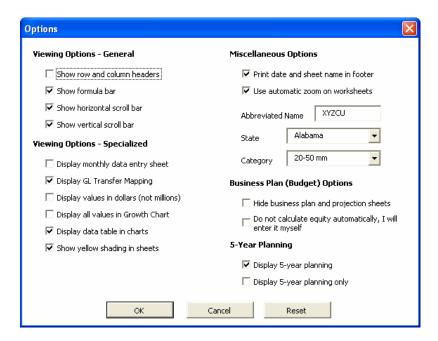
The Options Screen

The Aho/Options screen allows you to quickly customize your version of the Insight Planning Software.



Accessing the Options Screen

- Click AHO from the main menu
- Select Options
- The Options Screen will open



Using the Options Screen

Viewing Options - General

Show row and column headers

By turning this feature on, it will display the row and column headers on pages. This option puts the standard Excel headers on all sheets of the program.

Show formula bar

This option allows users to enter numbers from the formula bar. Also when the formula bar is displayed, many of the formulas that drive the program are displayed to the user.

Show horizontal scroll bar

This option puts the standard Excel horizontal scroll bars on all sheets of the program.

Show vertical scroll bar

This option puts the standard Excel vertical scroll bars on all sheets of the program.

Viewing Options - Specialized

Display monthly data entry sheet

By checking this option, the sheet that all monthly figures are stored from (the Data Entry (D) Sheet) will be displayed. You can make changes directly to monthly figures from this sheet.

Display GL Transfer Mapping

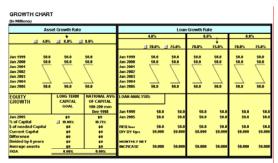
When this feature is turned on, the GI Transfer Mapping sheet is displayed, and you can edit the sheet as needed. To hide the sheet, deselect the checkmark next to this option.

Display values in dollars (not millions)

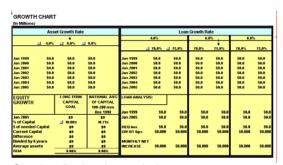
By turning this feature on, Insight will display all values in dollars instead of millions. This is recommended for credit unions who are under 10 million in assets.

Show all values in Growth Chart

Many of the Insight Planning Software users have asked for a growth chart that displays all years (user preference). By turning this option on, the growth chart will display all dollar amounts for each planning year.



Not showing all values in growth chart



Showing all values in growth chart

Display Data Tables in Charts

This option will hide or display data tables in each Chart.

Show yellow shading in sheets

Deselecting this option will remove the yellow shading from each sheet, for ease of printing/viewing.

Miscellaneous Options

Print date and sheet name in footer

If marked, this adds the sheet name (i.e. F, In, etc.), sheet tab name and the date in the footer of all reports. Unchecked, only the Aho Consulting copyright information is displayed.

Use Automatic Zoom on Worksheets

By turning this feature on, each worksheet will automatically resize itself to fit your computer screen. When you go to a new worksheet, it will resize to optimize viewing, based on your computer system.

Abbreviated name

Enter an abbreviation for your credit union's name. For example, Century Credit Union would enter CCU in this area.

State

Enter the state that your credit union is located in.

Category

Choose the asset size group that your credit union fits within. If your Credit Union changes asset peer groups, this is where you can select a new peer group asset size.

Business Plan (Budget) Options

Hide Business Plan and Projection Sheets

Using this option allows the user to print many reports without having an annual budget built. Budget columns will be closed – displaying "actual only" columns - and hiding projections and budget areas.

Do not calculate equity automatically, I will enter it myself

By turning this feature on, you will be able to manually enter the Credit Union's equity into the Financial Statement. This may become necessary if your Credit Union has unusual transactions in the equities portion of the general ledger. This option disables the automatic calculation on the net equity on the financial statement (Year To Date Income + Year End Equity).

Five Year Planning

Display 5-year planning

By checking this feature, sheets that are utilized for 5 year planning will be displayed.

Display 5-year planning only

By checking this feature, only the sheets that are utilized for 5 year planning will be displayed.

Understanding and Using the Data Entry Sheet (D)

| PROPERTY OF AHO CONSULTING | Import | Options | L | Wizard | | | Help |
|--|------------------|------------------|---|------------------|------------------|-----|--------------|
| POAC 🗏 | 1999 Year End | 2000 Year End | | 2001 Year End | 2002 Year End | Jar | 2003 |
| Loans | \$32,685,886 | \$33,664,140 | | \$43,166,074 | \$42,260,916 | | \$39,263,667 |
| Allowance for Loan Loss | \$425,000 | \$416,800 | | \$733,523 | \$725,352 | | \$725,352 |
| Cash | \$642,413 | \$3,005,755 | | \$5,252,506 | \$5,271,839 | | \$5,198,364 |
| Total Investments | \$18,187,887 | \$15,035,443 | | \$19,807,433 | \$26,148,482 | | \$30,918,391 |
| Fixed Assets | \$1,006,577 | \$1,715,814 | | \$1,795,112 | \$1,588,218 | | \$1,530,233 |
| Other Assets | \$1,120,089 | \$682,461 | | \$815,184 | \$4,274,824 | | \$4,921,563 |
| Total Assets | \$53,217,852 | \$53,686,813 | | \$70,102,786 | \$78,818,927 | | \$81,106,866 |
| Liabilities | (\$179,856) | \$364,312 | | \$417,797 | \$607,348 | | \$592,182 |
| Total Notes / Borrowed Funds | \$0 | \$0 | | \$0 | \$0 | | \$0 |
| Total Member Savings | \$46,246,965 | \$45,965,286 | | \$59,267,607 | \$66,727,250 | | \$68,976,285 |
| Equity & Reserves | \$7,150,743 | \$7,357,215 | | \$10,417,382 | \$11,484,329 | | \$11,538,399 |
| Equity Acquired Through Merger | | | | | | | \$171,982 |
| Unrealized Gains - (for sale) Securities | \$203,951 | (\$120,593) | | \$155,089 | \$339,031 | | \$243,795 |
| Total Delinquent Loans | \$317,202 | \$149,142 | | \$287,652 | \$291,974 | | \$65,447 |
| Net Charge-Offs | \$199,253 | \$215,870 | | \$245,533 | \$204,469 | | \$6,279 |
| Total Number of Loans | 6,584 | 6,348 | | 7,448 | 6,547 | | 10,061 |
| Total Number of Members | 8,374 | 8,219 | | 10,738 | 10,140 | | 713,247 |
| Total Operating Expenses | \$2,339,384 | \$2,384,861 | | \$3,105,060 | \$2,838,407 | | |
| Assets Undetermined | \$0 | \$0 | | \$0 | \$0 | | \$0 |
| Liabilities and Equity Undetermined | \$0 | \$0 | | \$0 | \$0 | | \$171,982 |
| Loan Income | \$3,169,430 | \$3,020,149 | | \$3,991,646 | \$3,794,136 | | \$853,842 |
| Investment Income | \$976,578 | \$1,040,785 | | \$1,356,071 | \$1,535,803 | | \$362,787 |
| Other Income | ¢£00 007 | ¢E00 200 | | \$70E 701 | ¢005 cn2 | | \$40¢ 405 |

Purpose of the Data Entry (D) Sheet

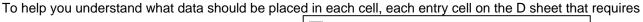
This worksheet is the principal entry document for our planning software system. The worksheet has been designed to follow the format of the NCUA Call Report (Form 5300).

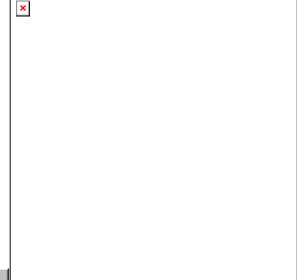
Methods for Entering Data in the Data Entry (D) Sheet

There are several methods available to help you pull data into the D Sheet:

Manually Enter Your Data into the D sheet

You can manually enter your financial data into the D sheet each month.





data entry has a button like this on the left side:

When you click on one of these buttons, a dialog box will appear detailing what information should be entered in each cell. The dialog box will also specify the location on the call report where this data can be found.

Located in the top right corner of the data entry worksheet is a drop-down arrow which allows you to specify which month's financial information you are entering. Selecting the proper month in the drop-down box is critical. The system annualizes information from the last column using this date. When changing to the next month, the system will ask "Do you want to save the current values?" If your answer is yes, it then will save the values from that month into a sheet called Monthly. You can view this sheet by selecting the Monthly Sheet option in the Aho Options screen. Saving monthly data allows the user to pull any previous month's data back up and facilitates the graphs that show monthly progress towards goals.

Use the Automated NCUA 5300 Import feature to import data into the D sheet

Using this procedure, you can automatically import your credit union's financial data from the NCUA's web site into the D Sheet.

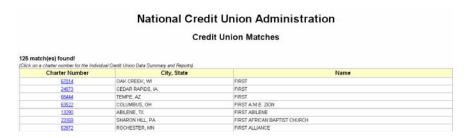
Begin by going to the NCUA's web site at www.NCUA.gov. The screen shown below will appear. Click on "Credit Union Data," and then "Find a Credit Union."



Enter your charter number or other search criteria, and select "Find."

Find a Credit Union NCUA Individual Credit Union Data Select the CU Status: Active Inactive and Enter a Charter Number for a Specific Individual Cradit Union Charter #: 11111 Find Reset OR Enter/Select Other Criteria for a List of Matching Credit Unions

From the list that appears, select your credit union by clicking on the correct charter number.



To import financial information, select the "5300 Call Report." Remember to set the report date. For prior years, you will want to import information for the whole year, not for portions of the year. Select "Go" when you are ready to begin.



The report will appear on your screen. Save the report as an html file to a specified file on your hard drive. (Make sure to save the report in a place where you will be able to find it later.) Be sure to wait for the report to completely load all the necessary information.

STATEMENT OF FINANCIAL CONDITION AS OF December 31, 2000

| Credit Union Name: FIRST | December 2000 | Federal Charter/Certificati | e Number: 67014 |
|---|--|--------------------------------|------------------------|
| This page must be completed by all credit unions. | | | |
| ASSETS | | Amount | Acct. Code |
| CASH: For data collection purposes, amounts reported for items 2 | and 3 will be included on Schedule C - Investments, Cash on Deposit and Cash Equivalents on page 10 | J. | |
| 1. Cash on Hand (Coin and Currency) | | 110,967 | 730A |
| 2. Cash on Deposit (Amounts Deposited in Financial Institutions) | | 522,391 | 730B |
| 3. Cash Equivalents (Investments with Original Maturities of Three | Months or Less) | 0 | 730C |
| complete Schedule C - Investments, Cash on Deposit and Cash Information on page 11. | maturity or repricing interval of more than 1 year (exclusive of items 8 and 9), or if your credit union reports Equivalents on page 10. If your credit union has investments in, or loans to Credit Union Service Organiza | itions, complete <i>Schedu</i> | le D - CUSO |
| 4. Trading Securities | | 0 | 965 |
| 5. Available for Sale Securities | | 0 | 797E |
| 6. Held-to-Maturity Securities | | 2,105 | 796E |
| 7. Deposits in Commercial Banks, S&Ls, Savings Banks | | 595,399 | 744C |
| 8. Membership Capital at Corporate Credit Unions | | 66,562 | 769A |
| 9. Paid-In Capital at Corporate Credit Unions | | 0 | 769B |
| 10. All Other Investments in Corporate Credit Unions | | 0 | 652C |
| 11. All Other Investments | | 158,429 | 767 |
| 12. TOTAL INVESTMENTS (Sum of items 4-11) | | 822,495 | 7991 |

Repeat for each year-end needed as indicated in the D sheets (00, 01, 02, 03 and YTD 04). When complete, you will have successfully saved each year in a file folder ready to import into your program - saving you the time of entering the information manually.

After all call reports have been saved in the program folder, select AHO from the menu bar. Select Import and select the NCUA Report.



Press OK and an explorer window will appear allowing you to locate your html files, once located, click on all of the files and choose Open.



The data for the years you have chosen will import into the D sheet.

Use the GL Mapping Feature to Import Data into the D Sheet.

Insight Planning Software now includes a program that will transfer general ledger balances that have been exported from your data processing system to CVS or Excel format, into the Insight Planning Software "D" Worksheet.

You can access the mapping table by going to the Index sheet in the Insight program and selecting the GLMapping sheet as displayed below:

| | Name | Description | | Name | Description |
|---|------|---|---|--------------|--|
| > | D | Data Entry | > | C2 | Operating Expenses to Income |
| » | G | Growth Chart | * | C3 | Capital to Assets |
| > | M1 | Member Growth Chart | > | C4 | Average Membership Loan & Savings Balances |
| > | L1 | Loan Growth Chart - Number of Loans | > | C5 | Distribution of Member Accounts |
| > | A1 | Loan Growth Chart - Loan Balance to Member | > | C6 | Distribution of Loans by Type |
| * | P1 | Products per Member Chart | > | C7 | Distribution of Savings by Type |
| * | 81 | Staff Productivity Chart | * | C8 | Loans to Shares |
| * | FT1 | Assets per Full Time Equivalent | * | G1 | Strategic Objective 1 Chart |
| * | In | Projected Income Statement | > | G2 | Strategic Objective 2 Chart |
| * | 8 | Savings Analysis Chart with Forecast | > | G3 | Strategic Objective 3 Chart |
| * | L | Loan Analysis Chart with Forecast | * | G4 | Strategic Objective 4 Chart |
| * | М | Member Profile and Productivity Analysis | * | G1P | Strategic Objective 1 Projects |
| » | Н | Historical Trends | * | G2P | Strategic Objective 2 Projects |
| * | F | Balance Sheet | * | G3P | Strategic Objective 3 Projects |
| * | BD1 | Strategic Objectives - Current Year | * | G4P | Strategic Objective 4 Projects |
| * | M2 | Member Growth Chart | * | PrintOptions | Print Jobs Dialog |
| * | L2 | Loan Growth Chart - Number of Loans | * | GLMapping | GL Transfer Mapping |
| * | A2 | Loan Growth Chart - Loan Balance to Member | | | |
| > | P2 | Products per Member Chart | | | |
| » | S2 | Staff Productivity Chart | | | |
| > | FT2 | Assets per Full Time Equivalent | | | |
| » | RA | Ratio Analysis Charts | | | |
| » | I | Strategic Ideas | | | |
| » | Т | Strategic Plan - Assignment of Action Plans | | | |
| * | C1 | Income Statement Spread Analysis | | | |

Notice the >> buttons to the left of the worksheet names? Clicking on any of the ">>" buttons will take you to the corresponding sheet in the workbook, and by pressing the Escape button on your computer you will return to the Index page.

This is the GL Mapping Table. The table will need to be customized for your credit union's unique general ledger account structure. Once the table is customized, your monthly data can be quickly and accurately imported into the Insight Planning Software each month.

The yellow D ROW column displays the row number in the D worksheet where the information for each row will be mapped to.

The grey GL MAPPING FIELD column corresponds with the name of the accounts within the D sheet that the current row is mapping.

An example of this is Allowance for Loan Loss. Notice that the corresponding row number is 4 which corresponds with the Allowance for Loan Loss row in the D sheet, row 4 (see below)

| D ROW | FIELD | EDS | UltraData | Symitar | Other |
|--------------|------------------------------|-----------------------------|-------------------------------------|-----------------------------|---------------------------------|
| | Active | | | | |
| | Code column | 1 | 1 | 1 | 1 |
| | Value column | 3 | 2 | 3 | 3 |
| 3 | Loans | 70*+717*+711*+710* | -7.70*-7.710* | | 700 |
| | Allowance for Loan Loss | -719* | 7.719.* | | -718.999 |
| | Cash | 731*+732*+739* | -7.739*-7.731* | | 730 |
| | Total Investments | 74*+75* | -7.74*-7.75*-7.794* | | 740 |
| | Fixed Assets | 77* | -7.77* | | 770 |
| 8 | Other Assets | 72*+76*+78*+79* | -7.72*-7.76*-7.78*- 7.79*+7.794* | 72*+76*+78*+79* | 719.998+760+780+794+79 4.999 |
| 9 | Total Assets | 7* | -7.7* | 7* | 700+719+719.998+728.99 |
| | | | | | 9+730+740+760+770+780 |
| | | | | | +794+794.999 |
| 1592182 | Liabilities | -8* | 8.8* | 8* | 800+810+829.999+840+85 |
| | | | | | 9.999+870+879.999+888.9 |
| | | | | | 99+897.999+819.999+850 |
| 11 | Total Notes / Borrowed Funds | N/A | N/A | N/A | 810 |
| 12 | Total Member Savings | -90*-911* | 9.90* | -90*-911* | +899.999 |
| | Equity & Reserves | -93*-94*-96*-99*-98*-1*-2*- | 9.93*+9.94*+9.96*+1*+2* | -93*-94*-96*-99*-98*-1*-2*- | +925+931+940+961+999 |
| | | 3*-4* | | 3*-4* | |
| 16 | Total Delinquent Loans | N/A | N/A | N/A | N/A |
| 17 | Net Charge-Offs | N/A | N/A | N/A | N/A |
| 18 | Total Number of Loans | N/A | N/A | N/A | N/A |
| 19 | Total Number of Members | N/A | N/A | N/A | N/A |
| 20 | Total Operating Expenses | 2*+3*-38* | -2.2*-2.30*-2.31*-2.32*- | 2*+3*-38*-309* | 200+229.999+239.999+26 |
| | | | 2.33*-2.34*-2.35*-2.36* | | 0+265.999+267.999+269.9 |
| | | | | | 99+280+289.999- |
| | | | | | 299.999+319.999+329.999- |
| | | | | | 339.999+349.999+359.999 |
| | | | | | +369.999-379.999 |
| 23 | Loan Income | -11* | 1,4*+1,11* | 11* | 110 |
| | Investment Income | -12* | 1.12* | | 120 |
| 25 | Other Income | -13*-15* | 1.13*+1.15* | +13*+15* | 130+150 |

The D Row column corresponds with the Allowance for Loan Loss row in the D sheet, row 4.

| POAC | 1999 |
|-------------------------|--------------|
| FOAC | Year End |
| Loans | \$32,685,886 |
| Allowance for Loan Loss | \$425,000 |
| Cash | \$642,413 |

In the columns to the right of the GL MAPPING FIELD column are mapping tables that have been customized by other credit unions; identified by the DP System used. This should help you with the customization process. There are customized mapping tables for the following major data processing vendors:

- EDS
- UltraData
- Symitar
- We have also included a mapping table called Other.

| D ROW | FIELD | EDS | UltraData | Symitar | Other |
|---------|------------------------------|--------------------------------------|-------------------------------------|--------------------------------------|---|
| | Active | | | | |
| | Code column | 1 | 1 | 1 | 1 |
| | Value column | 3 | 2 | 3 | 3 |
| 3 | Loans | 70*+717*+711*+710* | -7.70*-7.710* | 70*+717*+711*+710* | 700 |
| | Allowance for Loan Loss | | 7.719.* | | -718.999 |
| | Cash | 731*+732*+739* | -7.739*-7.731* | | 730 |
| | Total Investments | 74*+75* | -7.74*-7.75*-7.794* | | 740 |
| | Fixed Assets | 77* | -7.77* | | 770 |
| 8 | Other Assets | 72*+76*+78*+79* | -7.72*-7.76*-7.78*- 7.79*+7.794* | 72*+76*+78*+79* | 719.998+760+780+794+79 4.999 |
| 9 | Total Assets | 7* | -7.7* | 7* | 700+719+719.998+728.99 |
| | | | | | 9+730+740+760+770+780 +794+794.999 |
| 1592182 | Liabilities | -8* | 8.8* | 8* | 800+810+829.999+840+85 9 999+870+879 999+888 9 |
| | | | | | 99+897.999+819.999+850 |
| | Total Notes / Borrowed Funds | | N/A | | 810 |
| | Total Member Savings | | 9.90* | -90*-911* | +899.999 |
| 13 | Equity & Reserves | -93*-94*-96*-99*-98*-1*-2*- 3*-4* | 9.93*+9.94*+9.96*+1*+2* | -93*-94*-96*-99*-98*-1*-2*- 3*-4* | +925+931+940+961+999 |
| 16 | Total Delinquent Loans | N/A | N/A | N/A | N/A |
| 17 | Net Charge-Offs | N/A | N/A | N/A | N/A |
| 18 | Total Number of Loans | N/A | N/A | N/A | N/A |
| 19 | Total Number of Members | N/A | N/A | N/A | N/A |
| 20 | Total Operating Expenses | 2*+3*-38* | -2.2*-2.30*-2.31*-2.32*- | 2*+3*-38*-309* | 200+229.999+239.999+26 |
| | · - · | | 2.33*-2.34*-2.35*-2.36* | | 0+265.999+267.999+269.9 |
| | | | | | 99+280+289.999- |
| | | | | | 299.999+319.999+329.999- |
| | | | | | 339.999+349.999+359.999 |
| | | | | | +369.999-379.999 |
| 23 | Loan Income | | 1.4*+1.11* | | 110 |
| 24 | Investment Income | -12* | 1.12* | 12* | 120 |
| 25 | Other Income | -13*-15* | 1.13*+1.15* | +13*+15* | 130+150 |

If you do not see your DP vendor listed, look at each example in the mapping table until you find the vendor that most closely matches the general ledger account structure of your credit union.

Whichever column you choose to use for the mapping of the GL accounts, further modification will probably be required after you test your first import of the extracted GL file.

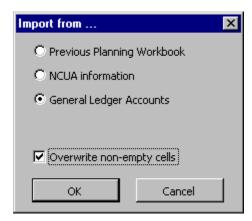
Begin the mapping process by performing a GL extract for the current month from your DP System. (Remember: year to date income and expense figures should always be used in the download).

After the extract is completed, select Aho, and then Import.

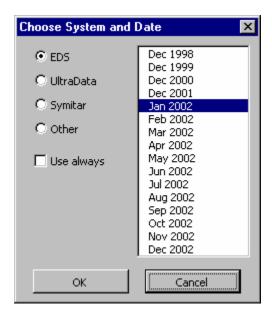


Import the CSV or Excel file which you extracted from your DP system.

From the "Import From" dialog box that appears, select "General Ledger Accounts" and OK.



From the "Choose System and Date" dialog box that appears, select the appropriate vendor/system and select the effective date of the file you exported from your DP System, and then select OK.



An Explorer window will appear. Direct the Explorer window to the CSV or Excel file that you downloaded from your credit union's data processing system.



The GL information will import into your Insight workbook.

Based on the import results, start making changes to the table.

Some helpful suggestions:

Always download year-to-date income and expense figures

When you want a series of numbers use an asterisk at the end. For example, code 11101* will match 11101, 1.11010, 1.11011, 1.11012, 1.110110, etc.

1.13*+1.15*

Make the series of numbers as comprehensive as possible, for example, if your loan income is all in the 1.1 series you will use 1.1*; this will pick up all accounts that start with 1.1.

8.8*

In some DP System extracts, when trying to get year- to-date income, this may be the answer -1*-2*-3*-4* (year-to-date income and expenses together generate year-to-date income).

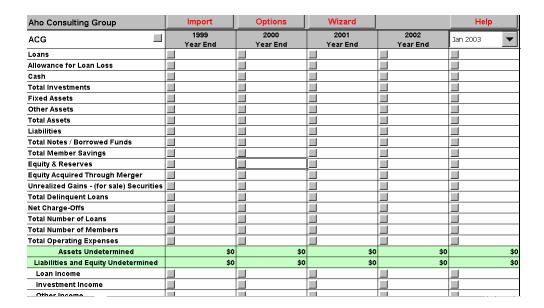
Look at the methodology of how your numbers are displayed, which are minus and which are plus.

Test, test and test again. Run an import often to see how the changes you are making in the table are affecting the results. Good luck!

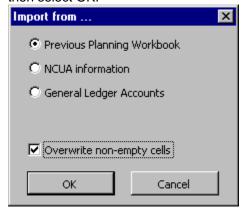
Import Data into the D Sheet from a previous year's Insight Workbook

Using this procedure, you can automatically import your financial data from a previous planning workbook into your current workbook.

To begin, click on the Import button on the D sheet.



A dialog box will appear. Select the "Previous Planning Workbook" option and "Overwrite non-empty cells," then select OK.



An explorer window will appear allowing you to locate your previous planning workbook. Planning workbooks are stored by default in one of the "Program Files\Aho Consulting Inc\Insight 200X" folders, depending upon the version of the workbook you are looking for.

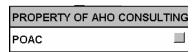


Select the workbook with the data you would like to import, and click on "Open." The data will import into your D sheet.

The Data Entry (D) Sheet - Other Features

Credit Union Initials

Underneath your credit union's name, a gray data entry button appears next to your credit union's initials. If you would like to change your credit union's initials, click on the gray data entry button to do so.



Import

Clicking on the import button will call up the import screen, where you can choose to import data from an NCUA call report, from a previous year's workbook, or from your GL accounts. More information about how to import data is covered here.



Options

Clicking on the Options button will call up the Aho Options screen. More information about the Aho Options screen is available here.



Wizards

Clicking on the Wizards button will call up our Interactive Wizard. More information about the Wizard is available here.



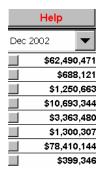
Help

Clicking on the Help button will call up the help files.



The Monthly Data Drop Down Box

Located in the top right corner of the data entry worksheet is a drop-down arrow which allows you to specify which month's financial information you are entering. Selecting the proper month in the drop-down box is critical. The system annualizes information from the last column using this date. When changing to the next month, the system will ask "Do you want to save the current values?"



The Budget Toggle Button

You can turn your Budget off and on at any time during the year, by using the Budget toggle button on the D sheet.

Budget 2005 off

Overview: Eight Step Process for Utilizing Insight Planning Software

Step 1: Use the Growth Chart to project long-term growth objectives.

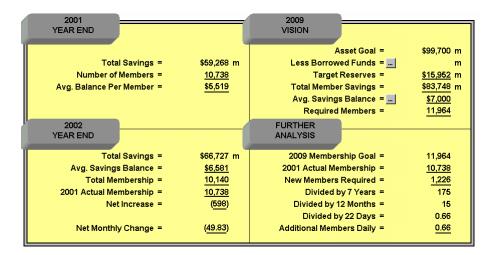
Project long-term growth objectives, (i.e. asset growth, loan growth and capital growth) in the Growth Chart (G).

| (In Millions) | | | | | | | | | | | |
|----------------|---------|---------------|--------------|------------------|-----------|-----------|-----------|-----------|-----------|-----------|--|
| | Asset (| Growth Rate | | Loan Growth Rate | | | | | | | |
| | | + | | -3.0% | | | 0. | 0% | 3.0 | 0% | |
| | 3.0% | 0.0% | 3.0% | | | | | + | | | |
| | | | | | -5.0% | 0.0% | 5.0% | 0.0% | -5.0% | 0.0% | |
| Dec 2003 | \$44.7 | \$44.7 | \$44.7 | Dec 2003 | \$40.9 | \$40.9 | \$40.9 | \$40.9 | \$40.9 | \$40.9 | |
| Dec 2004 | \$43.3 | \$44.7 | \$46.0 | Dec 2004 | (\$2.2) | \$0.0 | (\$2.2) | \$0.0 | (\$2.3) | \$0.0 | |
| Dec 2005 | \$42.0 | \$44.7 | \$47.4 | Dec 2005 | (\$2.1) | \$0.0 | (\$2.2) | \$0.0 | (\$2.4) | \$0.0 | |
| Dec 2006 | \$40.8 | \$44.7 | \$48.8 | Dec 2006 | (\$2.0) | \$0.0 | (\$2.2) | \$0.0 | (\$2.4) | \$0.0 | |
| Dec 2007 | \$39.6 | \$44.7 | \$50.3 | Dec 2007 | (\$2.0) | \$0.0 | (\$2.2) | \$0.0 | (\$2.5) | \$0.0 | |
| Dec 2008 | \$38.4 | \$44.7 | \$51.8 | Dec 2008 | (\$1.9) | \$0.0 | (\$2.2) | \$0.0 | (\$2.6) | \$0.0 | |
| Dec 2009 | \$37.2 | \$44.7 | \$53.4 | Dec 2009 | (\$1.9) | \$0.0 | (\$2.2) | \$0.0 | (\$2.7) | \$0.0 | |
| EQUITY | | Long Term | National Avg | LOAN ANALYS | SIS: | | | | | | |
| GROWTH | | Capital Goal | of Capital | | | | | | | | |
| | | | 20-50 mm | | | | | | | | |
| | | | | Dec 2003 | \$40.9 | \$40.9 | \$40.9 | \$40.9 | \$40.9 | \$40.9 | |
| Dec 2009 | | \$44,700,000 | \$44,700,000 | Dec 2009 | (\$1.9) | \$0.0 | (\$2.2) | \$0.0 | (\$2.7) | \$0.0 | |
| % of Capital | | 0.00% | 11.46% | | | | | | | | |
| \$ of needed C | Capital | \$0 | \$5,122,620 | Req. Incr. | (\$42.8) | (\$40.9) | (\$43.2) | (\$40.9) | (\$43.6) | (\$40.9) | |
| Current Capit | tal | \$4,565,182 | \$4,565,182 | Net Incr. per | (\$7.131) | (\$6.821) | (\$7.193) | (\$6.821) | (\$7.265) | (\$6.821) | |
| Difference | | (\$4,565,182) | \$557,438 | year | | | | | | | |
| Div. by 6 year | | (\$761,000) | \$93,000 | | | | | | | | |
| Average asse | ets | \$44,683,906 | \$44,683,906 | Monthly Net | (\$0.594) | (\$0.568) | (\$0.599) | (\$0.568) | (\$0.605) | (\$0.568) | |
| ROA | | -1.70% | 0.21% | Increase | | | | | | | |

You can find more information about the Growth Chart here.

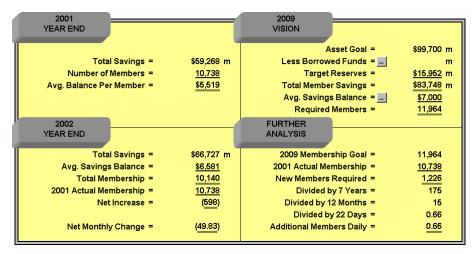
Step 2: Use the M1 - FT1 charts to support and visualize how the long term objectives will be achieved.

The M1 - FT1 charts are used to support and visualize how long term objectives will be achieved. Each of these chart is separated into four parts. The upper right hand quadrant of each chart is used to project future Vision five year goals.



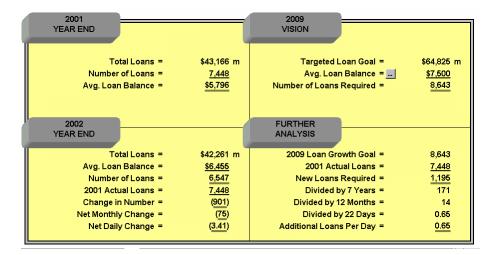
M1 - Member Growth chart

This chart is used to project the future (5 year) average savings balance goal. You can find more information about the M1 Chart here.



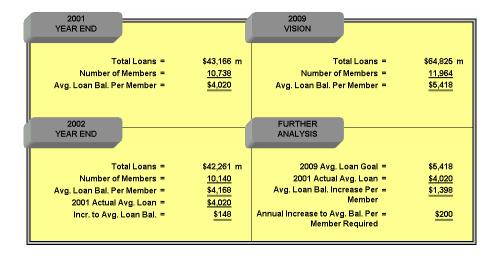
L1 - Loan Growth chart

This chart is used to project the future (5 year) average loan balance goal. You can find more information about the L1 Chart here.



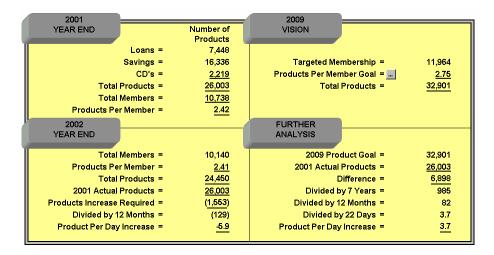
A1 - Average Loan Balance to Member chart

This chart is used to project the future (5 year) average loan balance per member. No data entry is required in this sheet - all numbers are system generated. You can find more information about the A1 Chart here.



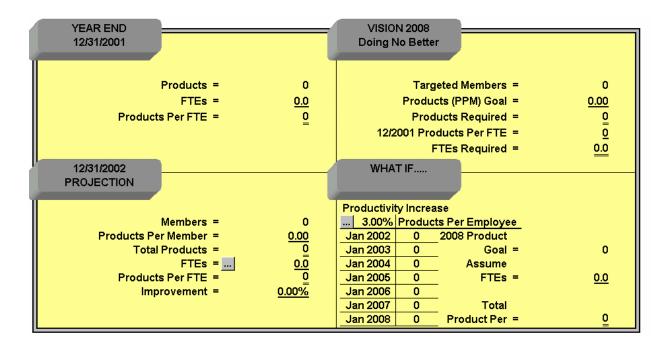
P1 - Products Per Member chart

This chart is used to project the future (5 years) products per member goal. You can find more information about the P1 Chart here.



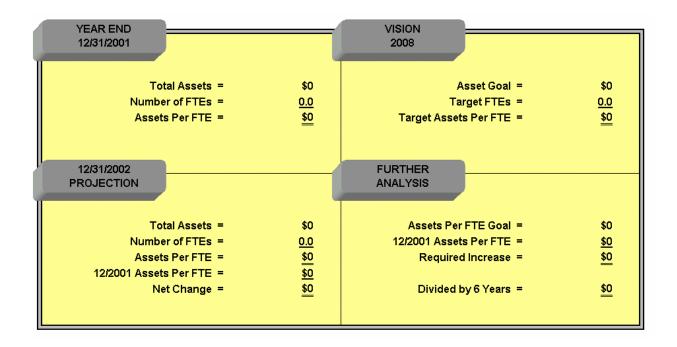
S1 - Staff Productivity chart

This chart is used to project future (5 year) staff productivity goal. You can find more information about the S1 Chart here.



FT1 - Assets per Full Time Equivalent

This chart is used to project the future (5 year) assets per Full Time Equivalent goal. No data entry is required in this sheet - all numbers are system generated. You can find more information about the FT1 Chart here.



Step 3: Use the Savings Analysis and Loan Analysis charts to loan and savings growth to the end of the year and/or the next years budget.

You can project this growth complete with estimated yields of the various savings and loan types. The worksheets you will use will be the Savings Analysis Chart (sheet tab S) and Loan Analysis Charts (sheet tab L).

Your Credit Union Loan Analysis Chart with Forecast For PLANNING PURPOSES ONLY

| | Dec 1998 | Dec 1999 | Nov 2000 Actual | Dec 2000 Goal | Dec 2001 Goal | Est. Yield 2000 | Est. Yield 2001 | Est. Loan Income 2001 | Projected Growth 2001 |
|-------------------------------|--------------|--------------|--------------------|------------------|------------------|--------------------|--------------------|--------------------------|--------------------------|
| Credit Cards | \$3,953,870 | \$4,030,598 | \$4,024,615 | \$4,100,000 | \$4,300,000 | 12.00% | 12.00% | \$504,000 | 4.88% |
| All Other Unsecured | \$3,206,327 | \$3,354,806 | \$3,447,317 | \$3,600,000 | \$3,600,000 | 11.00% | 11.00% | \$396,000 | 0.00% |
| New Vehicles | \$3,812,079 | \$3,750,584 | \$4,398,577 | \$4,400,000 | \$4,400,000 | 7.70% | 7.70% | \$338,800 | 0.00% |
| Used Vehicles | \$2,910,003 | \$2,585,308 | \$3,114,202 | \$3,000,000 | \$3,500,000 | 7.70% | 7.70% | \$250,300 | 16.67% |
| 1st Mortgage Real Estate | \$15,302,083 | \$15,118,222 | \$15,474,453 | \$15,500,000 | \$16,500,000 | 7.39% | 7.50% | \$1,200,000 | 6.45% |
| Other Real Estate | \$5,654,931 | \$6,946,106 | \$8,772,895 | \$8,700,000 | \$10,500,000 | 9.00% | 9.00% | \$864,000 | 20.69% |
| Other Loans to Members | \$839,083 | \$706,955 | \$803,140 | \$700,000 | \$700,000 | 9.00% | 9.00% | \$63,000 | 0.00% |
| Other Loans to Non-Members | \$0 | \$0 | \$0 | | | | | \$0 | 0.00% |
| Leases Recievable | \$0 | \$0 | \$0 | | | | | \$0 | 0.00% |
| Balance Undetermined | \$0 | \$0 | \$0 | | | | | | |
| Total | \$35,678,376 | \$36,492,579 | \$40,035,199 | \$40,000,000 | \$43,500,000 | 8.62% | 8.66% | \$3,616,100 | 8.75% |

Note that the Goal projections entered in the L and S sheets will be displayed in the Balance Sheet (F).

When estimated yields for each loan or savings type are entered, the system will calculate a weighted average yield that will be used by the Income Statement (IN) for the loan interest income for each future corresponding year. You can find out more about the S sheet here. More information about the L sheet is provided here.

Step 4: Use the Balance Sheet and Income Statement to complete financial components of the credit union's business plan.

Project the Balance Sheet (F) to the end of the year.

- 1 Using the data entry buttons provided in the F sheet, project the Balance Sheet (F) for cash, other assets, fixed assets and liabilities to the end of the current year in the column marked "Adjusted Business Plan".
- 2 If you had an existing Business plan in your previous Insight Planning Software, there will be an additional column with your original business plan.
- 3 In the top portion of the chart, use the buttons in the Adjusted Business Plan column to project the credit union's estimated financial position at 12/31/xx.
- 4 In the bottom portion of the chart, use the buttons in the Adjusted Business Plan column to enter the projected amount of provision for loan loss you will expense through 20XX and the net charge offs for the year.

| Your Credit Union | | | | |
|--|--|--|-----------------------------------|--|
| Balance Sheet Business Plan | | | | |
| For Planning Purposes (Based on Management Input) | Actual 12/31/1999 | Actual 11/30/2000 | Adjusted Business Plan 2000 | Preliminary Business Plan 2001 |
| ASSETS (In Millions) Cash Loans Allowance for Loan Losses Investments Other Assets Fixed Assets | \$2.463 \$36.493 - \$0.226 \$23.731 \$1.442 \$1.745 | \$2.092 \$40.035 - \$0.228 \$25.100 \$1.581 \$1.565 | \$40.000 | \$43.500 - \$0.226 - \$26.026 \$1.600 |
| TOTAL ASSETS LIABILITIES/SAVINGS/EQUITY (In Millions) Liabilities Savings and Borrowed Funds Equity (Net Capital) TOTAL LIABILITIES/SAVINGS/EQUITY | \$65.648 \$0.902 \$58.700 \$6.046 \$65.648 | \$70.146 \$1.136 \$63.216 \$5.794 \$70.146 | \$63.500 | \$68.600 2 \$6.384 |
| ADDITIONAL EQUITY - CURRENT YEAR (In Millions) ALLOWANCE FOR LOAN LOSS OVERVIEW | Actual 12/31/1999 | Actual 11/30/2000 | Adjusted Business Plan 2000 | Preliminary Business Plan 2001 |
| Beginning Bal. Allowance For Loan Loss = Provision for Loan Loss Expense Net Charge-off Amount Additional Allowance Transfer - Adjustment | \$237,371 \$63,000 - \$74,000 | - \$71,231 \$0 | - \$80,000 | - \$120,000 |
| Ending Bal. Allowance For Loan Loss = | \$226,371 | \$228,473 | , | \$226,371 |

More information about the F sheet is provided here.

Project the Income Statement (IN) to the end of the year.

- Using the buttons for data entry, estimate the return on investments and enter in the estimated other income, operating expense and any non-operating income.
- Return to the Balance Sheet (tab F) and complete the Allowance for Loan Loss and Income Statement (tab In).
- Use the buttons to the left of the Average Yield column to enter the estimated yield that your credit union will have on investments for 20XX.

- Use the buttons in the Adjusted Business Plan 2000 column to enter estimates for total other income, operating expenses, and non-operating gain/losses for 20XX.
- Use the annualized column as a gage to project 12/31/xx. If the annualized column does not look right, check to make sure that the month chosen in the data entry sheet is the month that was entered.
- Check your net income figures after making income and expense assumptions. If net income is dramatically different from the Annualized column go back through the numbers that have been entered for accuracy and validity of assumptions.

| Your Credit Union | | | | | | | | | |
|--|----------------------------------|----------------------------------|-------------------------|--------------------------|---------------------|-----------------------------------|---------------------|--------------------------------------|---------------------|
| Projected Income Statement | | | | | | | | | |
| For Planning Purposes (Based on Management Input) | | | | Annualized 11/30/2000 | % to Avg. Assets | Adjusted Business Plan 2000 | % to Avg. Assets | Preliminary Business Plan 2001 | % to Avg. Assets |
| REVENUE (In Millions) | , | AVG. BALANCE | AVG. YIELD | | | | | | |
| Loan Interest | ACT 2000 ABP 2000 PBP 2001 | \$38.264 \$38.246 \$41.750 | 8.60% 8.62% 8.66% | \$3.291 | 4.85% | \$3.298 | 4.85% | \$3.616 | 4.94% |
| Investment Interest | ACT 2000 ABP 2000 PBP 2001 | \$24.416 \$24.404 \$25.551 | | \$1.828 | 2.69% | \$1.835 | 2.70% | \$1.916 | 2.62% |
| COST OF FUNDS | | | | \$5.119 | 7.54% | \$5.133 | 7.55% | \$5.532 | 7.56% |
| Less Dividends & Int. on borrowed money | ACT 2000 ABP 2000 PBP 2001 | \$60.958 \$61.100 \$66.050 | 3.20% 3.25% 3.56% | \$1.949 | 2.87% | \$1.983 | 2.92% | \$2.349 | 3.21% |
| NET INTEREST INCOME | | | | \$3.170 | 4.67% | \$3.150 | 4.63% | \$3.183 | 4.35% |
| Other Income | ACT 2000 ABP 2000 PBP 2001 | | | \$0.465 | 0.68% | \$0.476 | 0.70% | \$0.600 | 0.82% |
| SUBTOTAL | | | | \$3.635 | 5.35% | \$3.626 | 5.33% | | |
| EXPENSES (In Millions) | | | | | | | | | |
| Operating | ACT 2000 ABP 2000 PBP 2001 | | | \$2.764 | 4.07% | \$2.758 | 4.06% | 53.136 | 4.29% |
| Provision for Loan Loss | ACT 2000 ABP 2000 PBP 2001 | | | \$0.080 | 0.12% | = \$0.080 | 0.12% | ≡ \$0.120 | 0.16% |
| NON OPERATING INCOME (In Milli | ons) | | | | | | | | |
| Other Non Operating Income | ACT 2000 ABP 2000 PBP 2001 | | | -\$0.004 | -0.01% | | -0.01% | | 0.00% |
| NET INCOME | | | | \$0.787 | 1.16% | \$0.784 | 1.15% | \$0.527 | 0.72% |
| | I /A1 /P1 /S1 | /FT1 /S/L/M/H | H/F In /BI | D1 / M2 / L2 / A2 / | P2 / S2 / FT2 | /BD2/RA/I/T/ | C1 / C2 / C3 | /C4/C5/C6/C | 4 |

More information about the IN sheet is provided here.

Estimate your Delinquency Percentage

Next, estimate the delinquency percentage on the Historical Trends Worksheet (H)

| TREND HISTORY | 12/31/1999 | 12/31/2000 | 12/31/2001 | 09/30/2002 Actual | 12/31/2002 Goal | 12/31/2003 Goal |
|---------------------------------|--------------|--------------|---------------|----------------------|--------------------|--------------------|
| Assets | \$84,369,380 | \$89,791,282 | \$95,386,084 | \$103,528,410 | \$9,866,000 | \$9,866,00 |
| Growth in Dollars | | \$5,421,902 | \$5,594,802 | \$8,142,326 | (\$85,520,084) | \$ |
| Annualized Growth Rate | | 6.4% | 6.2% | 11.4% | -89.7% | 0.0 |
| Shares | \$76,581,994 | \$81,224,071 | \$86,170,922 | \$87,428,476 | \$0 | |
| Growth in Dollars | | \$4,642,077 | \$4,946,851 | \$1,257,554 | (\$86,170,922) | : |
| Annualized Growth Rate | | 6.1% | 6.1% | 1.9% | -100.0% | 0.0 |
| Loans | \$58,958,227 | \$66,010,303 | \$62,235,794 | \$74,415,811 | \$0 | |
| Loans to Assets | 70% | 74% | 65% | 72% | 0% | 1 |
| Growth in Dollars | | \$7,052,076 | (\$3,774,509) | \$12,180,017 | (\$62,235,794) | |
| Annualized Growth Rate | | 12.0% | -5.7% | 26.1% | -100.0% | 0. |
| Total Equity (Incl. ALL) | \$7,129,662 | \$7,997,872 | \$8,718,118 | \$8,836,739 | \$10,043,000 | \$10,043,0 |
| Capital to Assets | 8.45% | 8.91% | 9.14% | 8.54% | 101.79% | 101.7 |
| Annualized Increase in Equity | | 0.5% | 0.2% | -0.8% | 92.7% | 0.0 |
| Net Worth | \$7,185,486 | \$7,843,309 | \$8,345,051 | \$8,481,871 | \$9,670,000 | \$9,670,0 |
| Net Worth to Assets | 8.52% | 8.74% | 8.75% | 8.19% | 98.01% | 98. |
| Annualized Increase in % of Net | t Worth | 0.2% | 0.0% | -0.7% | 89.3% | 0.0 |
| Delinquent Loans | \$106,978 | \$194,818 | \$324,756 | \$762,610 | \$0 | |
| % of Loans Delinquent | 0.18% | 0.30% | 0.52% | 1.02% | | |
| Net Charge-offs | \$105,297 | \$121,633 | \$201,095 | \$219,991 | \$0 | |
| Annualized Net Charge-offs to | Loans | 0.19% | 0.31% | 0.43% | 0.00% | 0.0 |
| Net Income | \$655,420 | \$657,823 | \$501,741 | \$136,820 | \$1,325,000 | |
| Annualized ROA | 0.81% | 0.76% | 0.54% | 0.19% | 2.52% | 0.00 |

More information about the H sheet is provided here.

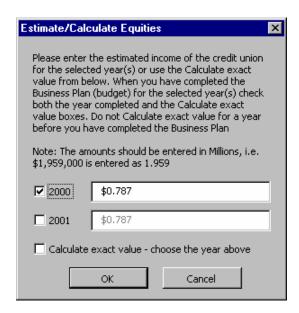
Estimate and/or Calculate Equity

Complete the projection of the credit union's current year-end Financial Statement by calculating equity.

The Calculate Equity button on the Balance (F) Sheet calculates the new equity position of the credit union based on the projected income statement. After completing the projected budget it is necessary to press this button to move the income into the net equity. After which may cause a slight change in the investment income and asset size.

| For Planning Purposes (Based on Management Input) | Actual 12/31/1999 | Actual 11/30/2000 | Adjusted Business Plan 2000 | Preliminary Business Plan 2001 |
|---|---|---|--|--|
| ASSETS (In Millions) Cash Loans Allowance for Loan Losses Investments Other Assets | \$2.463 \$36.493 - \$0.226 \$23.731 \$1.442 | \$2.092 \$40.035 - \$0.228 \$25.100 \$1.581 | \$2.300 \$40.000 - \$0.226 \$25.077 | \$2.500 \$43.500 = - \$0.220 \$26.020 |
| Fixed Assets | \$1.745 | \$1.565 | \$1.550 | |
| TOTAL ASSETS | \$65.648 | \$70.146 | \$70.300 | \$76.00 |
| LIABILITIES/SAVINGS/EQUITY (In Millions) Liabilities Savings and Borrowed Funds Equity (Net Capital) Calculate Equity TOTAL LIABILITIES/SAVINGS/EQUITY | \$0.902 \$58.700 \$6.046 \$65.648 | \$1.136 \$63.216 \$5.794 \$70.146 | \$63.500 | \$68.60 \$6.38 |
| ADDITIONAL EQUITY - CURRENT YEAR (In Millions) | | | | |
| ALLOWANCE FOR LOAN LOSS OVERVIEW | Actual 12/31/1999 | Actual 11/30/2000 | Adjusted Business Plan 2000 | Preliminary Business Plan 2001 |
| Beginning Bal. Allowance For Loan Loss = Provision for Loan Loss Expense Net Charge-off Amount Additional Allowance Transfer - Adjustment Ending Bal. Allowance For Loan Loss = | \$237,371 \$63,000 - \$74,000 | \$226,371 \$73,333 - \$71,231 \$0 \$228,473 | - \$80,000 | \$120,000 |

When you click on the Calculate Equities button, the **Estimate/Calculate Equities** dialog box will appear. This dialog is used to bring the amount of estimated income into your balance sheet for preliminary forecasting. After the income statement is done you will need to choose the year that you have completed and then choose calculate exact value (the last checkbox).



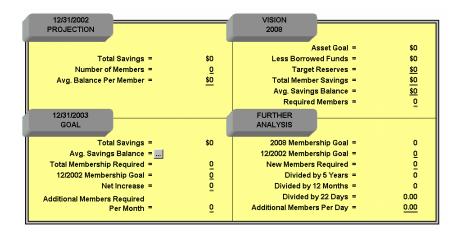
If you choose to save and exit the program before the income statement is completed, you will need to estimate the income again, because when you save, the exact value of income from the income statement is recalculated into the balance sheet.

Step 5: Use the M2 - FT2 charts to forecast current year ending position.

Follow the process outlined in STEP TWO, use the M2 - FT2 charts to forecast the credit union's current year ending position in: members, loan growth, average loan balance per member, products per member and staff productivity. The current year's goals are displayed in the <u>lower left corner</u> of each chart.

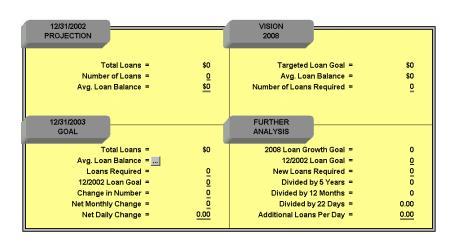
M2 - Member growth chart

This chart is used to project the current year's average savings balance goal. More information about the M2 chart is provided here.



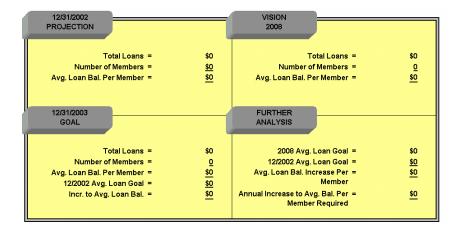
L2 - Loan Growth chart

This chart is used to project the current year's average savings balance goal. More information about the L2 chart is provided here.



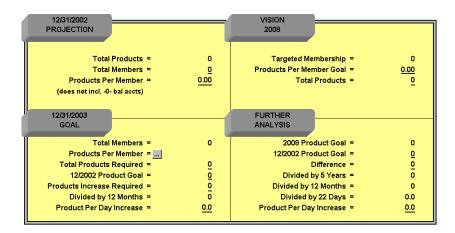
A2 - Average loan balance to member chart

This chart is used to project the current year's average loan balance per member. No data entry is required in this sheet - all numbers are system generated based on data entered previously. More information about the A2 chart is provided here.



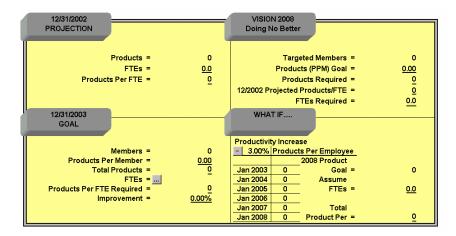
P2 - Products per member chart

This chart is used to project the current year's products per member. More information about the P2 chart is provided here.



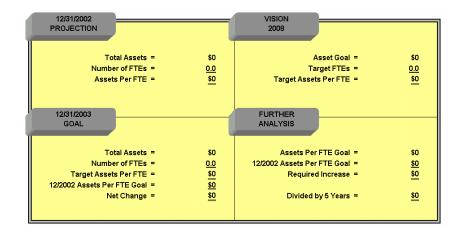
S2 - Staff productivity chart

This chart is used to project the current year's Staff Productivity. More information about the S2 chart is provided here.



FT2 - Assets per full time equivalent

This chart is used to project the current year's Assets per Full Time Equivalent. No data entry is required in this sheet - all numbers are system generated based on data entered previously. More information about the FT2 chart is provided here.



Step 6: Use the Savings Analysis and Loan Analysis charts to project the year end loan and savings forecast and yields.

Following the same procedure used in Step Three, project the year-end loan and savings (sheets S & L) forecast and the yields for the year 20XX using the Savings Analysis (S) and Loan Analysis (L) Charts

Step 7: Build the Preliminary Business Plan.

Build the Preliminary Business Plan 20XX by following the procedures outlined in Step Four after estimating the income and net equity as discussed below:

- 1 Estimate the current year-end income and add the estimate to the ending equity position from the previous year. Complete steps three & four again but doing the same process for the Preliminary Business Plan 20XX.
- 2 Estimate Allowance for Loan Loss on the Balance Sheet (F).
- 3 Estimate delinquency percentage on the Historical Trends Worksheet (H).
- 4 Return to the Balance Sheet and recalculate Net Equity by pressing the Calculate Net Equity button.

Step 8: Use the M2 - FT2 charts to establish the planning year Board deliverables (i.e., objectives)

Use the following schedules to visualize and build the planning year's objectives – planning year goal (which is in the lower left corner of each of the following charts):

- M2 MEMBER GROWTH CHART
- L2 LOAN GROWTH CHART
- A2 LOAN GROWTH CHART Loan balance to member
- P2 PRODUCTS PER MEMBER CHART
- S2 STAFF PRODUCTIVITY CHART
- FT2 ASSETS PER FULL TIME EQUIVALENT

The Board Deliverables are system updated for both BD1 and BD2 12/31/xxxx (but can be edited if necessary).

Planning Financial and Member Growth for Future Vision

Using the Growth Chart (G)

| Asset Growth Rate | | | Loan Growth Rate | | | | | | | |
|-------------------|---------------|---------------|------------------|---------------|-----------|-----------|--------------|-----------|------------------|-----------|
| | 1000 - 202000 | + | | | -3. | 0% | 0.0 | 0% | 3.0 |)% |
| | -3.0% | 0.0% | 3.0% | | 5000000 | 1000000 | . 2000 | . + | 0.200.031 | 1/202027 |
| | | | | | -5.0% | 0.0% | -5.0% | 0.0% | -5.0% | 0.0% |
| Dec 2003 | \$44.7 | \$44.7 | \$44.7 | Dec 2003 | \$40.9 | \$40.9 | \$40.9 | \$40.9 | \$40.9 | \$40.9 |
| Dec 2004 | \$43.3 | \$44.7 | \$46.0 | Dec 2004 | (\$2.2) | \$0.0 | (\$2.2) | \$0.0 | (\$2.3) | \$0.0 |
| Dec 2005 | \$42.0 | \$44.7 | \$47.4 | Dec 2005 | (\$2.1) | \$0.0 | (\$2.2) | \$0.0 | (\$2.4) | \$0.0 |
| Dec 2006 | \$40.8 | \$44.7 | \$48.8 | Dec 2006 | (\$2.0) | \$0.0 | (\$2.2) | \$0.0 | (\$2.4) | \$0.0 |
| Dec 2007 | \$39.6 | \$44.7 | \$50.3 | Dec 2007 | (\$2.0) | \$0.0 | (\$2.2) | \$0.0 | (\$2.5) | \$0.0 |
| Dec 2008 | \$38.4 | \$44.7 | \$51.8 | Dec 2008 | (\$1.9) | \$0.0 | (\$2.2) | \$0.0 | (\$2.6) | \$0.0 |
| Dec 2009 | \$37.2 | \$44.7 | \$53.4 | Dec 2009 | (\$1.9) | \$0.0 | (\$2.2) | \$0.0 | (\$2.7) | \$0.0 |
| EQUITY | | Long Term | National Avg | LOAN ANALYS | SIS: | | | | | |
| GROWTH | | Capital Goal | of Capital | | | | | | | |
| | | | 20-50 mm | | | | | | | |
| | | / | | Dec 2003 | \$40.9 | \$40.9 | \$40.9 | \$40.9 | \$40.9 | \$40.9 |
| Dec 2009 | | \$44,700,000 | \$44,700,000 | Dec 2009 | (\$1.9) | \$0.0 | (\$2.2) | \$0.0 | (\$2.7) | \$0.0 |
| % of Capital | | 0.00% | 11.46% | AND DO | | | Chief Michel | ******* | properties. | |
| \$ of needed | Capital | \$0 | \$5,122,620 | Req. Incr. | (\$42.8) | (\$40.9) | (\$43.2) | (\$40.9) | (\$43.6) | (\$40.9) |
| Current Cap | ital | \$4,565,182 | \$4,565,182 | Net Incr. per | (\$7.131) | (\$6.821) | (\$7.193) | (\$6.821) | (\$7.265) | (\$6.821) |
| Difference | | (\$4,565,182) | \$557,438 | year | | | | | | |
| Div. by 6 year | ırs | (\$761,000) | \$93,000 | THE REPORT | | | Section 1995 | 100000000 | MANUAL PROPERTY. | |
| Average ass | ets | \$44,683,906 | \$44,683,906 | Monthly Net | (\$0.594) | (\$0.568) | (\$0.599) | (\$0.568) | (\$0.605) | (\$0.568) |
| ROA | | -1.70% | 0.21% | Increase | | | | 350 - 35 | 0401 103-5 | |

Purpose of the Growth Chart

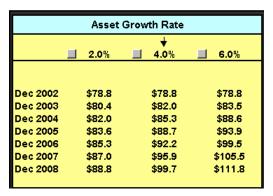
The proposed growth chart captures the essence of the credit union's business, (i.e. buying savings dollars from members which increases the asset base; using the savings increase to fund additional loans to members; and controlling the pace of growth by setting long-term capitalization and ROA (Return on Assets) goals.

The Switch Base button toggles the starting of the Growth Chart to the current month so the user can see not just the impact of a selected growth rate as of 12/31/XX, but also can see the impact based on where they are as of the current month.

Understanding the Asset Growth Section

The Insight Planning program uses the previous year-end financial position (12/XX actual), to forecast future asset growth scenarios. During the forecasting process, the Historical Trends worksheet will provide a basis for determining actual growth trends achieved in previous years. The desired growth rate <u>must</u> always be placed in the middle column because all supporting worksheets are integrated with information provided from this column. The other columns are only provided for comparison purposes.

Use the gray data entry buttons in the Asset Growth Section to test various growth rate scenarios for your credit union. The middle growth rate is the rate that drives the ROA figures and loan growth on this worksheet.



Understanding the Loan Growth Section

This portion of the worksheet illustrates the proposed loan to asset percentage, which the credit union planners hope to achieve. Based on the target goal, the worksheet also calculates the average monthly loan increase required to achieve the long-term objective. Again, the Historical Trends, (sheet tab "H") worksheet can be used to determine the loan growth achieved in previous years. The approved loan growth objective must always be in the middle column of the loan growth section (arrow above identifies the column of the section, which represents the asset growth rate goal).

Use the gray data entry buttons in this section to test loan-to-asset ratios and different growth rate scenarios.

| Loan Growth Rate | | | | | | | |
|------------------|--------|--------|--------|---------------------|--------|--------|--|
| | 2.0% | | 4 | 4.0% | | 0% | |
| | 60.0% | 65.0% | 60.0% | ↓ ■ 65.0% | 60.0% | 65.0% | |
| Dec 2002 | \$42.3 | \$42.3 | \$42.3 | \$42.3 | \$42.3 | \$42.3 | |
| Dec 2003 | \$48.2 | \$52.3 | \$49.2 | \$53.3 | \$50.1 | \$54.3 | |
| Dec 2004 | \$49.2 | \$53.3 | \$51.2 | \$55.4 | \$53.1 | \$57.6 | |
| Dec 2005 | \$50.2 | \$54.4 | \$53.2 | \$57.6 | \$56.3 | \$61.0 | |
| Dec 2006 | \$51.2 | \$55.5 | \$55.3 | \$59.9 | \$59.7 | \$64.7 | |
| Dec 2007 | \$52.2 | \$56.6 | \$57.5 | \$62.3 | \$63.3 | \$68.6 | |
| Dec 2008 | \$53.3 | \$57.7 | \$59.8 | \$64.8 | \$67.1 | \$72.7 | |

Understanding the Net Capital Section

This section calculates the ROA (Return on Assets) that will be required to achieve the long-term net capital goal based on the annual asset growth rate goal. The net capital objective <u>must always be in the left column</u>, (again, the arrow identifies this column) as this column also integrates into other supporting worksheets. In some cases the credit union planners will decide that a desired ROA must be achieved. In this case the net capital percentage will merely be the result of the ROA earned during the planning period.

Use the gray data entry button to test various scenarios for your credit union.

| EQUITY GROWTH | Long Term Capital Goal | National Avg of Capital | |
|----------------------|---------------------------|----------------------------|--|
| | | 50-100 mm | |
| Dec 2008 | \$99,700,000 | \$99,700,000 | |
| % of Capital | 16.00 % | 11.00% | |
| \$ of needed Capital | \$15,952,000 | \$10,967,000 | |
| Current Capital | \$11,484,329 | \$11,484,329 | |
| Difference | \$4,467,671 | (\$517,329) | |
| Divided by 6 years | \$745,000 | (\$86,000) | |
| Average assets | \$88,933,585 | \$88,933,585 | |
| ROA | 0.84% | -0.10% | |
| | | | |

Completing the Growth Chart

As explained previously, the components of the form that must be completed in order to establish the long-term objectives for each individual credit union are the Asset Growth Rate, Loan Growth Rate, and Net Capital.

The **Asset Growth Rate** buttons (located near the of the Asset Growth Rate columns) are used to enter estimated growth rate scenarios. The growth rate displayed in the middle (with the arrow) is the rate that drives the ROA, capitalization and loan growth figures. This will also be the Asset size used for all the Vision 20XX figures displayed in other charts.

Use the **Loan Growth Rate** buttons (located near the top of the middle Loan Growth Rate column) to enter loan to asset ratio goals for Vision 20XX. The loan-to-asset ratio (with the arrow) will drive all the Vision 20XX figures in other charts.

Use the **Net Capital** button to enter the the targeted long-term net capital percentage.

Buttons and Features of the Growth Chart

The **Show/Hide Progress** button will toggle the G sheet view to show each year's growth numbers or alternatively, to hide each year's growth by displaying inverted Zs.

Hide Progress

The **Using Year End** button allows users to use year end actual data (for the previous year) as the basis on the Growth Chart, or to use **Current Month** (actual, YTD) data as the basis. You can toggle between the two options.

Using Year End

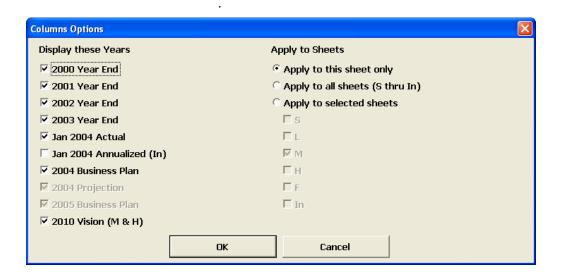
The **Column Options** button calls up the Column Options menu.

Column Options

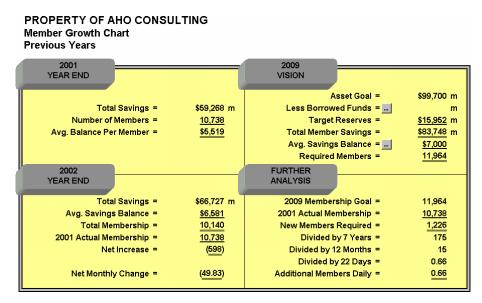
From the Column Options menu, you can display or hide Year End Data columns on the sheet by checking the buttons next to the 2000 Year End, 2001 Year End, 2002 Year End or 2003 Year End options. For example, deselecting the 2000 Year End option will remove (hide) the 2000 Year End Data so that it does not display on the sheet.

You can also choose to display or hide the current year's Year to Date actual data on the sheet, the current year's Business Plan, the current year's Projections, and the next year's Business Plan.

After you have selected your column options, you can choose to apply them to one sheet only, to all sheets, or to the sheets of your choice by making appropriate selections in the "Apply to Sheets" area.



Using the Member Growth (M1) Chart - Previous Years



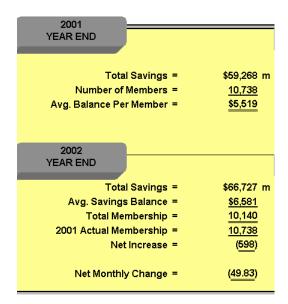
Purpose of the Member Growth (M1) Chart

The purpose of the Member Growth chart is to assist the credit union planners in establishing a long-term member growth objective.

M1 Chart Strategy

The credit union should determine the future average savings relationship (average savings balance) it wants to develop with the members. This generally means the credit union will try to increase the relationship with both existing and future members (i.e. increased balances per member will usually produce greater cost effectiveness and support the credit union philosophy of promoting thrift).

YEAR END data on the worksheet's <u>left side</u> indicate the change in members and average saving relationship, which have occurred during the previous year and serves as a basis for determining the current credit union environment.



VISION data, located on the worksheet's <u>top right side</u>, indicates the total saving dollars which are required to achieve the long-term asset growth objective as determined during the completion of the Growth Chart, (i.e. total assets less targeted net capital equals required total member savings). Using the Historical Trends (worksheet H) and Ratio Analysis Charts (worksheet RA), the planning team determines the desired average member savings relationship it wants to obtain. The total savings target divided by the targeted individual saving relationship will determine the number of members the credit union will need to attract to accomplish the asset goal.



FURTHER ANALYSIS data, provided on the worksheet's <u>lower right side</u>, will help the credit union to set, measure and communicate annual and monthly membership goals.



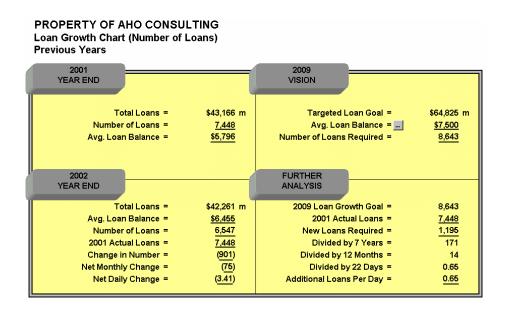
Completing the M1 Worksheet

The data to calculate the change in members and the average individual saving relationship for the previous year is supplied by completing the data entry (D) worksheet.

The only components that need to be entered by the planning team are the agreed upon target for the average savings relationship the credit union wants to achieve with its members, and the borrowed funds figure. These variables can be changed (using the gray data entry buttons) as the planning group contemplates "what if" scenarios.



Using the Loan Growth (L1) Chart - Previous Years

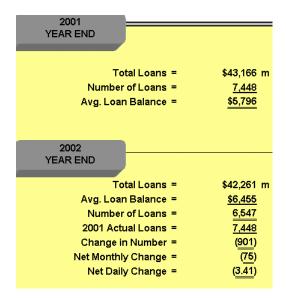


Purpose of the L1 Chart

The purpose of the Loan Growth Chart is to assist the planners in determining the loan production required to achieve the long-term loan objective determined during the completion of the Growth chart. The worksheet helps to visualize both the number and average loan balances per loan outstanding, which is required to reach the credit union's long-term objective.

L1 Chart Strategy

The credit union determines the average loan balance per loan outstanding which it will have in the future. The average loan balance will reflect future loan mix that the credit union intends to achieve, (i.e. a smaller loan balance average indicates an emphasis on unsecured lending while a larger average loan balance indicates that future loan growth strategies will rely on secured loan programs).



YEAR END data on the worksheet's <u>left side</u> indicates the change in loans and the average loan balance per loans outstanding which occurred in the previous year, and serves as a basis for determining the current credit union environment.

VISION data, located on the worksheet's <u>top right side</u>, indicates the total loan dollars, which are required to achieve the long-term loan growth objective as determined during the completion of the Growth Chart. Using Historical Trends and Ratio Analysis Charts (Worksheets H and RA) the planning team determines the desired average loan balance per loan outstanding it wants to obtain. The total loan objective divided by the targeted average loan balance outstanding will determine the number of loans, which are required to obtain the results the credit union wants.

Use the gray data entry button to enter the desired average loan balance for the year 20XX.

```
Targeted Loan Goal = $64,825 m
Avg. Loan Balance = ... $7,500
Number of Loans Required = 8,643
```

FURTHER ANALYSIS data provided on the worksheet's <u>lower right side</u> will help the credit union set, measure and communicate annual and monthly loan production.

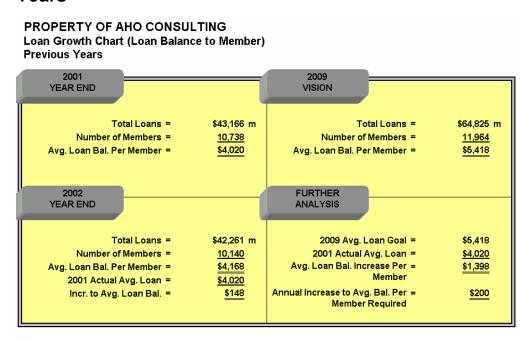


Completing the L1 Worksheet

The data used to calculate the change in loans and the average individual loan balance outstanding for the previous year is supplied by completing the Data entry (D) Worksheet.

The only component to be entered by the planning team is the agreed upon target for the targeted average loan balance per loan outstanding. This variable can be changed (using the gray data entry button) as the planning group completes its "what if" scenarios.

Using the Loan Growth (A1) Chart - Loan Balance to Member - Previous Years



Purpose of the A1 Chart

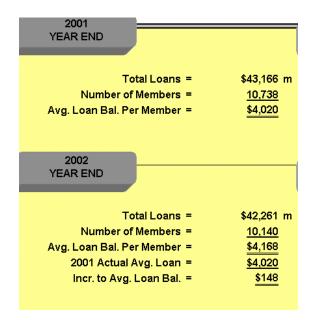
The purpose of the Loan Growth Chart is to visualize the result of increasing the members' average savings balance and the average loan balance per loan outstanding.

A1 Chart Strategy

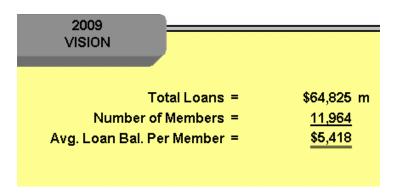
In most cases, an increase in the average loan balance per member will result in benefits to the credit union. Benefits will generally include increasing the percentage of total member savings, which are invested in member loans. It can also increase operational efficiencies, (i.e. higher loan balances with less volume usually reduces operational expense).

Note: ALM (Asset Liability Management) requires a proper mix of loan types and pricing.

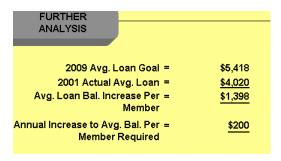
YEAR END data on the worksheet's <u>left side</u> indicates the change in the total loan balance and the average loan balance per member which occurred in the previous year, and serves as a basis for determining the current credit union environment.



VISION data, located on the worksheet's <u>top right side</u>, indicates the total loan dollars, which are required to achieve the long-term loan growth objective as determined during the completion of the Growth Chart. The total loan objective divided by the targeted number of members will determine the average loan balance per member which will automatically result if the membership and total loan objectives are met.

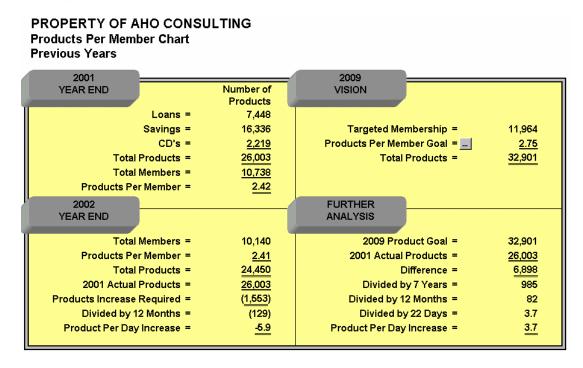


The **FURTHER ANALYSIS** data provided on the worksheet's <u>lower right side</u> indicates the annual average increase which is required if the credit union is to reach its long-term objective.



| Completing the A1 Worksheet The entire worksheet is completed from data | entered into the Data ent | ry (D), Member Growth a | and Loan |
|--|---------------------------|-------------------------|----------|
| Growth Worksheets. | | | |
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Using the Products Per Member (P1) Chart - Previous Years



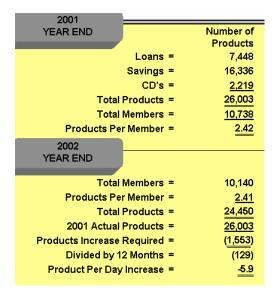
Purpose of the P1 Chart

The purpose of the Products per Member Chart is to assist the planners in determining the required increase in <u>balance sheet</u> product utilization by the membership, which is necessary to achieve the long-term products per member objective. This worksheet helps to visualize both the number of members and their average product usage. The worksheet also indicates the (net) daily increase in the number of products, which must be sold to achieve the credit union long-term objective.

P1 Chart Strategy

Generally, an increase in the overall utilization of credit union products and services by members will increase account balance relationships and build "economies of scale".

YEAR END data located on the worksheet's <u>left side</u> indicates the change in the total loan and savings accounts relationships, as well as the change in the average products per member, which occurred in the previous year, and serves as a basis for determining the current credit union environment.



VISION data, located on the worksheet's <u>top right side</u>, indicates the long-term targeted balance sheet products per member total, which the planners hope to achieve. Using Historical Trends (Worksheet H), the planning team determines the desired products per member ratio it wants the credit union to obtain. The total product per member objective multiplied by the targeted number of members will equal the total number of products that needs to be utilized by the membership.

Use the gray data entry button to test different services per member goals for year 20XX.



FURTHER ANALYSIS data, provided on the worksheet's <u>lower right side</u>, indicates the amount of daily production that will be required to increase the net products per member to the targeted long-term ratio.

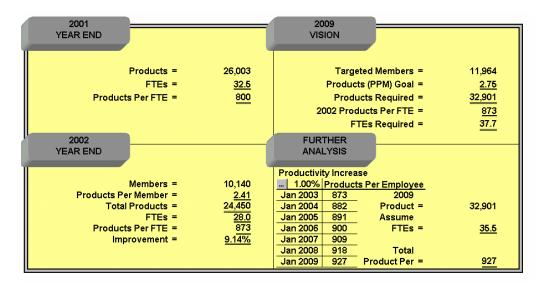
| FURTHER ANALYSIS | |
|----------------------------|---------------|
| 2009 Product Goal = | 32,901 |
| 2001 Actual Products = | <u>26,003</u> |
| Difference = | 6,898 |
| Divided by 7 Years = | 985 |
| Divided by 12 Months = | 82 |
| Divided by 22 Days = | 3.7 |
| Product Per Day Increase = | <u>3.7</u> |

Completing the P1 Worksheet

The data to calculate the change in the products to member ratio for the previous year is supplied by completing the Data entry (D) Worksheet.

The only component to be entered by the planning team is the agreed upon target for the long-term product per member relationship the credit union wants to achieve. This variable can be changed (using the gray data entry button) as the planning group completes "what if" scenarios.

Using the Staff Productivity (S1) Chart - Previous Years



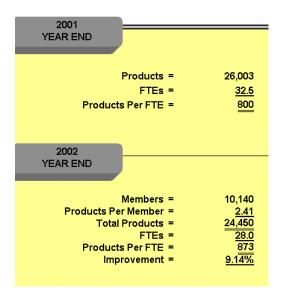
Purpose of the S1 Chart

The purpose of the Staff Productivity Chart is to assist the planners in visualizing the need to increase staff productivity as the credit union moves toward its achievement of Vision 20XX.

S1 Chart Strategy

Productivity is defined as the average number of balance sheet products, which are delivered to members per FTE (Full Time Equivalent). Generally, an increase in the overall utilization of credit union products and services by members accompanied by a lesser increase in staffing will result in greater productivity. This productivity increase will require the credit union to have well trained staff and make better use of technology and strategic alliances.

YEAR END data, located on the worksheet's <u>left side</u>, indicates the change in staff productivity which occurred in the previous year and serves as a basis for determining the current credit union environment. The chart presents the change in terms of the number of products delivered per FTE (full time equivalents) as well as a percentage.



VISION data, located on the worksheet's <u>top right side</u>, indicates the number of FTEs (full time equivalents) which will be required if current production is not improved. Generally, a staff increase is indicated if productivity is not improved.



The FURTHER ANALYSIS data on the worksheet's <u>lower right side</u> allows the planners to target an annual percentage improvement in productivity. The targeted number of projected credit union FTEs (full time equivalents) is calculated; (i.e. total number of estimated products divided by the increase level of productivity).

Use the gray data entry button to enter the rate of increase in productivity goal for 20XX.

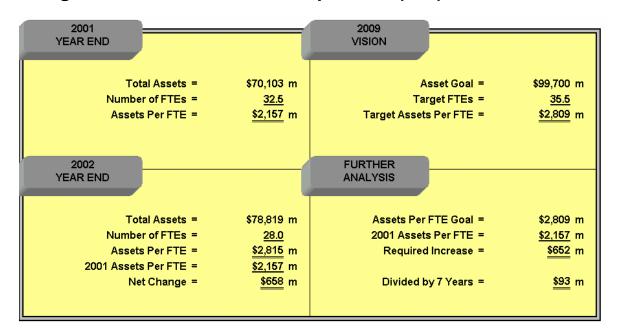
| | THER LYSIS | | |
|------------|---------------|----------------|-------------|
| AINA | L 1 0 10 | | |
| Productivi | | | |
| 1.00% | Product | s Per Employee | |
| Jan 2003 | 873 | 2009 | |
| Jan 2004 | 882 | Product = | 32,901 |
| Jan 2005 | 891 | Assume | |
| Jan 2006 | 900 | FTEs = | <u>35.5</u> |
| Jan 2007 | 909 | | |
| Jan 2008 | 918 | Total | |
| Jan 2009 | 927 | Product Per = | 927 |

Completing the S1 Worksheet

The data needed to calculate the change in the productivity ratio for the previous year is supplied by completing the Data entry (D) Worksheet.

The only component that needs to be entered by the planning team is the agreed upon target for the annual percentage improvement in staff productivity. This variable can be changed (using the gray data entry button) as the planning group completes its "What If" scenarios.

Using the Assets Per Full Time Equivalent (FT1) Chart - Previous Years



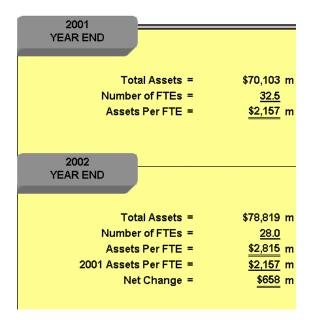
Purpose of the FT1 Chart

The purpose of the Assets per Full Time Equivalent chart is to assist the planners in visualizing the need to increase the dollars of assets under the management by each full time equivalent (FTE) as the credit union moves toward its achievement of Vision 20XX.

FT1 Chart Strategy

The Asset to Full Time Equivalent ratio is calculated by dividing the Credit Union Assets by FTEs. Generally, an increase in assets accompanied by a lesser increase in staffing will result in more assets under management per FTE. This increase will usually decrease the operating expense ratio to average assets, which is a measure of credit union efficiency.

YEAR END data, located on the worksheet's <u>left side</u>, indicates the change in assets managed per FTE which occurred in the previous year and serves as a basis for determining the current credit union environment. The chart presents the change in terms of the dollars of products delivered per FTE (full time equivalents) as well as a percentage.



VISION data, located on the worksheet's <u>top right side</u>, indicates the Vision 20XX asset goal as well as the target FTEs. The target assets divided by the target FTEs equals the target assets, which should be under management per FTE. Generally, increasing assets per FTE indicates that productivity is improved.



FURTHER ANALYSIS provided on the worksheet's <u>lower right side</u> allows the planners to target an annual asset dollar increase per FTE, which is needed to achieve the year 20XX objective.



Completing the FT1 Worksheet

The data needed to calculate the change in the assets per FTE ratio for the previous year is supplied by completing the Data entry (D) Worksheet, the Member Growth Chart and the Staff Productivity Chart for the planned year.

Using the Insight Budgeting Feature

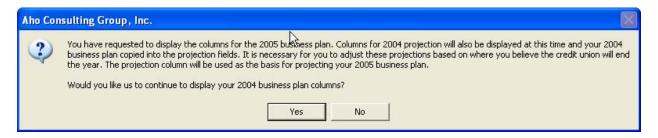
You can begin the budgeting process at anytime – no more waiting for the B version.

When you are ready to begin working on your budget (after going through each of the previously mentioned areas completing year end projections for the current year), you can turn on the Budget feature by toggling the Budget button on the D sheet.

Budget 2005 off

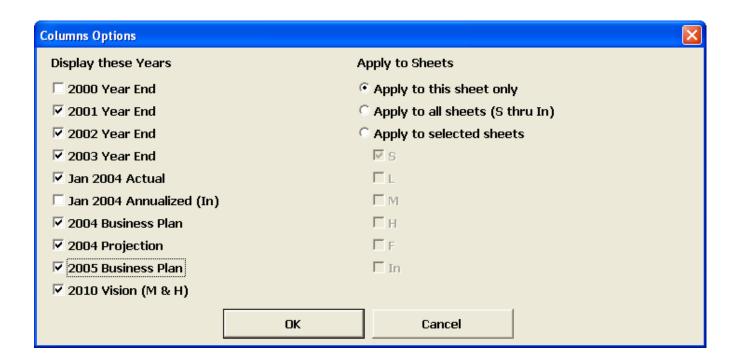
Turning the budget on and off will not cause you to lose any data. The information is saved.

When you begin to work on your budget by toggling the Budget button to the ON position, you will encounter a new message:



Select Yes.

You can also choose to display your budget for the current year when budgeting for the coming year. You can control these options by selecting the Column Options button located on the S, L, F, IN, M, and H sheets.

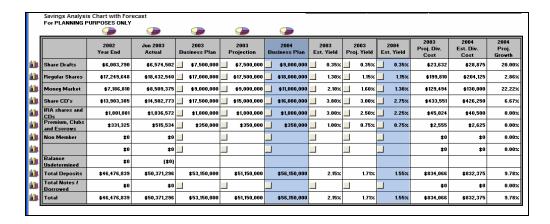


When you begin to work on your budget by toggling the Budget button to the ON position, you will encounter a new message:



Select Yes.

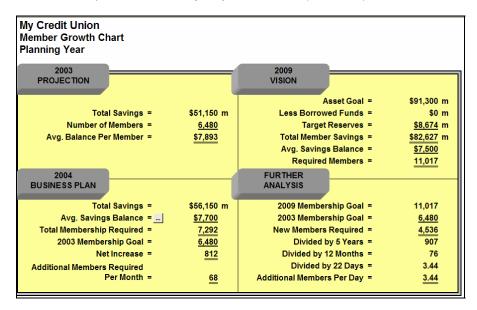
You can now use the Budgeting columns to make projections for the coming year in the Savings Analysis chart...



...Loan Analysis chart...



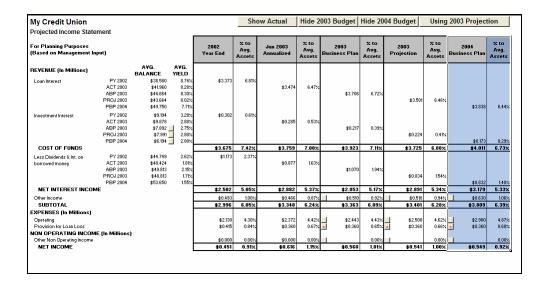
...Membership and Productivity Objective charts (M2 - FT2)...



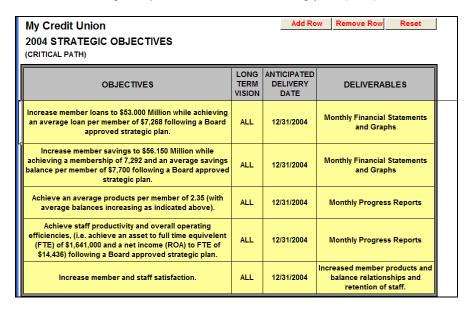
...Balance Sheet...

| My Credit Union | Hide 2003 Budget | Hide 2004 Bud | get Using 20 | 03 Projection | | |
|--|------------------|---------------|--------------|--------------------|--------------------|-------------------|
| Balance Sheet Business Plan | | | | | | |
| For Planning Purposes | 2001 | 2002 | Jun 2003 | 2003 | 2003 | 2004 |
| (Based on Management Input) | Year End | Year End | Actual | Business Plan | Projection | Business Plan |
| ASSETS (In Millions) | | | | | | |
| Cash | \$0.477 | \$0.692 | \$1.154 | \$1.000 | \$1.000 | \$1.000 |
| Loans | \$36.331 | \$40.828 | \$43.092 | \$48.500 | \$46.500 | \$53.00 |
| Allowance for Loan Losses | - \$0.442 | - \$0.542 | - \$0.648 | <u>-</u> - \$0.632 | <u>-</u> - \$0.702 | <u>-</u> - \$0.81 |
| Investments | \$9.509 | \$8.880 | | | | |
| Other Assets | \$0.696 | \$0.871 | \$0.553 | \$0.900 | | |
| Fixed Assets | \$0.956 | \$0.801 | \$0.781 | \$2.160 | \$2.000 | \$3.00 |
| TOTAL ASSETS | \$47.528 | \$51.528 | \$55.809 | \$58.833 | \$56.800 | \$62.37 |
| LIABILITIES/SAVINGS/EQUITY (In Millions) | | | | | | |
| Liabilities | \$0.132 | \$0.123 | \$0.231 | \$0.195 | \$0.180 | \$0.20 |
| Savings and Borrowed Funds | \$43.021 | \$46.477 | \$50.371 | \$53.150 | \$51.150 | \$56.15 |
| Equity (Net Capital) | \$4.374 | \$4.929 | \$5.206 | \$5.488 | ? \$5.470 | ? \$6.01 |
| TOTAL LIABILITIES/SAVINGS/EQUITY | \$47.528 | \$51.528 | \$55.809 | \$58.833 | \$56.800 | \$62.37 |
| ADDITIONAL EQUITY (In Millions) | | | | | | |
| | 2001 | 2002 | Jun 2003 | 2003 | 2003 | 2004 |
| ALLOWANCE FOR LOAN LOSS | Year End | Year End | Actual | Business Plan | Projection | Business Plan |
| Beginning Bal. Allowance For Loan Loss | \$551,087 | \$442,049 | \$541,904 | \$541,904 | \$541,904 | \$701,904 |
| Provision for Loan Loss Expense | \$280,000 | \$415,000 | \$180,000 | \$360,000 | \$360,000 | \$360,00 |
| Net Charge-off Amount | - \$389,038 | - \$315,145 | - \$74,515 | \$270,000 | \$200,000 | \$250,00 |
| Additional Allowance Transfer - Adjustment | \$0 | \$0 | \$253 | | | |
| Ending Bal. Allowance For Loan Loss | \$442,049 | \$541,904 | \$647,642 | \$631,904 | \$701,904 | \$811,90 |

...Income Statement...



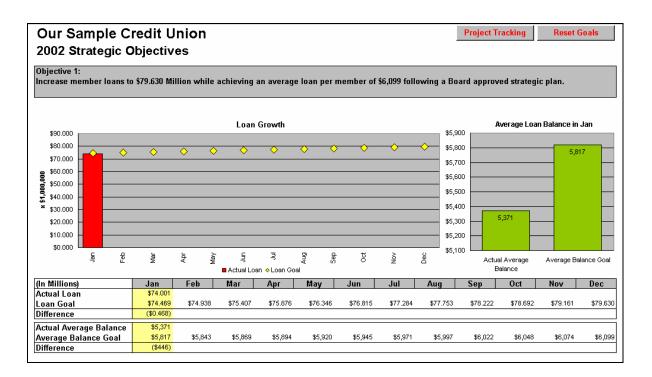
...and the Strategic Objective chart for the coming year (BD2).



This concludes our overview of Insight Planning Software. For additional information, please refer to our Help files, accessible from within the D sheet, or refer to our extensivemenu of wizards, by selecting Aho from the toolbar, and then Wizard.

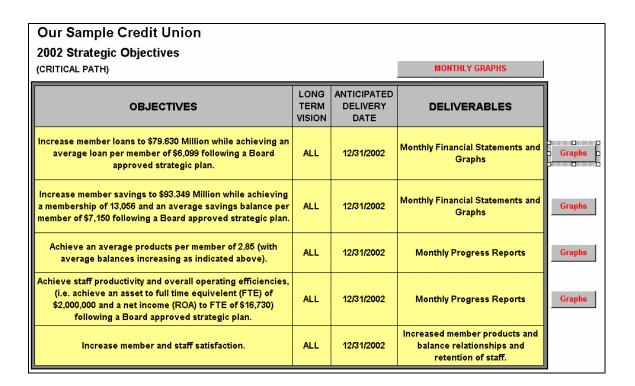
Monthly Goal and Project Tracking

Our new Goal Tracking sheets track your credit union's progress towards the strategic objectives (goals) set in the Insight Planning Software.



There are two easy ways to access the goal tracking sheets.

The first way is by opening your BD1 Sheet and selecting one of the GRAPH buttons to the right of the goals.

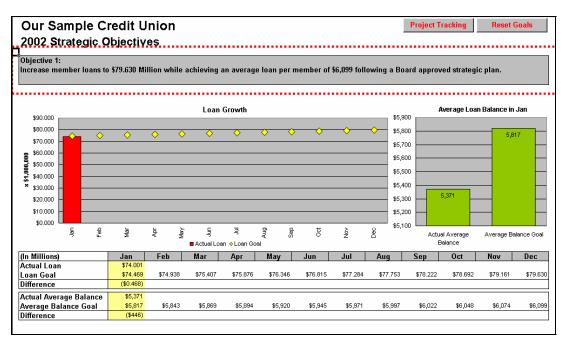


The second way to access the feature is by going to the Index and pressing on any of the G1 - G4 Sheets.

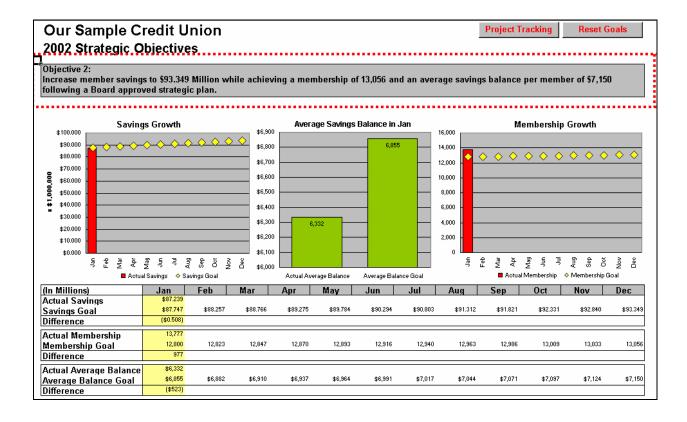
| | Name | Description | | Name | Description |
|-----------------|---------|--|-----------------|--------------|---|
| » | Monthly | Monthly | >> | RA | Ratio Analysis Charts |
| >> | D | Data Entry | >> | 1 | Strategic Ideas |
| >> | G | Growth Chart | » | Т | Strategic Plan - Assignment of Action Plans |
| >> | M1 | Member Growth Chart | >> | C1 | Income Statement Spread Analysis |
| » | L1 | Loan Growth Chart - Number of Loans | » | C2 | Operating Expenses to Income |
| >> | A1 | Loan Growth Chart - Loan Balance to Member | >> | C3 | Capital to Assets |
| » | P1 | Products per Member Chart | » | C4 | Average Membership Loan & Savings Balances |
| » | S1 | Staff Productivity Chart | » | C5 | Distribution of Member Accounts |
| >> | FT1 | Assets per Full Time Equivalent | » | C6 | Distribution of Loans by Type |
| >> | S | Savings Analysis Chart with Forecast | >> | C7 | Distribution of Savings by Type |
| » | L | 1 | » | C8 | Loans to Shares |
| >> | F | Balance Sheet | » | CP | Monthly Trends Towards Goal Achievement |
| » | In | 1 | » | GS | Goals Overview |
| >> | BD1 | Strategic Objectives - Current Year | >> | G1 | Strategic Objective 1 Chart |
| >> | M2 | Member Growth Chart | » | G2 | Strategic Objective 2 Chart |
| » | L2 | Loan Growth Chart - Number of Loans | » | G3 | Strategic Objective 3 Chart |
| » | A2 | Loan Growth Chart - Loan Balance to Member | » | G4 | Strategic Objective 4 Chart |
| >> | P2 | Products per Member Chart | » | G1P | Strategic Objective 1 Projects |
| >> | S2 | Staff Productivity Chart | » | G2P | Strategic Objective 2 Projects |
| » | FT2 | Assets per Full Time Equivalent | » | G3P | Strategic Objective 3 Projects |
| » | BD2 | Strategic Objectives - next year | » | G4P | Strategic Objective 4 Projects |
| » | М | Member Profile and Productivity Analysis | >> | GLMapping | GL Transfer Mapping |
| >> | Н | Historical Trends | » | PrintOptions | Print Jobs Dialog |

Let's take a look at the various Goal Tracking Graphs (which, by the way, provide excellent progress reports for the Board of Directors)

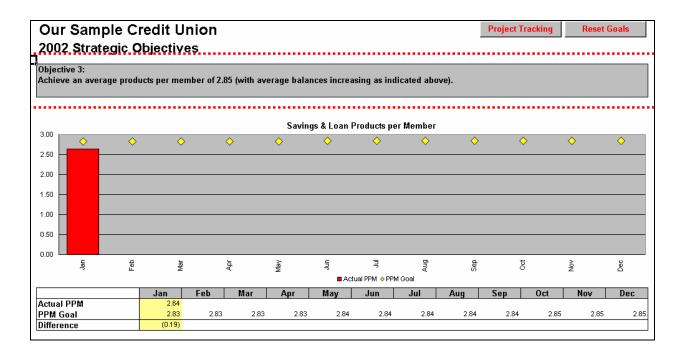
This sheet tracks Objective 1, the loan growth and average loan balance goal.



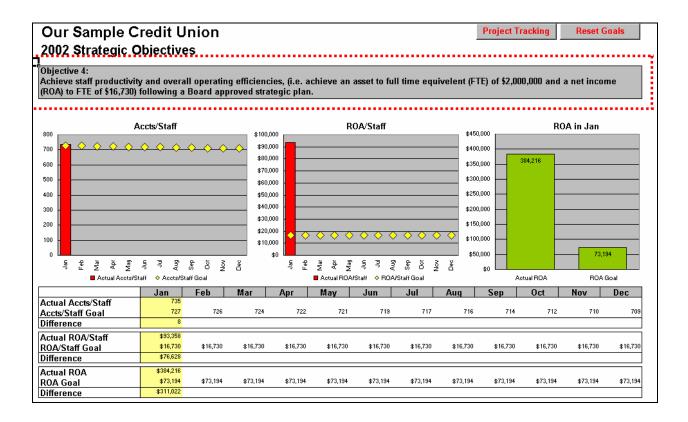
This sheet tracks Objective 2, the member savings growth and average savings balance goal.



This sheet tracks Objective 3, the average products per member goal.



This sheet tracks Objective 4, the staff productivity and income to FTE goal.



In each of the goal tracking sheets (sheet tabs G1 through G4) by default, the program assumes a steady monthly progress towards the goal, however you're able to change the monthly goals leading to the end of the year goal. So, if your credit union has low loan demand in January and February, but then loan demand is high in March, you are able to adjust the monthly goals to reflect the trends that are anticipated.

Notice the yellow highlighting? This displays the current month's information and will move as you advance to new months during the year.

For example, in January, it will look like this...

| | Jan | Feb | Mar |
|---|-----------|----------|----------|
| | \$74.001 | | |
| | \$74.469 | \$74.938 | \$75.407 |
| ĺ | (\$0.468) | | |
| е | \$5,371 | | |
| | \$5,817 | \$5,843 | \$5,869 |
| | (\$446) | | |

And in March, it will look like this...

| | Jan | Feb | Mar | • |
|---|-----------|----------|----------|---|
| | \$74.001 | | | |
| Ţ | \$74.469 | \$74.938 | \$75,407 | |
| • | (\$0.468) | | | |
| F | | | | |
| | \$5,371 | | | |
| | \$5,817 | \$5,843 | \$5,869 | |
| Γ | (\$446) | | | |
| | | | | |

Within each of the goal tracking sheets there is a Project Tracking button...

Project Tracking

And a Reset button.

Reset Goals

The Project Tracking button will lead you to a project tracking sheet.

Objective 1:

Increase member loans to \$79.630 Million while achieving an average loan per member of \$6,099 following a Board approved strategic plan.

| per member of \$6,099 following a Board approved strategic plan. | | | | |
|--|--|--|--|--|
| Project 1: | | | | |
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The Project Tracking sheet is simply a memo area for you to write notes about the projects you are doing to help achieve each goal. This sheet will become more functional in future releases. The Project Tracking sheet can be formatted in any way you want, there is no protection on these sheets.

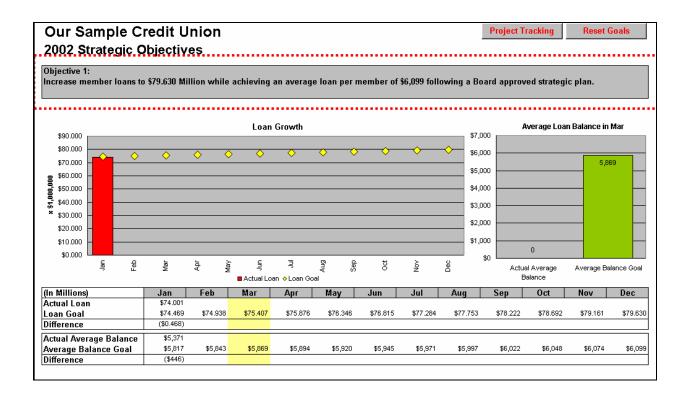
Just like the Goal Tracking sheets, there is a separate project tracking sheet for each of the Strategic Objectives.

When the Reset button is selected the monthly goals will revert back to the default of the steady monthly goal progression, so if you modify the monthly goals, handle this button with care!

In summary, each Strategic Objective, as shown in this sheet...

| Our Sample Credit Union | | | | |
|--|------------------------|---------------------------------|---|--------|
| 2002 Strategic Objectives (CRITICAL PATH) | | | MONTHLY GRAPHS | _ |
| OBJECTIVES | LONG TERM VISION | ANTICIPATED DELIVERY DATE | DELIVERABLES | |
| Increase member loans to \$79.630 Million while achieving an average loan per member of \$6,099 following a Board approved strategic plan. | ALL | 12 <i>i</i> 31 <i>i</i> 2002 | Monthly Financial Statements and Graphs | Graphs |
| Increase member savings to \$93.349 Million while achieving a membership of 13,056 and an average savings balance per member of \$7,150 following a Board approved strategic plan. | ALL | 12 <i>i</i> 31 <i>i</i> 2002 | Monthly Financial Statements and Graphs | Graphs |
| Achieve an average products per member of 2.85 (with average balances increasing as indicated above). | ALL | 12/31/2002 | Monthly Progress Reports | Graphs |
| Achieve staff productivity and overall operating efficiencies, (i.e. achieve an asset to full time equivelent (FTE) of \$2,000,000 and a net income (ROA) to FTE of \$16,730) following a Board approved strategic plan. | ALL | 12 <i>1</i> 31 <i>1</i> 2002 | Monthly Progress Reports | Graphs |
| Increase member and staff satisfaction. | ALL | 12/31/2002 | Increased member products and balance relationships and retention of staff. | |

...is individually tracked on its own corresponding Goal Tracking sheet...



...and has its own Project Tracking sheet.

| Objective 1: Increase member loans to \$79.630 Million while achieving an average loan per member of \$6,099 following a Board approved strategic plan. |
|---|
| Project 1: |
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As you work through this process, feel free to e-mail us with questions and comments at insight@ahoconsulting.com.

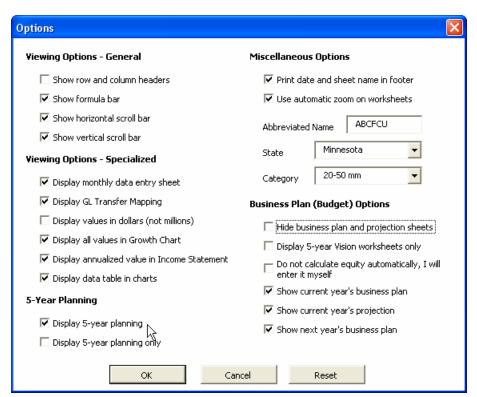
Understanding the Five Year Projection Sheets

Overview

For users who need five year projections, we created five year versions of our Balance Sheet (F-5yr), Income Statement (In-5yr), Historical Financial Trend sheet (H-5yr), and Membership Profile (M-5yr) sheet.

Viewing the Sheets

Let's explore these sheets. To make the sheets visible, you must change your settings in the Aho Options screen. In the "5-Year Planning" section near the bottom of the screen, select the option "Display 5-year planning," and then select OK.



Notice that the sheet tabs for all four of the 5 year planning sheets appear after the RA sheet tab. The sheet names also appear on the Index sheet.



| | Name | Description |
|----|--------|---|
| » | RA | Ratio Analysis Charts |
| » | F-5yr | 5 year Balance Sheet |
| » | In-5yr | 5 year Projected Income Statement |
| » | H-5yr | 5 year Historical Trends |
| >> | M-5yr | 5 year Member Profile and Productivity Analysis |

The Five Year Balance Sheet (F-5yr)

This Balance Sheet shows detailed projections for the next five years.

| A B C Federal Credit Unio | on | | | | Res | et | Using 20 | 04 Busine | ss Plan |
|--|------|-----------------|-------------------|------------|-----------|------------|----------|--------------|----------|
| Balance Sheet Business Plan | | | | | | | | | |
| For Planning Purposes | | 2004 | 2005 | 2006 | | 2007 | | 2008 | |
| (Based on Management Input) | | Business Plan | Projection | Projection | | Projection | | Projection | |
| ASSETS (In Millions) | | | - | | | | | | |
| Cash | ? | \$0.300 | ■ \$0.330 | | \$0.364 | | \$0.401 | | \$0.441 |
| Loans | ? | \$36.500 | \$41.710 | | \$47.663 | | \$54.466 | | \$62.240 |
| Allowance for Loan Losses | ? | \$0.159 | \$0.182 | | \$0.208 | | \$0.238 | | \$0.272 |
| Investments | ? | \$15.470 | \$15.525 | | \$15.371 | | \$14.955 | : | \$14.215 |
| Other Assets | ? | \$0.550 | ■ \$0.606 | | \$0.667 | | \$0.734 | | \$0.809 |
| Fixed Assets | ? | \$0.250 | ■ \$0.275 | | \$0.303 | | \$0.334 | | \$0.368 |
| TOTAL ASSETS | | \$52.911 | \$58.264 | | \$64.160 | | \$70.652 | | \$77.800 |
| LIABILITIES/SAVINGS/EQUITY (In Millions) | | | | | | | | | |
| Liabilities | ? | \$0.500 | ■ \$0.551 | | \$0.606 | | \$0.668 | | \$0.735 |
| Savings and Borrowed Funds | ? | \$52.097 | \$57.137 | | \$62.628 | | \$68.604 | : | \$75.106 |
| Equity (Net Capital) | ? | \$0.314 | \$0.576 | | \$0.926 | | \$1.380 | | \$1.960 |
| TOTAL LIABILITIES/SAVINGS/EQUITY | | \$52.911 | \$58.264 | | \$64.160 | | \$70.652 | | \$77.800 |
| | | 2004 | 2005 | 20 | 006 | 20 | 07 | 20 | 08 |
| ALLOWANCE FOR LOAN LOSS | | Business Plan | Projection | Proje | ection | Proje | ction | Proje | ction |
| Beginning Bal. Allowance For Loan Loss | ? | \$154,431 | \$159,431 | | \$182,187 | \$ | 208,191 | \$ | 237,907 |
| Provision for Loan Loss Expense | ? | \$50,000 | \$74,179 | | \$84,767 | | \$96,866 | | 110,692 |
| Net Charge-off Amount | ? | - \$45,000 | - \$51,423 | - | \$58,763 | | \$67,150 | _ - : | \$76,735 |
| Ending Bal. Allowance For Loan Loss | | \$159,431 | \$182,187 | | \$208,191 | \$ | 237,907 | \$ | 271,864 |
| | | | | | | , | To Grow | th Chart | |
| To increase | e or | decrease Assets | , change the gr | owth pe | rcentage | on the | Growth | Chart "G | " Sheet |

You can use either 2002 year end data, 2003 year-to-date data, 2003 Business Plan data, 2003 Projection data (when entered), or 2004 Business Plan data (when entered) for running these projections. If you have not yet entered certain Business Plan or Projection data, you will not see these options. The program determines if the information has been entered before displaying the related options. You select the figures you would like to use by clicking on the toggle button located on the top right hand side of the worksheet, next to the Reset button.

| , | Res | set | Using 2004 Business Plan | | | | | | | | |
|---|---------------|-----|--------------------------|------|------------------|--|--|--|--|--|--|
| | | | | | | | | | | | |
| | | | | 2008 | | | | | | | |
| | 006 | 20 | 007 | | 2008 | | | | | | |
| | 006 ection | | 007 ection | | 2008 ojection | | | | | | |

The **Reset** button will reverse any changes that you make in the 5 year sheet, restoring your original data and figures.

Notice the gray reference buttons (with question marks) adjacent to the categories that run down the left hand side of the Balance Sheet?



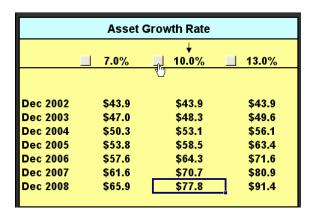
These reference buttons explain how each item is calculated. For example, when the reference button next to the Cash line item is selected, the following item appears:



Let's take a look at where the data on the 5 YR Balance Sheet comes from. Look at the Total Assets projection for 2008 on the F-5yr sheet.

| Balance Sheet Business Plan | | | | | | | | | | | |
|-----------------------------|---|----------------------|---|------------|--|------------|------|------------|--|------------|--|
| For Planning Purposes | | 2004 | | 2005 | | 2006 | 2007 | | | 2008 | |
| (Based on Management Input) | | Business Plan | ı | Projection | | Projection | | Projection | | Projection | |
| ASSETS (In Millions) | | | | | | | | | | | |
| Cash | ? | \$0.300 | | \$0.330 | | \$0.364 | | \$0.401 | | \$0.441 | |
| Loans | ? | \$36.500 | | \$41.710 | | \$47.663 | | \$54.466 | | \$62.240 | |
| Allowance for Loan Losses | ? | \$0.159 | | \$0.182 | | \$0.208 | | \$0.238 | | \$0.272 | |
| Investments | ? | \$15.470 | | \$15.525 | | \$15.371 | | \$14.955 | | \$14.215 | |
| Other Assets | ? | \$0.550 | | \$0.606 | | \$0.667 | | \$0.734 | | \$0.809 | |
| Fixed Assets | ? | \$0.250 | | \$0.275 | | \$0.303 | | \$0.334 | | \$0.368 | |
| TOTAL ASSETS | | \$52.911 | | \$58.264 | | \$64.160 | | \$70.652 | | ♣ \$77.800 | |

This figure is pulled from the 2008 Asset Growth projection in the middle column of the Asset Growth Rate section of the Growth Chart.



If you would like to increase asset size, change the growth percentage in this area of the growth chart.

Tip: You can use the "To Growth Chart" button to experiment with different asset growth percentages, and then press the Esc key on your keyboard to return to the F-5yr sheet.

The red print on the bottom of the F-5yr sheet (shown below) will not be visible when the worksheet is printed. This information is provided only as a reference for the user.

| | | _ | 2004 iess Plan | F | 2005 Projection | Pr | 2006 ojection | Pı | 2007 ojection | | 2008 ojection |
|-------------|--|---|-------------------|----------|--------------------|----|------------------|----|------------------|---|------------------|
| Loan Loss | ? | | \$154,431 | | \$159,431 | | \$182,187 | | \$208,191 | | \$237,907 |
| e | ? | | \$50,000 | | \$74,179 | | \$84,767 | | \$96,866 | | \$110,692 |
| | ? | - | \$45,000 | – | \$51,423 | _ | \$58,763 | _ | \$67,150 | _ | \$76,735 |
| an Loss | | | \$159,431 | | \$182,187 | | \$208,191 | | \$237,907 | | \$271,864 |
| | | | To Grow | th Ch | art | | | | | | |
| To increase | To increase or decrease Assets, change the growth percentage on the Growth Chart "G" Sheet | | | | | | | | | | |

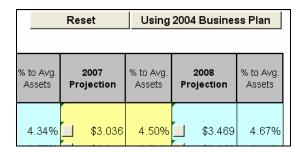
The Five Year Income Statement (IN-5yr)

The Income Statement also shows detailed projections for the next five years.

| A B C Federal Credit Union | | | | | | | | | | Reset | Using 2004 Business Plan | | | | |
|--|---|-----------------------------|---------------------|--|------------------|---------------------|----|------------------|---------------------|--------------------|--------------------------|--|------------------|---------------------|--|
| Projected Income Statement | | | | | | | | | | | | | | | |
| For Planning Purposes (Based on Management Input) | | 2004 Business Plan | % to Avg. Assets | | 2005 ojection | % to Avg. Assets | Pr | 2006 ojection | % to Avg. Assets | 2007 Projection | % to Avg. Assets | | 2008 ojection | % to Avg. Assets | |
| REVENUE (In Millions) | | | | | | | | | | | | | | | |
| Loan Interest | ? | \$2.087 | 4.12% | | \$2.325 | 4.18% | | \$2.656 | 4.34% | \$3.036 | 4.50% | | \$3.469 | 4.67% | |
| Investment Interest | ? | \$0.330 | 0.65% | | \$0.349 | 0.63% | | \$0.348 | 0.57% | \$0.341 | 0.51% | | \$0.328 | 0.44% | |
| COST OF FUNDS | | \$2.417 | 4.77% | | \$2.673 | 4.81% | | \$3.004 | 4.91% | \$3.377 | 5.01% | | \$3.797 | 5.12% | |
| Less Dividends & Int. on borrowed money | ? | \$0.528 | 1.04% | | \$0.665 | 1.20% | | \$0.729 | 1.19% | \$0.798 | 1.18% | | \$0.874 | 1.18% | |
| NET INTEREST INCOME | | \$1.889 | 3.72% | | \$2.009 | 3.61% | | \$2.275 | 3.72% | \$2.578 | 3.83% | | \$2.923 | 3.94% | |
| Other Income | ? | \$0.225 | 0.44% | | \$0.247 | 0.44% | | \$0.272 | 0.44% | \$0.299 | 0.44% | | \$0.329 | 0.44% | |
| SUBTOTAL | | \$2.114 | 4.17% | | \$2.255 | 4.06% | | \$2.547 | 4.16% | \$2.877 | 4.27% | | \$3.252 | 4.38% | |
| EXPENSES (In Millions) | | | | | | | | | | | | | | | |
| Operating | ? | \$1.750 | 3.45% | | \$1.919 | 3.45% | | \$2.113 | 3.45% | \$2.326 | 3.45% | | \$2.562 | 3.45% | |
| Provision for Loan Loss | ? | \$0.050 | 0.10% | | \$0.074 | 0.13% | | \$0.085 | 0.14% | \$0.097 | 0.14% | | \$0.111 | 0.15% | |
| NON OPERATING INCOME (In Millions) | | | | | | | | | | | | | | | |
| Other Non Operating Income | ? | \$0.000 | 0.00% | | \$0.000 | 0.00% | | \$0.000 | 0.00% | \$0.000 | 0.00% | | \$0.000 | 0.00% | |
| NET INCOME | | \$0.314 | 0.62% | | \$0.263 | 0.47% | | \$0.350 | 0.57% | \$0.454 | 0.67% | | \$0.580 | 0.78% | |
| | | Show Averages Show 12.00% I | | | | | | 0% Equity | Balancing | 1 | | | | | |

Again, you can run these projections using either 2002 year end data, 2003 year-to-date data, 2003 Business Plan data, 2003 Projection data (when entered), or 2004 Business Plan data (when entered) for running these projections. You select the figures you would like to use by clicking on the toggle button located on the top right hand side of the worksheet. If you have not yet entered certain Business Plan or Projection data, you will not see these options. The program determines if the information has been entered before displaying the related options.

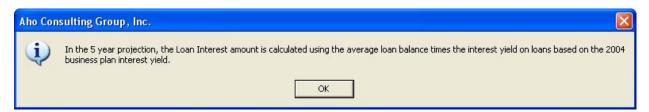
A Reset button is also located at the top of the worksheet. This button will reverse any changes that you make in the 5 year sheet, restoring your original data and figures.



Notice the gray reference buttons (with question marks) adjacent to the categories that run down the left hand side of the Income Statement.



These reference buttons explain how each item is calculated. For example, clicking on the reference button next to the Loan Interest line item will result in the following item:



Notice the red print at the bottom of the worksheet? This is the Equity Balancing area. For more information about the Equity Balancing area, see the Five Year Projection Sheet Wizard. You can access this wizard by going to Aho on the toolbar, Wizards, and then selecting Understanding the Five Year Projection Sheets.

Average Loan, investment, and Savings figures are provided at the bottom of the worksheet for all projection years. These figures can be hidden by selecting the Hide Averages button.

The Five Year Historical Financial Trends Worksheet (H-5yr)

The H-5yr sheet works identically to the H sheet, except that the H-5 yr sheet runs five year projections.

A B C Federal Credit Union

Historical Financial Trends

| TREND HISTORY | 2004 | 2005 | 2006 | 2007 | 2008 |
|---------------------------------------|---------------|--------------|--------------|--------------|--------------|
| TREND HISTORY | Business Plan | Projection | Projection | Projection | Projection |
| Assets | \$52,910,680 | \$58,264,366 | \$64,159,755 | \$70,651,661 | \$77,800,440 |
| Growth in Dollars | \$4,411,690 | \$5,353,685 | \$5,895,390 | \$6,491,906 | \$7,148,779 |
| Annualized Growth Rate | 9.1% | 10.1% | 10.1% | 10.1% | 10.1% |
| Savings | \$52,096,990 | \$57,137,406 | \$62,627,545 | \$68,603,973 | \$75,105,677 |
| Growth in Dollars | \$4,100,000 | \$5,040,415 | \$5,490,139 | \$5,976,428 | \$6,501,704 |
| Annualized Growth Rate | 8.5% | 9.7% | 9.6% | 9.5% | 9.5% |
| Loans | \$36,500,000 | \$41,709,757 | \$47,663,118 | \$54,466,221 | \$62,240,352 |
| Loans to Assets | 69% | 72 % | 74% | 77% | 80% |
| Growth in Dollars | \$2,780,000 | \$5,209,757 | \$5,953,361 | \$6,803,103 | \$7,774,131 |
| Annualized Growth Rate | 8.2% | 14.3% | 14.3% | 14.3% | 14.3% |
| Total Equity (Incl. ALL) | \$473,121 | \$758,555 | \$1,134,099 | \$1,617,944 | \$2,231,422 |
| Equity to Assets | 0.89% | 1.30% | 1.77% | 2.29% | 2.87% |
| Annualized Increase in Equity | 0.58% | 0.41% | 0.47% | 0.52% | 0.58% |
| Net Worth | \$313,690 | \$576,368 | \$925,908 | \$1,380,037 | \$1,959,558 |
| Net Worth to Assets | 0.59% | 0.99% | 1.44% | 1.95% | 2.5% |
| Annualized Increase in % of Net Worth | 0.59% | 0.40% | 0.45% | 0.51% | 0.57% |
| Delinquent Loans | \$182,500 | \$114,482 | \$130,822 | \$149,495 | \$170,832 |
| % of Loans Delinquent | 0.50% 💹 | 0.27% 💹 | 0.27% 💹 | 0.27% 💹 | 0.27% |
| Net Charge-offs | \$45,000 | \$51,423 | \$58,763 | \$67,150 | \$76,735 |
| Annualized Net Charge-offs to Loans | 0.13% | 0.13% | 0.13% | 0.13% | 0.13% |
| Net Income | \$313,690 | \$262,678 | \$349,540 | \$454,129 | \$579,520 |
| Annualized ROA | 0.62% | 0.47% | 0.57% | 0.67% | 0.78% |

The projections on H-5yr sheets are pulled from the Growth chart.

You can use either 2002 year end data, 2003 year-to-date data, 2003 Business Plan data, 2003 Projection data (when entered), or 2004 Business Plan data (when entered) for running these projections. If you have not yet entered certain Business Plan or Projection data, you will not see these options. The program determines if the information has been entered before displaying the related options. You select the figures you would like to use by clicking on the toggle button located on the top right hand side of the worksheet.

The Five Year Membership Profile Worksheet (M-5yr)

The M-5yr sheet works identically to the M sheet, except that the M-5 yr sheet runs five year projections.

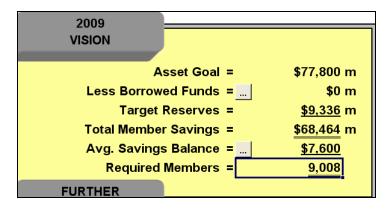
Using 2004 Business Plan

| A B C Federal Credit Union | | | | | | | | |
|--|---------------|-------------|-------------|-------------|-------------|--|--|--|
| Membership Profile and Productivity Analysis | | | | | | | | |
| | | | | | | | | |
| TREND HISTORY | 2004 | 2005 | 2006 | 2007 | 2008 | | | |
| | Business Plan | Projection | Projection | Projection | Projection | | | |
| Number of Members | 5,941 | 6,593 | 7,316 | 8,118 | 9,008 | | | |
| Change in Members | 606 | 652 | 723 | 802 | 890 | | | |
| Avg. Savings Balance | \$7,650 | \$7,637 | \$7,625 | \$7,612 | \$7,600 | | | |
| Change in Avg. Balance | (\$100) | (\$13) | (\$13) | (\$12) | (\$12) | | | |
| Number of Loans | 2,684 | 3,045 | 3,454 | 3,919 | 4,446 | | | |
| Change in Number of Loans | 275 | 361 | 409 | 465 | 527 | | | |
| Avg. Loan Balance | \$13,600 | \$13,699 | \$13,799 | \$13,899 | \$14,000 | | | |
| Change in Avg. Loan Balance | (\$400) | \$99 | \$100 | \$100 | \$101 | | | |
| Avg. Loan Bal. per Member | \$6,144 | \$6,327 | \$6,515 | \$6,709 | \$6,909 | | | |
| Change in Avg. Loan Balance | (\$176) | \$183 | \$189 | \$194 | \$200 | | | |
| Average Total Relationships | \$13,794 | \$13,969 | \$14,147 | \$14,327 | \$14,509 | | | |
| Change in ATR | (\$276) | \$176 | \$178 | \$180 | \$182 | | | |
| Percentage Change in ATR | -2.00% | 1.26% | 1.26% | 1.26% | 1.26% | | | |
| Products Delivered | 13,071 | 14,586 | 16,277 | 18,163 | 20,269 | | | |
| Change in Products Delivered | 1,493 | 1,515 | 1,691 | 1,887 | 2,106 | | | |
| Products per Member | 2.20 | 2.21 | 2.22 | 2.24 | 2.25 | | | |
| Products per FTE | 769 | 800 | 833 | 867 | 902 | | | |
| Change in Productivity | 67 | 31 | 33 | 34 | 35 | | | |
| Assets per FTE | \$3,112,000 | \$3,196,095 | \$3,282,462 | \$3,371,163 | \$3,462,261 | | | |
| Net Income per FTE | \$18,452 | \$19,193 | \$19,964 | \$20,765 | \$21,599 | | | |

The membership projections on the M-5yr sheets are pulled from charts M1 - FT1. For example, the 2008 Number of Members projection on the M-5yr sheet...

| TREND HISTORY | 2004 | 2005 | 2006 | 2007 | 2008 |
|-------------------|---------------|------------|------------|------------|------------|
| TREND HISTORT | Business Plan | Projection | Projection | Projection | Projection |
| Number of Members | 5,941 | 6,593 | 7,316 | 8,118 | 9,008 |
| Change in Members | 606 | 652 | 723 | 802 | 890 |

...is pulled from the Membership goal on the M1 sheet.



You can use either 2002 year end data, 2003 year-to-date data, 2003 Business Plan data, 2003 Projection data (when entered), or 2004 Business Plan data (when entered) for running these projections. If you have not yet entered certain Business Plan or Projection data, you will not see these options. The program determines if the information has been entered before displaying the related options. You select the figures you would like to use by clicking on the toggle button located on the top right hand side of the worksheet.

Using the Print Jobs Feature

This exciting feature allows you to build and save print jobs, so that you can automatically recall and print them when needed.

The print option has the added flexibility of developing unique footer & page number information, making the job of printing monthly Board packets a breeze, just select the print job and the reports will print the same each month!

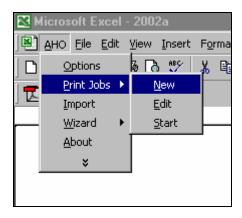
Accessing the Print Job Feature

There are two easy ways to access the new Print Job feature.

The first way is by going to the Index and pressing on the Print Job sheet.

| | Name | Description | | Name | Description |
|----------|---------|--|-----------------|--------------|---|
| » | Monthly | Monthly | » | RA | Ratio Analysis Charts |
| » | D | Data Entry | >> | I | Strategic Ideas |
| » | G | Growth Chart | >> | Т | Strategic Plan - Assignment of Action Plans |
| » | M1 | Member Growth Chart | >> | C1 | Income Statement Spread Analysis |
| » | L1 | Loan Growth Chart - Number of Loans | >> | C2 | Operating Expenses to Income |
| » | A1 | Loan Growth Chart - Loan Balance to Member | >> | С3 | Capital to Assets |
| » | P1 | Products per Member Chart | >> | C4 | Average Membership Loan & Savings Balances |
| >> | S1 | Staff Productivity Chart | >> | C5 | Distribution of Member Accounts |
| » | FT1 | Assets per Full Time Equivalent | >> | C6 | Distribution of Loans by Type |
| » | S | Savings Analysis Chart with Forecast | >> | C7 | Distribution of Savings by Type |
| » | L | | 1 » | C8 | Loans to Shares |
| » | F | Balance Sheet | >> | CP | Monthly Trends Towards Goal Achievement |
| » | In | | 1 » | GS | Goals Overview |
| » | BD1 | Strategic Objectives - Current Year | >> | G1 | Strategic Objective 1 Chart |
| » | M2 | Member Growth Chart | >> | G2 | Strategic Objective 2 Chart |
| » | L2 | Loan Growth Chart - Number of Loans | >> | G3 | Strategic Objective 3 Chart |
| » | A2 | Loan Growth Chart - Loan Balance to Member | >> | G4 | Strategic Objective 4 Chart |
| » | P2 | Products per Member Chart | >> | G1P | Strategic Objective 1 Projects |
| » | S2 | Staff Productivity Chart | » | G2P | Strategic Objective 2 Projects |
| » | FT2 | Assets per Full Time Equivalent | » | G3P | Strategic Objective 3 Projects |
| » | BD2 | Strategic Objectives - next year | >> | G4P | Strategic Objective 4 Projects |
| » | М | Member Profile and Productivity Analysis | » | GLMapping | GL Transfer Mapping |
| » | Н | Historical Trends | » | PrintOptions | Print Jobs Dialog |

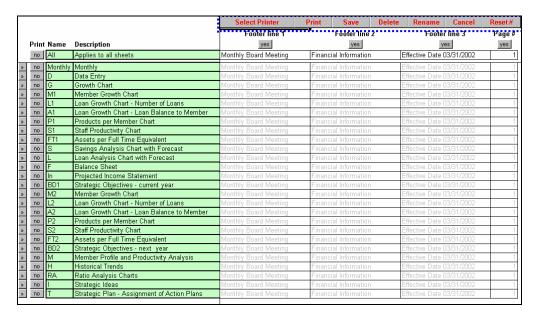
The second way to access the Print Job feature is to select Aho from the toolbar, and then Print Jobs. You may need to move the Wizard box to get to the Aho Menu, you may do this by clicking and holding the mouse down as you move the box to a better location.



Notice that you have 3 options available - Edit, New, and Start. The New option allows you to create a new print job. The Edit option allows you to edit a print job that you have already created. The Start option would allow you to print a job that you have already created.

The Print Options page

This is the Print Options page.



Print Option Command Buttons

Let's take a look at the command buttons you can use. The command buttons are located in the top right hand corner of the worksheet.



Select Printer



When you click on the Select Printer button, a dialog box pops up, allowing you to select the printer you would like to use.



If you click on the Setup button within this dialog box, you can choose paper types, sizes, etc.

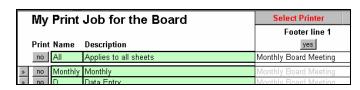


The Print button will print your job

Save Save

Clicking on the Save button allows you to name a new print job, and saves any changes you have made.

Once you save and name your Print Job, you may notice that the new print job name appears in the top left-hand corner of the worksheet.





The Delete button will delete your print job.

Rename Rename

If you would like to change your print job name, you can use the Rename button. When you click on the Rename button, the following dialog box will appear. Enter your new print name, and select O.K.





The Cancel button will cancel any unsaved changes you have made, and take you out of your print job. Do not click it at this time.



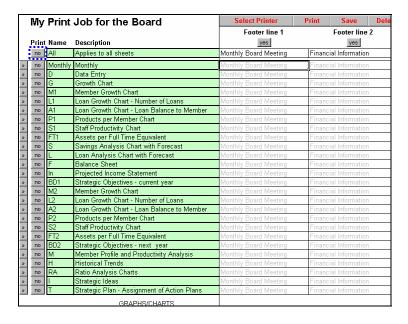
We will examine the Reset # button later.

Using the Print Options Sheet

Now that you are familiar with the command buttons, let's look at the rest of the Print Options sheet.

To begin building your print job, you need to decide which reports you would like to print. In our example, we will print the Data Entry Chart (D), Growth Chart (G), Member Growth Chart (M1), Staff Productivity Chart (S1), and Historical Trends Chart (H). We will also print the Capital to Assets Graph (C3).

Look at the gray button in Cell B4. This is a toggle button which controls all of the print buttons in the column beneath it. For example, if the button is marked "yes," and you click on it once, all of the buttons underneath it will change to "no." Try clicking the button a few times to see what happens.

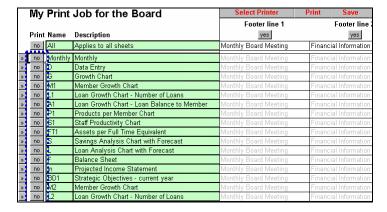


Once you have experimented with it a little, click on the button so that it says "no." This means that none of the sheets in your workbook will print when you use the print command.

Note: If we were to click on the button again, so that "yes" was displayed, ALL of the sheets in the workbook would print when you used the print command.

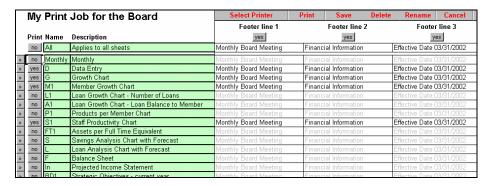
The print buttons in the column beneath are also toggle buttons; however, each button only controls the worksheet on its corresponding row.

Using these buttons, you can select the individual charts that you wish to print.



Click on the "no" buttons next to the Data Entry Chart (D), Growth Chart (G), Member Growth Chart (M1), Staff Productivity Chart (S1), and Historical Trends Chart (H). We will also print the Capital to Assets Graph (C3).

Notice that the buttons change to "yes" when you click on them. This means that the corresponding worksheet will print. Notice that the rows that are marked "no" are faded. The information in these faded rows will not print.

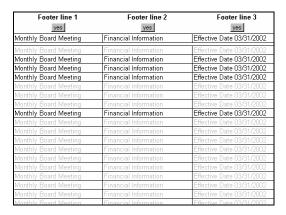


Notice the >> buttons to the left of the print buttons.



Clicking on any of the ">>" buttons will take you to the corresponding sheet in the workbook. This might come in handy if you aren't familiar with the worksheet name. Go ahead, click on one of the ">>" buttons. Press Escape when you are ready to return to the PrintOptions sheet.

Let's take a look at the Footer columns. These columns control the content that you have in the footers that will print on the bottom of each page of your print job.

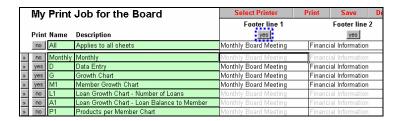


Go to Cell E4.



Notice the text that is currently displayed in this line. Unless you change it, this text will print in the first line of your footer, on every page of your print job. You have several options...

You can choose to print this text that is displayed in this line. If the button just below the text, "Footer Line 1" is set to yes, then this footer line will print on every page of your print job.

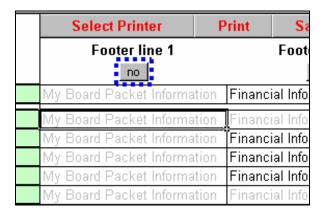


You can change the text in this line. Go to Cell E4, and type over the text that you want to replace. Hit the enter button when you are done.

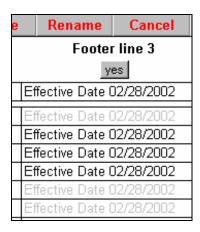
After you edit the footer information, you will be asked, "do you want to use this value for all sheets?" If you choose yes, all the 1st footer rows for all pages will change. Remember, you can have as many different print jobs as you would like. See how the information in this line changes?



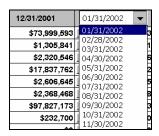
If you do not want to print anything in the first footer line, toggle the "yes" button at the top of the column over to "no." All of the information displayed in the Footer 1 column will fade. This line of the footer will not be displayed in your print job.

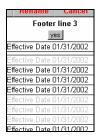


Footer lines 2 and 3 work in the exact same manner as Footer line 1. By default however, the Footer 3 column has been set-up so that the effective date for your data shows in the footer. For example, if you have data entered up to 02/28/02 in your D sheet, the effective date in your footer will be 02/28/02.



If you move to your D sheet, and change to data for 01/31/02, the date in your footer will also change to 01/31/02.

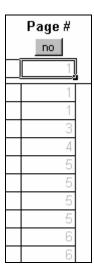




Please note: If you do not wish to have an effective date in your footer, you can still edit the text in this line.

You can use the last column, "Page #," to accomplish several things.

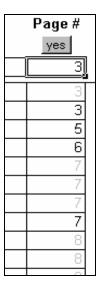
You can choose whether or not to display page numbers in your print job. If you do not want the page numbers to print, toggle the "yes" button at the top of the column over to "no." All of the information displayed in this column will fade and the page numbers will not print.



You can also change the starting page number of your print job. For example, change the number at the top of the column (just below the yes button), to 3 by typing over the number 1. When you do so, you will be

asked, "do you want to use this value for all sheets?" Select No. If you select yes, the page number will be 3 on EVERY sheet that you are printing.

Select the Reset # button. The pages in your report will start with 3 and move forward chronologically. This might be handy if for example, you have a two page introductory letter to insert before your financial information.



Lastly, you can change individual page numbers throughout your print job. For example, you can make your Growth chart page 27 if you would like. This might be helpful if you are planning to insert your financial information into specific places within a separate report.

| Page # | | | | |
|--------|--|--|--|--|
| 3 | | | | |
| 3 | | | | |
| 3 | | | | |
| 27 | | | | |
| 28 | | | | |
| 7 | | | | |
| 7 | | | | |
| 7 | | | | |
| 36 | | | | |

The Reset# button will readjust the page numbers in your print job. For example, in a brand new print job, the page number might be set to 1 on all pages. Once you select the Reset# button, the pages will be reordered to include only the pages in your print job.

For example, BEFORE the reset button...

| Page # yes | | |
|---------------|---|--|
| | 1 | |
| | 1 | |
| | 1 | |
| | 1 | |
| | 1 | |
| | 1 | |
| | 1 | |

And after...

| Page # | | | | | | |
|--------|--------|--|--|--|--|--|
| | yes | | | | | |
| | 1 | | | | | |
| | 1 | | | | | |
| | 1 | | | | | |
| | 1 3 | | | | | |
| | 4 | | | | | |
| | 4 | | | | | |
| | 4 | | | | | |
| | 5 | | | | | |
| | 45 | | | | | |

Congratulations! You are ready to begin creating your own print jobs!

Troubleshooting

Installation and Upgrade Issues

1. I cannot locate our company ID and serial number.

Email AHO Consulting at insight@ahoconsulting.com and they will quickly email you the company ID and serial number for your Credit Union's copy of the Insight Planning Software.

2. Can the Insight Planning Software be installed on a laptop?

Yes, it is OK to install the Insight Planning Software on any computer owned by the Credit Union. The software can also be installed on the Credit Union's LAN without incurring any additional cost. The only restriction is that the software can only be used for your credit union.

3. I am upgrading from a previous version of the Insight Planning Software. How do I Import prior data?

Locate where the current version of the Insight Planning Software is (usually located on C:\Program Files\Aho Consulting\Insight 2000b).

After you install the Insight Planning Software, go to the **AHO** option on the Main Menu and select **Import**. Choose **Previous Planning Workbook** and select **Override non-empty cells**. Click **OK**. An explorer window will be displayed. Use the explorer window to locate the Plan 20XXb.xls and click **Open**. This will automatically transfer your prior year's information into the new version of the Insight Planning Software.

4. Our credit union name has changed. How can I change it in the software?

To change your name, you will need to re-register your software, by running the "Register" macro that is included with your workbook. Just press Alt+F8. This will bring up the list of macros included in your Insight workbook. Scroll down until you see one that is called "Register." Click on Register, and then on Run.

The software will take you through the Registration process again. In the first screen, enter your new full name. In the next screen, enter your Company ID number. In the next screen, enter your Serial Number.

5. I received an update macro from Aho Consulting. How do I install it?

To run the macro, please open your "Plan2003A.xls" workbook first, then open the attached Update file. A message will appear asking if you are sure the document you are opening is from a trusted source. Click on Yes. The update will start automatically. When the update is complete, a message stating, "Update successfully completed, Insight Software has installed the updates for (file location)." Click on OK. After the program runs, you can continue working in your 2003A. You do not need to restart your computer. When you ARE done working in your 2003A, please save the workbook before closing it.

6. The macros in my workbook do not seem to be working (screen resolution won't adjust, entry cells on D sheet don't work, buttons don't work)...

Be sure to enable your macros when the program starts up. If you do not see the enable/disable macros message when opening Insight, your security level in Excel may be set too high, and you may accidentally screen out the macros which make the program work. If you do not see the message, in Excel, go to Tools, Macros, Security. Make sure your Security level is set to Medium (not High). Close Insight, then reopen. You should see the enable/disable macros message. Enable the macros.

Printing and Presentation Issues

1. How can I print specific pages of the workbook?

All you have to do is hold **<<control>>** and use the mouse to click the pages you would like to print. Then, press the **Print Icon** or select **File**, **Print**. Alternatively, you can use the Print Jobs feature, which is described in more detail in a separate section.

2. How can I email information in my Insight workbook pages to board members if they do not have Excel?

If you have Adobe Acrobat installed on your computer, an "Acrobat" option will appear on your Excel menu. Excel users can also go to View > Toolbars > PDF Maker 5.0 to have the PDF Maker icons appear as a toolbar.

To convert the Excel file to a PDF, with the Excel file opened, select the PDF icon. The PDF Maker will automatically convert the Excel file to a PDF file. Once the PDF file has been created, Adobe Acrobat will automatically open, and the new PDF file will appear in the main Adobe Acrobat window.

Any user with Acrobat Reader will be able to view this document - they do not need to have the full Acrobat program.

Wizard Issues

1. I can read the Wizard but I am not able to enter any figures in the sheet when the Wizard asks me to. How do I input the figures?

For Excel 97 users, you will need to press **<<ESC>>** key to enter numbers into the program. This will hide the Wizard box temporarily while you enter data into the cells. When finished, press **<<ESC>>** key again and the Wizard will reappear.

If you are using a version higher than Excel 97, you may simply need to move the Wizard window to the side in order to input the data.

Software Usage Issues

1. When entering my monthly information in the Data Entry Sheet (D), do I enter my actual monthly or year-to-date figures?

You should always enter year-to-date amounts in the income and expense portion of the (D) sheet.

2. On the Data Entry Sheet (D), all of our income and expense figures are entered and the net income displayed is incorrect. What is wrong?

Often times when this happens, the user has not included the provision for loan loss in the total operating expenses (D sheet, row 8).

3. On the Ratio Sheet, our credit union Size and State are incorrect. How can I change this?

Go to the **AHO** option on the Main Menu (top, right-hand corner of the screen) and choose **Options**. The second option from the top is the **State** field. Click on the Arrow to open the drop down box and select your state. The third option from the top is the **Category** (size) field. Click on the Arrow to open the drop-down box and select your size.

4. On the Ratio Sheet, the peer ratios seem to be out of date.

The peer ratios are updated in approximately May and October of each year, when CUNA releases their Operating Ratio & Spread information. This is the only information that is comprehensive enough to update the ratios. If you are a current user, you will receive a macro that will update your software with the most current ratios available, within a week from the time that CUNA releases the information.

5. The numbers and column headings on some worksheets are too small or large to read. How can I adjust this?

Go to the **View** option on the Main Menu. Choose **Zoom** and look to see what the percentage is. This can be adjusted for the best view for your computer.

6. The Balance Sheet (F) does not have the correct amounts for the month I am working on.

Please check to see that you did enter year to date figures in the D sheet and the last column is the correct month you are working with. If the month is incorrect, use the drop down arrow and choose the correct month. If asked whether you want to save the information, choose YES.

7. The Income Statement tab (IN) the data does not annualize.

This is an Aho option that allows the information in the income statement to annualize. There is a toggle tab above the current month's column when pressed will toggle the column from YTD actual to Annualized numbers and back again.

8. I can't see the Monthly sheet.

In the Aho options screen, you can change this setting. Go to Aho, then Options, and check the box next to Display Monthly sheet.

9. How do I get Insight to stop using 12/31/XX as the base year, and start using 12/31/XX as the base year?

In B versions of the software, once you have entered December data, go to the D sheet and select Adjust Budget.

10. I would like to make changes to some of the formulas in my Insight workbook, but the cells are password protected. Can you email me the password?

Unfortunately, we cannot release these passwords. Certain cells are locked to protect the integrity of the program. If the formulas were to be accidentally deleted or modified, the program would no longer function.