Peer to Peer User Manual

A comprehensive guide from installation and setup to advanced features like merger analysis and custom formulas.

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PEER to PEER
Financial Analysis Software for Credit Unions

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Table of Contents

Getting Started with Peer to Peer

Peer to Peer's Data Sets

Comparison Sets in Peer to Peer

Peer Groups – What You Are Comparing

Custom Displays - How You Are Comparing

Formulas - How You Are Calculating

Share Your Analysis

Peer to Peer's Advanced Features

Getting Started with Peer to Peer

Welcome to Peer to Peer

Welcome to Peer to Peer, and thank you for purchasing! You are now on your way to understanding your credit union's performance in the most accurate context possible and recognizing strategic opportunities based on credit union data. Callahan & Associates appreciates your business and looks forward to working with you to make your credit union's financial analysis as easy and effective as possible.

In order to make the process of learning how to use Peer to Peer as simple as possible, please read this manual. It reviews the basic functionality of the software.

If at any time you have questions about Peer to Peer, please do not hesitate to ask. You can find more information online at p2psoftware.com or you can contact the Callahan & Associates' Analytics Team by calling (800) 446 – 7453 or emailing software@creditunions.com.

There is much, much more to learn about Peer to Peer. We highly recommend that you attend at least one of each of the Fundamentals/Intermediate and Advanced training sessions. Details about trainings are available on p2psoftware.com.

Peer to Peer Overview

Peer to Peer has a vast array of functionality. Here is an overview of some of the basic functions in Peer to Peer. You can find more detailed information about Peer to Peer, including information about its more advanced functionality, in later sections of this user manual and at Peer to Peer's website: www.p2psoftware.com.

RSS Feed
The RSS Feed loads when you first open Peer to Peer. The RSS Feed includes software updates, community information, related articles, and upcoming events. The RSS Feed is a good resource for information that may be applicable to you.

Primary Comparison
Your primary comparison is the credit union or peer group against which you are benchmarking all of your comparisons. Typically, your primary comparison is your own credit union. Selecting a primary comparison is the first thing you should do once you have installed and activated Peer to Peer. You can change your primary – or any of your comparisons or peer groups – at any time.
Note: You can set your primary comparison as either a peer group or an individual credit union.

Comparisons
Peer to Peer supports all kinds of comparisons for your charts, graphs, and reports:

1.) credit union vs. credit union,
2.) credit union vs. peer groups,
3.) peer groups vs. peer groups,
4.) many credit unions vs. many peer groups,
5.) and more!

Your comparisons are always visible under the `Comparisons` drop-down menu at the top of the main Peer to Peer screen (underneath the top menu bar). Any graph can also have multiple comparisons displayed. For example, on a single chart you can show your credit union's performance compared to national averages, a peer group composed of all credit unions in your state, and another individual credit union in your area.

Standard Peer Groups
Peer to Peer includes two kinds of standard, or built-in, peer groups. The first type of peer group is asset-based. Peer comes with several asset-based national peer groups. The second standard peer group is the entire credit union industry (all credit unions). You can also compare your primary comparison to individual credit unions.

Custom Peer Groups
In addition to the available standard peer groups, you can also create and save custom peer groups. For example, try creating a peer group of comparably-sized credit unions in your region who have similar Fields of Membership to your credit union, or select credit unions based on their performance in a specific financial ratio. **Note:** Peer groups display the weighted average performance of all selected credit unions.

Built-In Displays
Peer to Peer offers over 230 built-in displays. These performance displays are organized categorically into folders that are available on the left-hand side of the Peer to Peer screen. You can access the different display categories by clicking on the `Select Your Report or Graph` drop-down menu.

Each display will either be listed singularly or will be grouped in a subfolder. Click on a display to run the report, or double-click the subfolders to open them. When run, each display shows a chart, its underlying data, and, if applicable, the credit union's ranking.

Custom Displays
You can create your own custom displays if Peer to Peer does not include a graph that you would like to use. You can also create a default series of displays that you frequently want to access in one convenient place.

Sharing Your Analysis
You can share your analysis in Peer to Peer in many different ways. You can export your peer groups and custom graphs into Excel or PowerPoint. You can also copy and paste them into any other program. Simply click the appropriate button under `Display Options`. Export multiple .CRC files at one time by selecting `File` in the top menu bar and clicking on `Export`.

System Requirements for Peer to Peer

System Requirements for Peer to Peer:
1.) Operating System: Windows 2000, XP, or Vista (Windows is currently the only platform that Peer to Peer supports)
2.) Recommended RAM: 1GB or greater
3.) Recommended available HD space: 4GB or greater
4.) Recommended processor: 1.8GHz or greater
5.) Internet Connection (any speed)

Other Installation Requirements:

1.) To install Peer to Peer, you must be logged into Windows with a user account that has Desktop Administrator Level Permissions, otherwise the install will not complete successfully. If you are unsure about your user account permission level, contact your IT professional.

2.) During the install process, you will be required to reboot your computer. We recommend exiting all other applications before you begin installing Peer to Peer.

3.) Installing Peer to Peer will also install Microsoft SQL, the database that supports Peer. There are no additional requirements for installing SQL, and the installation should happen automatically as part of Peer to Peer's installation.

4.) To complete the installation, you will need to enter a License Key. That Key will activate the software by connecting to Callahan & Associates database over the internet. See below for directions on how to locate your License Key within Peer to Peer. Misplaced keys: Please contact Software Support at (800) 446 – 7453.

Important: Each new installation of Peer to Peer requires a unique email address and an active License Key. If you would like to install Peer to Peer on more than one computer, you must have more than one license. **Callahan & Associates offers additional seats for Peer to Peer at a significant discount.** For more information or to purchase additional licenses, call (800) 446 – 7543 or email software@creditunions.com.

Install Peer to Peer

Installing Peer to Peer is the first step toward getting the most out of your credit union data and Callahan & Associates' expertise. We recommend that a member of your IT Department reviews this document and works through these steps because you must have Administrator Level Permissions to install the software correctly.

Important: These are the instructions for installing Peer on a 32-bit operating system. **If you use a 64-bit operating system, you will first need to follow a different set of instructions.** See the Install Peer to Peer for 64-Bit Platforms section below for the installation instructions for 64-bit operating systems.

To install Peer to Peer, follow these steps:

1.) Go to http://www.creditunions.com/peer2/setup.exe.

2.) A pop-up window will appear asking you, "Do you want to run or save this file?" Click Save. **Do not select Run.** You must save the setup.exe file to your computer. **Please be patient.** It may take a while to download the .exe file onto your computer. Factors like your computer's amount of available RAM and internet connection will all affect the exact length of time it takes to complete the download.

3.) Once you have downloaded and saved the file on your computer, navigate to where you saved it. Open the file by double-clicking on it. Click Run.

4.) An Install Wizard will pop-up. Follow its instructions and prompts.
Note: Peer to Peer will only install correctly on your desktop's C: drive. Please do not attempt to install the software on other drives.

5.) Once you have followed all of the instructions and clicked `Install`, the software will begin to load on your computer. **Please be patient**, as the install may take some time to complete.

6.) The Installation Wizard will notify you once the download has completed successfully. Click `Finish`.

7.) A pop-up window will appear asking you to restart your computer. Click `Yes`.

8.) You will also need to complete the activation process to receive full access to all of the data and functionality of Peer to Peer. For more information, visit the Activation Instructions section.

Install Peer to Peer for 64-Bit Platforms

To install Peer to Peer on 64-bit operating systems such as Windows 7, follow these steps:

1.) Download and install SQL Server 2005 Express Edition (64-bit version) from here: http://www.microsoft.com/Sqlserver/2005/en/us/express-down.aspx

Important: Make sure you click on the link that says, "For the 64-bit install of SQL Server 2005 Express Edition, click here." The link is available under the first section of the website called "SQL Server 2005 Express Edition SP3."

2.) After you click the link, a `File Download` window will appear. Click `Save`. Save the .exe file on your computer. **Please be patient.** It may take a while to download the .exe file onto your computer.

3.) When the download is complete, click `Run`. Click `Run` again in the next pop-up window.

4.) Accept the Terms & Conditions and click `Next`.

5.) Click `Install` on the `Installing Prerequisites` Screen and `Next` once they have been installed successfully.

6.) Click `Next` at the `Welcome` screen.

7.) Click `Next` at the `System Configuration Check` screen

8.) On the `Registration Information` screen, provide Name and Company, and uncheck `Hide Advanced Configuration Options`.

9.) On the `Feature Selection` screen, click `Next`.

10.) On the `Instance Name` screen, select `Named Instance` and replace "SQLExpress" (or other text) with "Peer2" (no quotes). Click `Next`.

11.) On the `Service Account` screen, change the "Use built-in System account" option to "Local System." Click `Next`.

12.) On the `Authentication Mode` screen, click `Next`.

13.) On the `Collation Settings` screen, click `Next`.

14.) On the `Configuration Options` screen, make sure "Enable User Instances" is checked. Click `Next`.

15.) On the `Error and Usage Report Settings` screen, click `Next`.

16.) On the `Ready to Install` screen, click `Next`.

17.) Click `Next` when all `Setup Progress` options read "Setup finished."

18.) Click `Finish`.

19.) Continue installing Peer to Peer as normal (see Install Peer to Peer)

After you have installed the 64-version of SQL, you are not yet finished installing Peer to peer. To finish installing Peer, follow the steps in the Install Peer to Peer section of this user manual. Once you have installed the correct, 64-bit version of SQL on your computer, the rest of the steps for installing Peer to Peer are the same, regardless of your operating system.

Activate and Set Proxy Settings

Before you have access to all of the data and functionality of Peer to Peer, you must activate your software. **You will need your License Key in order to activate your software.** For more information about your License Key, visit the Install section of this user manual.

To activate Peer to Peer, follow these steps:

1.) Open Peer to Peer. **If you have a proxy server in place at your organization, proceed to Step Two. If you do not have a proxy server, proceed to Step Eight.** If you are not sure if your company has a proxy server, please consult your IT department.
Note: Peer will often automatically pick up your organization's proxy settings, so it can sometimes be easier to try to activate your copy of Peer to Peer first, before attempting to enter proxy information. If you try to activate your software and receive an "Internet not found" error, the most likely reason is that you need to input proxy server data.

2.) After you launch Peer to Peer for the first time (and every subsequent time thereafter until you register Peer to Peer with a valid License Key), a pop-up window will appear prompting you to activate the program. Choosing `Open Trial Version` will activate a trial version of Peer to Peer that functions for 30 days.
Note: Trial versions of Peer to Peer have limited credit union data and will expire so you must eventually activate your version of Peer.

3.) Click `Open Trial Version` and enter the software as a trial user.

4.) Peer to Peer will prompt you to select a primary credit union and a primary peer group. Your choices do not affect the proxy settings and you will be able to change your selections later.

5.) After entering the main window of Peer to Peer, go to the `Tools` menu in the top menu bar. Select `Proxy Settings`.

6.) The `Proxy Settings` window will pop-up. Enter in the appropriate information about your proxy server into the text fields. Click `OK`.
Important: Please consult your IT department if you are unsure about these settings. **Callahan & Associates will not have this information.**

7.) Close Peer to Peer, then re-launch the application. This will reopen the `Activation-Trial` window.

8.) Click `Enter Activation Key`. The `Activation Detail` window will pop-up.

9.) Enter in your contact information and your License Key and click `Submit`.

10.) Once you have successfully activated Peer to Peer, a message will pop-up saying, "You have successfully activated your copy of Peer to Peer. Please restart your software now." Click `OK`.
Important: Your License Key is case sensitive.
Note: Your computer **must** be connected to the internet for the activation to work properly.

11.) The next time you open Peer to Peer, the program should not prompt you to activate your software.

If you have trouble activating your copy of Peer to Peer, follow these Firewall Troubleshooting Tips:

1.) Be sure your company's firewall settings permit Peer to Peer to access the Internet as a trusted application.
2.) Peer to Peer only transfers data over Port 80.
3.) The URLs and IP addresses that Peer to Peer will attempt to access are:
    a. www.creditunions.com (for registration purposes) – 63.236.240.91
    b. www.feedburner.com (for the RSS Feed feature) – 66.150.96.123

Determine Version Number

Checking the version number of your Peer to Peer is important when ensuring that you are running the most current version of the software.

To check your software's version number follow these steps:

1.) Open Peer to Peer. Click on the `Help` menu in the top menu bar. Select `About Peer to Peer`.

2.) The version number displays in the third row of the `About Peer to Peer` window.

3.) To determine if your software is completely up-to-date, visit the Peer to Peer website and compare your version number with the current version number listed.

As a rule of thumb, if you are behind one quarter's data and updates or more, you will want to download a new setup.exe file and reinstall Peer to Peer instead of manually updating your system. For example, if third quarter data has just been released, and your most recent Peer data is still first quarter data, you should uninstall and then reinstall Peer to Peer instead of manually downloading each update.

We suggest updating using this method in order to save you time. Each update must download consecutively, and there is no way to work around this process. For example, if you are currently running first quarter data but would like to update to third quarter data, you cannot skip to the last upgrade and just download the new data set. You would have to download each update in order, with the new data set being last.

For more information about uninstalling and reinstalling Peer to Peer, visit the Uninstall and Install sections of this user manual.

If you are not behind one quarter's data and updates, it is easier and faster for you to download each update. You will not have to select each update individually; when you manually update Peer to Peer it will automatically install every available upgrade. However, you will need to let Peer to Peer run uninterrupted during the updating process. Visit the Check for Software Updates section to learn more.

Check for Software Updates

You should periodically check for software updates to ensure that you are always on the latest version of Peer to Peer. There are three different ways to check for upgrades.

Check for Software Updates Using Auto-Updates

If you currently use Auto-Updates, that system should always keep you up-to-date. You can see the date that Auto-Updates last upgraded Peer to Peer in the bottom-right-hand corner of the program. The notification should read, "Last updated on xx/xx/xxxx," with the date filled-in with the last time that Auto-Updates upgraded Peer. If the date listed is not current, you may want to check for software updates manually.

There are two circumstances when there may be software updates available even though Auto-Updates is functioning normally. The first is that Callahan & Associates released a patch earlier in the day, and Auto-Updates has not checked for program upgrades yet. Auto-Updates will only run at the time you selected when you configured the feature. Peer to Peer will wait to download it when it runs Auto-Updates later that night. For example, if we release a software patch at 2:00 pm and you have Auto-Updates set to run at 3:00 am, your system will not download the update until Auto-Updates runs at 3:00 am, even though the upgrade is available.

Second, some updates may have failed during the auto-update process and need to be downloaded again. If a download fails for any reason, Auto-Updates will try to download the upgrade again the next time that it runs. You can either wait for the next update to run and see if the upgrades download correctly or you can download them manually. You can always manually download available upgrades while you are enrolled in Auto-Updates. This does not affect the Auto-Updates process.

Check for Software Using the Pop-Up Notification

If updates are available when you open Peer to Peer, a pop-up window will appear in the lower-right-hand corner of the program. Click `Install Now` to install the updates. Click `Install Later` if you do not want to install the new updates. You can always install available upgrades at another time.

Check for Software Updates Manually

If you do not use Auto-Updates or would like to download an upgrade manually at any time while using Auto-Updates, follow these steps:

1.) Click on the `Tools` menu in the top menu bar.

2.) Select `Check for Software Updates`.

3.) Peer to Peer will then check for any available upgrades. If there are upgrades available, the system will notify you with a pop-up window in the lower-right-hand corner of Peer to Peer. Click `Install Now` to install the updates. Click `Install Later` if you do not want to install the new upgrades. If there are no updates available, you will see a pop-up window that says, "No update(s) found."

Visit the Determine Version Number section of this user manual for tips on when you should uninstall and reinstall Peer to Peer instead of downloading all of the available updates manually.

Locate License Key

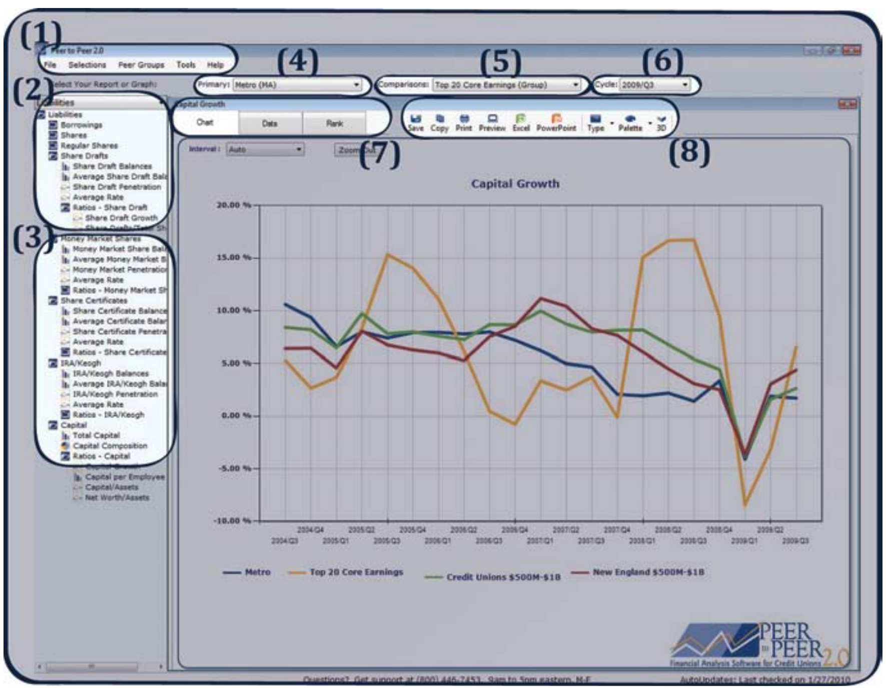
Follow these steps to locate your License Key within Peer to Peer:

1.) Open Peer to Peer. Click on the `Help` menu in the top menu bar. Select `About Peer to Peer`.

2.) Your License Key displays on the last row of the `About Peer to Peer` window.

Use the Reference Guide

Below is an outline of what you will see once you have opened Peer to Peer. To make navigation as easy as possible, the most commonly used areas of Peer to Peer are highlighted below.



1.) **Top Menu Bar** – The top menu bar of Peer to Peer is the main navigation within the program.
File – The `File` menu contains the `Import` and `Export` functions of Peer to Peer. You can also manage your custom displays here.
Selections – The `Selections` menu is where you can set your primary comparison and your comparison set(s).

Peer Groups – The `Peer Groups` menu is the central location of all peer group-related options. You can create new peer groups, manage existing ones, or export peer groups here.
Tools – The `Tools` menu houses the program options of Peer to Peer. From here, you can check for software updates, set Auto-Updates, change your graphics settings, and more.
Help – The `Help` menu contains information about how to get assistance with Peer to Peer.

2.) **Select Your Report or Graph** – `Select Your Report or Graph` is the drop-down menu of Peer to Peer's built-in displays. You can also access or create custom displays here.

3.) **Displays** – The available displays under `Select Your Report or Graph` auto-populate here. Click on an individual display to run the report or double-click on a sub-folder to access additional displays.

4.) **Primary Comparison** – View your current primary comparison from the `Primary` window or select `Change Primary` from the drop-down menu to change it.

5.) **Comparison Sets** – View your current comparison set(s) from the `Comparisons` window or select `Change Comparison` from the drop-down menu to change it.

6.) **Cycle** – View the data cycle for your current analysis or select a new cycle from the drop-down menu.

7.) **Display Window** – The `Display Window` appears when you run a built-in or custom display. It auto-populates with the chart or graph related to the selected display.
Chart – The `Chart` tab contains the graphical analysis of the display.
Data – The `Data` tab contains the raw data related to the selected display.
Rank – The `Rank` tab shows the ranking of your primary comparison within your comparison set, if applicable.

8.) **Display Options** – The `Display Options` buttons include the `Save`, `Copy`, `Print`, and `Preview` functions. Export your display with the `Excel` and `PowerPoint` buttons.

Uninstall Peer to Peer

Note: It is critical that the person logged into the computer has Administrator Level access to his or her computer in order to complete the uninstall process successfully. If you are not sure about the permissions associated with your Windows User Account, please contact your IT Administrator.

The most common reason for uninstalling Peer to Peer is to make it easier to upgrade to the newest version of the software when you reinstall it. If you are behind more than one quarter's data and updates, we generally recommend that you uninstall and then reinstall Peer to Peer instead of downloading all of the available updates manually. For more information about when you should uninstall and reinstall Peer to Peer, visit the Determine Version Number section of this user manual.

Important: Please make a note of your License Key before uninstalling Peer to Peer. You will need this key to reinstall the program successfully. For more information about how to locate your License Key within Peer to Peer, please see the Install section of this user manual.

To uninstall Peer to Peer for any reason, follow these steps (be sure to continue all the way through Part Three):

Part One: Backup Your Work

1.) We strongly recommend that you backup your work if you ever intend to reinstall the program. Backing-up your information is the only way to ensure that you will be able to recreate your saved reports quickly and easily when you reinstall Peer. For more information, visit the <u>Export Custom Displays</u> and <u>Export Peer Groups</u> sections of this user manual.

2.) When you are finished backing-up and saving your work, close Peer to Peer. **Please make sure to exit the program before uninstalling.**

Part Two: Check Your SaveFiles.exe's Timestamp

1.) Locate SaveFiles.exe. (To locate it, go to your computer's C Drive and select the `Program Files` folder. Then scroll to the `Peer to Peer 2.0` folder, and double-click on it to open it. The SaveFiles.exe is in the main part of that folder.)

2.) Check to see if the SaveFiles.exe has a timestamp (aka the date modified) of 3/17/2010 or later. If so, continue to Part Three.

3.) If it is earlier than 3/17/2010, you need to replace it with a more recent copy.

4.) Close the Peer to Peer program.

5.) Download (save) the file available at this link: <u>http://www.creditunions.com/Peer2/SaveFiles.zip</u>.

6.) Extract the SaveFiles.exe file from this zip.

7.) Copy the SaveFiles.exe into your `Peer to Peer 2.0` program folder, replacing the existing copy. Once you have copied the file, verify that the SaveFiles.exe timestamp says 3/17/2010 or later.

Part Three: Remove Peer to Peer through the Control Panel

1.) Click on the `Start` button in the lower-left-hand corner of your screen. Select `Control Panel`.

2.) Windows XP users will click on `Add or Remove Programs`. Windows Vista users will click on `Uninstall a Program` under the `Programs` category of the `Control Panel Homepage`. Alternatively, for Visa users, from the `Control Panel Classic View`, simply select `Programs and Features`.

3.) Find Peer to Peer in your list of installed programs. Then click `Remove` or `Uninstall` from the top menu bar.

4.) A pop-up window will appear asking if you are sure that you would like to remove the program. Click `Yes`.

5.) An Uninstall Wizard should pop-up. Follow its instructions.

6.) When completed, Peer to Peer should be removed from the installed program list.

7.) Close the `Control Panel`. The uninstall process is complete.

Important: Use Parts Four and Five if there is an issue with the Microsoft SQL Express program, and you need to do a complete reinstall of all Peer to Peer components.

Part 4 (Optional): Remove the SQL Express Components through the Control Panel

For Windows XP Users:

1.) Go to `Start`, and select `Control Panel`. Then select `Add/Remove Programs`.

2.) Remove the individual components of Microsoft SQL Express.

For Windows Vista/7 users:

1.) Go to `Start`, select `Control Panel`, and then `Control Panel Home`. Finally, click on `Programs`.

2.) Remove the individual components of Microsoft SQL Express.

Part Five (Optional) Remove the MSXML File

For Windows XP Users:

1.) Go to `Start`, and select `Control Panel`. Then select `Add/Remove Programs`.

2.) Find and remove the MSXML file(s) from the installed programs list.

For Windows Vista/7 users:

1.) Go to `Start`, select `Control Panel`, and then `Control Panel Home`. Finally, click on `Programs`.

2.) Find and remove the MSXML file(s) from the installed programs list. Highlight the file, and click `Uninstall`.

For information about how to reinstall Peer to Peer, visit the <u>Install</u> section of this user manual.

Peer to Peer's Data Sets

Know What Data is Available

Peer to Peer incorporates many different types of data. The available data includes 5300 Call Report Data, econometric data, Return of the Member (ROM) scores, CUPP (Credit Union Performance Profile) scores, performance reports, and proprietary survey data.

1.) 5300 Call Report Data – all fields and account codes (see <u>Become Familiar with the 5300</u> for more information)

2.) Econometric Data – Economy, Credit, Census, GDP, Money Supply and Interest Rates, Stock Market
    a. Economy - Retail sales, auto sales, personal savings rates, unemployment rates, median CPI
    b. Credit – Consumer credit outstanding, mortgage purchases, mortgage refinances, mortgage applications
    c. Census – Population information
    d. GDP – GDP change, GDP due to personal consumption
    e. Money Supply and Interest Rates – Money supply, LIBOR rates, Fed funds rates, Treasury rates, mortgage rates
    f. Stock Market – S&P 500, Nasdaq, Dow Jones

3.) Return of the Member (ROM) Scores – ROM scoring, ROM for Each Credit Union
    a. ROM scoring – Total return to members, return to savers, return to borrowers, member service usage
    b. ROM for each credit union

4.) Credit Union Performance Profile (CUPP) Scores – Asset Quality, Capital Adequacy, Earnings and Operational Efficiency, Liquidity, Summary for Credit Union
    a. Asset Quality – Reserves + undivided earnings / net assets; increase/decrease capital ratio; reserves + allowance for loan loss + undivided earnings / loans; solvency indicator; delinquent loans / allowance for loan loss + regular reserve
    b. Capital Adequacy – Delinquent loans / prior year loans; percent change in delinquent loans; net charge-offs / prior year delinquent loans; operational income + provision expense / delinquent loans; earnings assets / all shares and funding liabilities
    c. Earnings and Operational Efficiency – Operating expenses / total income; net operating income + provision expense / total income; net charge-offs / net operating income; return on average net assets; net income / total expenses
    d. Liquidity – Annual share growth; liquid funds ratio / loans-to-savings ratio; net liquid funds / short term savings; percent loans maturing in less than one year; assets greater than one year / net assets

5.) Performance Reports – Performance Trends, Operational Review, CUSOs, Technology Review
    a. Performance Trends – Two-year financial comparison, Five-year balance sheet, five-year income statement, five-year ratio report, five-year FPR ratios, rankings
    b. Operational Review – 5300 Call Report, ATMs and branches, contact information, employees, members
    c. Credit Union Service Organizations (CUSOs)
    d. Technology Review – Electronic delivery channels, electronic financial services, technology partners

6.) Propriety Survey Data – Service providers, vendor information, detailed position titles, and more

You can create custom displays and formulas using any of the data available in Peer to Peer. Peer also includes built-in displays for the available data. You can locate the different displays under `Select Your Report or Graph`.

Navigate the Built-In Displays

Peer to Peer comes with over 230 unique built-in displays. Learn how to navigate through the different available displays, which Peer organizes into the following nine categories: Assets, Liabilities, Income Statement, Key Ratios, Regulator Analysis, Economic Trends, Performance Reports, Scoring System, and My Displays.

Assets

1. Asset Composition
2. Total Assets
3. Yield on Earning Assets

    Cash and Investments

    4. Total Investments
    5. Investment Composition
    6. Yield on Investments
    7. Investment Maturity
    8. Investment Growth

    Loans

    9. Total Loans
    10. Loan Composition
    11. Yield on Loans
    12. Total Loan Originations

        Ratios – Total Loans

        13. Allowance for Loan Loss/Delinquent Loans
        14. Average Loan Balance
        15. Loan Growth
        16. Delinquent Loans/Loans
        17. Loan Accounts per Member
        18. Loan Originations per Employee
        19. Loan Balances per Employee
        20. Loans/Assets
        21. Loans/Shares
        22. Net Charge-Offs/Average Loans

        Real Estate Loan Portfolio

        23. General Real Estate Breakdown
        24. First Mortgage Breakdown
        25. First Mortgages Granted and Sold by Quarter
        26. Other Real Estate Owned
        27. Total Real Estate Loans
        28. Total 1st Mortgages
        29. Other Real Estate Loans

            Ratios – Real Estate Loan Portfolio

            30. Real Estate Loan Penetration
            31. Real Estate Loans/Total Loans
            32. Real Estate Loans/Total Assets
            33. Fixed Rate 1st Mort/Total Assets (Includes Balloons/Hybrids)
            34. 1st Mortgage Delinquency
            35. Other Real Estate Delinquency
            36. 1st Mortgages Sales YTD as a % of 1st Mortgages Originated YTD

Auto Loan Portfolio
37. Total Auto Loan Growth
38. New vs. Used Balances
39. New vs. Used Auto Loan Growth
40. Indirect Loans Outstanding by Type
41. Average Auto Loan Balance
Ratios – Auto Loan Portfolio
42. Auto Loan Penetration
43. Auto Loans/Total Loans
44. Indirect Auto Loans/Total Auto Loans
Credit Card Loan Portfolio
45. Credit Card Loan Balances
46. Credit Card Loan Growth
47. Average Credit Card Loan Balance
48. Credit Card Delinquency
Ratios – Credit Card Loan Portfolio
49. Credit Card Penetration
50. Credit Card Loans/Total Loans
51. Credit Card Delinquent Loans/Total Delinquent Loans
Member Business Loan Portfolio
52. Member Business Loan Balances
53. Member Business Loan Growth
54. Average Member Business Loan Balance
55. Member Business Loan Delinquency
Ratios – Member Business Loan Portfolio
56. Business Loans/Total Loans
57. Business Delinquent Loans/Total Delinquent Loans
Land and Building
58. Land and Building
Ratios – Land and Building
59. Growth in Land and Building
60. Land and Building/Total Assets
61. Other Real Estate Owned

Liabilities
Borrowings
62. Total Borrowing
63. Borrowing Composition
64. Borrowing Maturities
Ratios – Borrowings
65. Borrowings /Assets
Shares
66. Total Shares
67. Share Composition
68. Average Share Balance
69. Average Cost of Funds
Ratios – Shares
70. Share Growth
71. Share Balances per Employee
72. Share Accounts per Member

Regular Shares

73. Regular Share Balances
74. Average Regular Share Balance
75. Average Rate

    Ratios – Regular Shares

    76. Regular Share Growth
    77. Regular Shares/Total Shares

Share Drafts

78. Share Draft Balances
79. Average Share Draft Balance
80. Share Draft Penetration
81. Average Rate

    Ratios – Share Drafts

    82. Share Draft Growth
    83. Share Drafts/Total Shares

Money Market Shares

84. Money Market Share Balances
85. Average Money Market Balance
86. Money Market Penetration
87. Average Rate

    Ratios – Money Market Shares

    88. Money Market Share Growth
    89. Money Market Shares/Total Shares

Share Certificates

90. Share Certificate Balances
91. Average Certificate Balance
92. Share Certificate Penetration
93. Average Rate

    Ratios – Share Certificates

    94. Share Certificate Growth
    95. Share Certificates/Total Shares

IRA/Keogh

96. IRA/Keogh Balances
97. Average IRA/Keogh Balance
98. IRA/Keogh Penetration
99. Average Rate

    Ratios – IRA/Keogh

    100. IRA/Keogh Growth
    101. IRA/Keogh to Total Shares

Capital

102. Total Capital
103. Capital Composition

    Ratios – Capital

    104. Capital Growth
    105. Capital per Employee
    106. Capital/Assets
    107. Net Worth/Assets

Income Statement

Income

108. Total Income
109. Income Composition
110. Interest Income
111. Non-Interest Income

Ratios – Income

112. Income Growth
113. Interest Income/Average Assets
114. Interest Income/Total Income
115. Non-Interest Income/Average Assets
116. Non-Interest Income/Total Income
117. Non-Interest Income/Member
118. Non-Interest Income/Employees
119. Total Income/Employees
120. Yield on Earning Assets
121. Net Income to Operating Expenses
122. Yield on Loans
123. Yield on Investments
124. Fee Income per Member

Expenses

125. Total Operating Expenses
126. Operating Expense Composition

Ratios – Expenses

127. Efficiency Ratio
128. Expense Growth
129. Marketing Expense per Member
130. Marketing Expense per Net New Member
131. Operating Expense/Average Assets
132. Operating Expense/Total Income
133. Salaries and Benefits/Employee

Dividends

134. Total Dividends

Ratios – Dividends

135. Average Cost of Funds
136. Average Dividend per Member
137. Dividends/Income

Earnings

138. Efficiency Ratio
139. Net Income/Employee
140. Net Income/Total Income
141. Net Interest Margin
142. Core Earnings Ratio
143. Return on Assets
144. Return on Equity
145. Yield on Earning Assets

Key Ratios

Strategic Planning

146. Asset Growth
147. Assets per Employee
148. Income per Employee vs. Salary and Benefits per Employee
149. Loan Growth
150. Loan Growth vs. Share Growth
151. Loans Originated per Employee (Annualized)
152. Loans per Employee
153. Members per Employee
154. Membership Growth
155. ROA vs. Service (Fee) Income
156. Net Interest Income Plus Service Income per Employee
157. (Net Interest Margin – OpEx)/Avg Assets [Spread in Basis Points]
158. Operating Expense Growth vs. Revenue Growth
159. Operating Expense Ratio vs. Net Interest Margin
160. Revenue Growth vs. Asset Growth
161. Allowance for Loan Loss/Delinquent Loans
162. Auto Loans/Members
163. Average Loan Balances
164. Average Share Balances

Bankruptcies

165. Bankruptcy Loans
166. Bankruptcy Loans/Delinquent Loans
167. Bankruptcy Loans/Net Charge-Offs
168. Bankruptcy Loans/Total Loans
169. Cost of Funds vs. Market Rates
170. Credit Card Penetration
171. Credit Card Penetration vs. Rate
172. Delinquent Loans/Loans

Efficiency Ratio

173. Operating Expense Ratio
174. Operating Expense Ratio vs. Net Interest Margin
175. Efficiency Ratio
176. Efficiency Ratio (Less Provision for Loan Losses)
177. Efficiency Ratio w/ and w/o Provision for Loan Losses
178. Operating Expense Composition
179. $ Revenue per $ Salary and Benefits
180. Revenue per Employee
181. Members per Employee
182. Average Member Relationship
183. Loan and Share Accounts per Member
184. Loans/Assets
185. Loans/Shares
186. Members Filing for Bankruptcy
187. Net Charge-Offs/Average Loans
188. Net Income/Employee
189. Net Income/Total Income
190. Net Interest Margin

191. Net Worth/Assets
192. New Auto Loan Penetration vs. Rate
193. Real Estate Loans/Members
194. Core Earnings Ratio
195. Return on Assets
196. Return on Assets Before NCUSIF Expense
197. Return on Equity
198. Share Draft Accounts/Members
199. Share Draft Penetration vs. Rate
200. US Treasury Rates
201. Used Auto Loan Penetration vs. Rate
202. Yield on Earning Assets
203. Yield on Investments vs. Market Rates
204. Yield on Loans vs. Market Rates

Regulator Analysis

Asset Quality

205. Delinquency Ratio
206. Coverage Ratio
207. Net Charge-Off Ratio
208. Net Charge-Offs as a % of Prior Year's Delinquency

Earnings

209. Core Earnings Ratio
210. Net Interest Margin
211. Core Earnings Ratio vs. Net Charge-Offs as a % of Assets
212. Return on Assets

Capital

213. Net Worth Ratio
214. Net Worth Ratio vs. Capital Ratio

Efficiency

215. Operating Expense/Average Assets
216. Efficiency Ratio w/ and w/o Provision for Loan Losses

Balance Sheet Trends

217. Loan Growth
218. Loan Originations per Employee
219. Loans/Shares
220. Borrowings/Assets
221. Share Growth
222. Cost of Funds vs. 3-Mo Treasury Rate
223. Average Share Balance
224. Share Draft Penetration

Reports

225. 5300 Call Report
226. 2 Year Financial Comparison
227. 5 Year FPR Ratios

Economic Trends

Economic Data

Economy

228. Retail Sales – Sourcing from the U.S. Census Bureau
229. New & Used Auto Dealer Retail Sales – Sourcing from the U.S. Census Bureau
230. Personal Savings Rate – Sourcing from the Bureau of Economic Analysis
231. Unemployment Rate – Bureau of Labor Statistics
232. Median CPI – Quarterly – Sourcing from the Bureau of Economic Analysis

Credit

233. Consumer Credit Outstanding YOY % Change
234. Mortgage Purchase Index – Sourcing from Mortgage Bankers Association
235. Mortgage Refinance Activity – Sourcing from Mortgage Bankers Association
236. Mortgage Application – Weekly Change % - Sourcing from Mortgage Bankers Association

Census

237. Population – Sourcing from the U.S. Census Bureau

GDP

238. Real GDP YOY Change – Sourcing from the Bureau of Economic Analysis
239. Real GDP Due to Person Consumption – Sourcing from the Bureau of Economic Analysis

Money Supply and Interest Rates

240. Money Supply M1 – Sourcing from Federal Reserve
241. Money Supply M2 – Sourcing from Federal Reserve
242. LIBOR 3 Month Rates – Sourcing from the British Bankers Association
243. LIBOR 6 Month Rates – Sourcing from the British Bankers Association
244. LIBOR 12 Month Rates – Sourcing from the British Bankers Association
245. Fed Funds Effective Rate – Sourcing from the Federal Reserve
246. Fed Funds Target Rate – Sourcing from the Federal Reserve
247. 2 Year Treasury Rate – Sourcing from the Federal Reserve
248. 3 Year Treasury Rate – Sourcing from the Federal Reserve
249. 5 Year Treasury Rate – Sourcing from the Federal Reserve
250. 10 Year Treasury Rate – Sourcing from the Federal Reserve
251. 30 Year Treasury Rate – Sourcing from the Federal Reserve
252. 15 Year Mortgage Rate – Sourcing from the Mortgage Bankers Association
253. 30 Year Mortgage Rate – Sourcing from the Mortgage Bankers Association
254. 1 Year ARM – Sourcing from the Mortgage Bankers Association

Stock Market

255. S&P500
256. Dow Jones
257. Nasdaq Composite
258. Nasdaq Financial
259. Nasdaq Industrial
260. NYSE Composite

Performance Reports

Performance Trends

261. 2 Year Financial Comparison
262. 5 Year Balance Sheet
263. 5 Year Income Statement
264. 5 Year Ratio Report
265. 5 Year FPR Ratios

266. Rankings

Operational Review

267. 5300 Call Report
268. ATMs and Branches
269. Contact and Operational Information
270. Employees
271. Members

Technology Review

272. Electronic Delivery Channels
273. Electronic Financial Services
274. Technology Partners

Scoring System

CUPP Scoring System

275. Asset Quality
276. Capital Adequacy
277. Earnings and Operational Efficiency
278. Liquidity
279. Summary for Credit Union

205. Return of the Member Index (ROM)

280. Return of the Member Scoring
281. ROM Scores for Each Credit Union

My Displays

My Displays includes the following folders: My Displays, Temporary Displays, and Create New.

My Displays

Peer to Peer will save any custom displays that you have imported into Peer to Peer here.

Temporary Displays

Peer to Peer will temporarily save any custom displays that you have created but not saved in this folder. When you preview instead of saving a custom display, it resides here until you save the display or close out of Peer.

Create New

From here, you can create new custom displays. See the Create Custom Displays section for more information.

Become Familiar with the 5300

Peer to Peer includes all fields and account codes from the 5300 Call Report, and you can find a PDF of the current Call Report under the `Help` menu to use as a reference guide.

When creating reports or using account codes within Peer to Peer, you can either enter "a" + "Account Code" (ie, account 958 – # of Used Vehicle Loans – is `a958`) or use the Formula Wizard (`Binocular` button) to locate account codes by category or description/key word using the `Tree` and `Search` tabs. `Tree` allows you to search by category, and `Search` lets you search by keyword. The Formula Wizard contains the most commonly used fields from the 5300 Call Report.

See the Know What Data is Available section to learn what other data sets are accessible within Peer to Peer.

Understand FirstLook

Each quarter Peer to Peer subscribers get access to FirstLook, which allows them access to quarterly data weeks before the official NCUA release. Each quarter, FirstLook includes about 99% of industry assets, so Peer users can start their analyses early.

Note: FirstLook data is typically available approximately two weeks before final release data. Callahan & Associates will notify users once it becomes available each quarter.

Important: You must download FirstLook data into Peer to Peer in order to access it. Simply being on the latest version of Peer to Peer does not mean that you have FirstLook data available. Peer to Peer treats it differently than regular quarterly data, so you must proactively download the FirstLook data set in order to use it. Additionally, not all data points in the call report are available in the FirstLook data set, and peer groups do not automatically update when you use FirstLook data. You *must* resave your custom peer groups.

Follow these steps to download FirstLook data:

1.) Click on the `File` menu in the top menu bar. Scroll to `Import` and click `FirstLook Data`.
Note: You will only be able to select `FirstLook Data` if FirstLook is available. If you cannot click `FirstLook Data`, then the figures are either not available yet or the final release of quarterly data has already come out.

2.) A FirstLook window will appear. Click `Download FirstLook`.

3.) Peer to Peer will automatically search for the latest FirstLook data.

4.) A pop-up window will appear when the download is complete. Click `OK`.
Note: If your primary credit union does not participate in FirstLook, you will need to reselect your primary.

Peer to Peer automatically creates a peer group consisting of all credit unions participating in FirstLook. Access and use this peer group the same way you would any other standard or custom peer group.

Important: FirstLook data is updated often (nearly daily) during the weeks leading up to a quarterly data release. As there are no version numbers associated with FirstLook, the only way to ensure that you have the latest data is to update FirstLook daily.

Note: Peer to Peer will automatically remove FirstLook from the `Cycle` menu after you update to final quarterly data. There is no other way to remove it prior to the final release.

Update Quarterly Data

Peer to Peer updates its data quarterly. The exact timing of each data release is dependent upon the National Credit Union Association (NCUA). At Callahan & Associates, we always aim to have the data up and running in Peer to Peer as quickly as possible, and it is typically live in the program within one to two business days after a new data release.

In order to access the latest quarterly data in Peer to Peer, you must first be on the most up-to-date version of the software. Peer to Peer will treat the new data like a normal software patch, downloading it with Auto-Updates or when you manually update your system.

Assuming you are on the current version of Peer, the download will take approximately 45 minutes to an hour to complete. However, this estimate is dependent upon your Internet connection, among other things.

If you are not on the current version of Peer, the download time will vary depending on how far behind you are in the updating process, as all of the previously released upgrades will need to load sequentially before the newest quarterly data release can install.

We strongly recommend that you enroll in Auto-Updates once you are up-to-date because it will consequently take care of the hassle of downloading new data and software patches. In fact, if you are using Auto-Updates, you will automatically download the new data at night while you are not using your computer.

Comparison Sets in Peer to Peer

Set Default Comparisons

Peer to Peer lets users save their default comparisons in order to speed up their analyses and to prevent users from having to enter in their desired comparisons each time they open the program.

Note: Your comparisons are always visible under the `Primary` and `Comparisons` drop-down menus at the top of the main Peer to Peer screen (underneath the top menu bar) and can be controlled from there or from the `Selections` menu (click on `Selections` and then select either `Primary`, `Comparisons`, or `Default`).

To set your default comparisons, follow these steps:

1.) Click on `Selections` in the top menu bar. Select `Default`. A `Default Primary/Comparison` window will appear. **If you would like to change your primary comparison, continue to Step Two. If you would like to change your comparison set, continue to Step Five.**

2.) To change your primary comparison, click `Change` to the right of the `Primary` window. This will bring up the `Primary Selection` window (the same as having clicked on `Primary` instead of `Default` under the `Selections` menu). Your primary comparison can be either a single credit union or a peer group. To select an individual credit union, make sure that you select `Credit Union` in the `Type` drop-down menu. To select a peer group, select `Peer Group` in the `Type` drop-down menu.

3.) You can search for a credit union by name in the `Search for primary credit union` text box, or you can search by state in the `State` drop-down menu. You can sort the credit unions by name or assets by clicking on the column title (or header).

4.) Select the credit union or peer group that you would like to use as your default primary and select `Go to Analysis`. From the `Primary Selection` window, click `Change Comparison` to move on to the `Comparison Selection` window, where you can set your default comparison or comparison set.

5.) To change your default comparison or comparison set (from the `Default Primary/Comparison` window), click `Change` to the right of the `Comparisons` window. Visit the Multiple Comparisons section of this user manual for more information about changing your comparison set.

6.) Selecting `Go to Analysis` from the `Default Primary/Comparison`, `Primary Selection`, and `Comparison Selection` windows saves your selected primary and comparisons as your defaults.

Utilize Multiple Comparisons

Peer to Peer allows you to compare your primary credit union or peer group to many different types of peers. You can compare credit union vs. credit union, credit union vs. peer groups, peer groups vs. peer groups, many credit unions vs. many peer groups, and more!

This section is about changing your comparison set and learning how to compare your primary comparison to multiple comparison sets. For more information about how to change your primary comparison, visit the Set Default Comparisons section of this user manual.

Note: Your comparisons are always visible under the `Comparisons` drop-down menu at the top of the main Peer to Peer screen (underneath the top menu bar) and can be controlled from there or from the `Selections` menu (click on `Selections` and then select `Comparisons`).

To set up multiple comparisons, follow these steps:

1.) Go to the `Comparisons` drop-down menu and click on `Change Comparisons.`

2.) A `Comparison Selection` window will pop-up.

3.) To select individual credit unions, go to the `Credit Unions` box on the left-hand side and use the `State` drop-down menu to choose your location. Once you have chosen a state, Peer to Peer will auto-populate a list showing the credit unions in that state. You can sort the credit unions by name or asset size by clicking on the column title (or header).

4.) To select a credit union as a comparison, click on the name of the credit union and then click on ▼ (the down arrow button). This will add the credit union to your list of comparisons in the `Your Selected Comparisons` box.

5.) To select peer groups, go to the `Peer Groups` box on the right-hand side of the `Comparison Selection` window. Select a peer group the same way you selected an individual credit union – by clicking on it and then clicking ▼ (the `Down Arrow` button). This will also add the credit union to your list of comparisons in the `Your Selected Comparisons` box.

6.) To deselect or remove a comparison from the `Selected Comparisons` box, select the comparison you would like to remove and then click ▲ (`Up Arrow` button).

7.) If you would like to save your selected comparisons as your default set, click `Save as Default`. When you do, a pop-up window will appear letting you know that by saving this set of comparisons as your default, Peer to Peer will automatically load with this set as your main comparison. Click `Yes`. A second window will pop-up asking, "Do you want to load this comparison set now?" Click `Yes`.

8.) If you would like to change your primary comparison, you can either select the `Change Primary` button or click on the `Primary` tab in the `Comparison Selection` window. For more information about changing your primary, see the Set Default Comparisons section of this user manual.

9.) Once you are finished selecting your comparisons, click `Go to Analysis` to return to the main Peer to Peer window.

Peer Groups – What You Are Comparing

Create Custom Peer Groups

Peer to Peer's power in analytics comes from its ability to customize peer group selection. Experiment with both and take advantage of Peer to Peer's full range of functionality.

To create peer groups, follow these steps:

1.) Go to `Peer Groups` in the top menu bar and scroll to `New`. You can choose to select credit unions individually with `Simple Select` or to walk-through the step-by-step peer-building process using `Custom Build`. **If you choose `Simple Select`, continue on to Step Two. If you choose `Custom Build` proceed to Step Nine.**
Important: Simple Select is a good choice when you have a set group of credit unions to benchmark against. Custom Build is a good option when you want to compare yourself to credit unions with similar characteristics (size, geographic region, membership, financial metrics, etc.)

Simple Select:

2.) Click `Simple Select`. A `Simple Selection` window will appear.

3.) Use the `State` drop-down menu to select the location of the credit union you would like to select. Select a state. A list of all of the credit unions in that state will auto-populate in the `Matches` box. You can sort the list by Name or Assets.

4.) If you would like to search for credit unions across all states, select `All CUs` in the `State` drop-down menu. A list of all available credit unions will auto-populate. You can sort the list by Name, State, or Assets.

5.) You can also search for a credit union by name by typing the name of the credit union you are looking for in the `Search` text box and then clicking `Find!`.

6.) To select a credit union, click on it in the `Matches` box, and then click > (the `Right Arrow`). You can also simply double-click on it in the `Matches` box. You will see your selected credit unions move to the `Selected Credit Unions` box on the right side.

7.) To remove a credit union from the `Selected Credit Unions` box, double click on it, or click on it and then click < (the `Left Arrow`).

8.) You must name and save your peer group in order to be able to use it in your analysis.

Custom Build:

9.) With `Custom Build`, you will see a `Selection Process` window appear.

10.) As you select criteria, credit unions that match your criteria will appear in the `Matching Credit Unions: [x]` box, with x being the number of matching credit unions. The credit unions that display here match your criteria across all tabs, not just the tab that you are currently on (assuming you have selected criteria from more than one tab/category).

11.) You can clear your criteria at any time by clicking `Clear`.
Note: `Clear` only clears the criteria from the tab that you are on currently. It will not clear all of the criteria that you have set across all tabs.

12.) Click `Preview` to display credit unions that match your peer group criteria in the `Matching Credit Unions: [x]` box.

13.) You can remove a matching credit union at any time by clicking on it in the `Matching Credit Unions: [x]` box and then clicking `Remove`.
Note: Unlike for the rest of the tabs, if you remove a credit union from the `Exclude` tab, it will **include** the credit union in your peer group.

14.) Click `<< Back` and `Next >>` to navigate through the different tabs. You can also click on the tabs in the top navigation to skip to a specific tab.

15.) You can choose from six major criteria to select your peer groups – Financials, Geography, Charter/FOM, Top/Bottom, Vendors, and Exclude.

`Financials` Tab

In this tab, use the pre-selected financial criteria – Assets, Loans, Investments, and Members – or use the Formula Wizard to select credit unions based on other financial criteria. Enter the parameters for each criterion for your peer group in the `Minimum` and `Maximum` boxes.
Note: You can use the Formula Wizard (`Binocular` button) to locate account codes by category or description/key word using the `Tree` and `Search` tabs. `Tree` allows you to search by category, and `Search` lets you search by keyword. The Formula Wizard contains the most commonly used fields from the 5300 Call Report as well as hundreds of pre-programmed formulas. To add an account code, double-click it. Your selected formula(s) will auto-populate in the bottom box. Click `Done` when you are finished with your selections.

`Geography` Tab

Peer automatically selects the entire U.S. – denoted by the orange states. To deselect states, click on the individual state or click `Clear All` in the upper right-hand-corner of the map. Unselected states are in white. Simply click on states again to reselect them. Clicking `All States` will also reselect all states.

You can also select states by region in the `NCUA region` box. To select more than one region, hold down `Ctrl` while you click on each.
Important: California is technically a member of NCUA Region II. However, Peer to Peer lists it with the western, Region V states.

You can also select individual state counties. Double-click on a state to open a county map. Select counties by clicking on them in the state's map or selecting them from the list in the `Counties` box on the right-hand side.
Note: Your geographic peer group can be a combination of individual states, regions, and counties.

`Charter/FOM` Tab
Peer automatically selects all charter types and fields of membership. To deselect, click on any charter type or FOM or select `Clear All`. Selected charter/FOM types are in blue. Deselected ones are in white.

`Top/Bottom` Tab
Find credit unions using extremes. For example, create a peer group using the top 50 credit unions in ROA. Use the `Use` drop-down menu and select `Top`, `Bottom` or `Closest`. Pick how many credit unions you would like to include by writing a number in the blank text box (the text box to the right of the `Use` drop-down menu). In the `In` text box, type the formula description or account code you would like to use to select your peer group. You can also use the Formula Wizard.

`Vendors` Tab
Choose credit unions based on what vendor they use. Select what kind of vendor you would like to search for by clicking on an entry in the pre-populated `Type of Service` box. Peer to Peer will display the applicable companies in the `Providers` box. Select a specific provider by clicking on the company name or click `Select All` to include all providers in the selected category. If you click `Preview`, Peer to Peer will show you credit unions that also use that service provider.

`Exclude` Tab
You can upload a list of credit unions that you automatically want to remove from your current peer group selections. Create a .txt or .csv file of charter numbers or credit unions you would like to exclude. To upload the file, click `Browse` and select your file. Click `Exclude`. Peer will display the excluded credit unions in the `Excluded Credit Union(s)` box. To remove a credit union from your exclusion list, click on the credit union and hit `Remove`.

16.) Once you are satisfied with your created peer group, click `Name & Save`. A `Save Group` pop-up will appear. You can name your custom peer group in the `Name Your Peer Group` text box. You also have another chance to review your peer group and make any last minute exclusions.

17.) Once you are satisfied, decide whether you would like your peer group to be dynamic or static.
Important: Dynamic peer groups save the specific set of criteria you have selected rather than the specific credit unions. The exact list of credit unions included in dynamic peer groups will change each quarter based on new quarterly data. For example, if you are limiting your peer group to credit unions under $100M in assets, and next quarter one of your matching credit unions has more than $100M in assets, it will no longer be a part of the peer group next quarter. Static peer groups save the specific set of credit unions. The list of matching credit unions in the peer group will stay the same despite changes in quarterly data.

18.) Click either `Dynamic` or `Static`. A pop-up will appear notifying you that your peer group is being saved. Click `OK`. Once Peer has saved your peer group successfully another pop-up will appear notifying you of that and asking if you would like to add this peer group to your comparison set. Click `Yes`.

19.) Your new custom peer group is now available for your analyses.

Import Peer Groups

Peer to Peer lets its users import previously created peer groups, including peer groups created by other users. You first need a .txt or a .p2p file containing the charter numbers for the credit unions that you would like to include in your peer group.

Important: To import a list of charter numbers, include only a list of the charter numbers in your .txt file. Do not include any header information**.** The list does not need to be comma delimited. It simply needs to be a single column of charter numbers.

Note: To create a .txt file if you have an Excel of your desired charter numbers, you must format the number cells as general content. To do this, highlight the list of charter numbers, and right-click on the column containing the charter numbers. Go to `Format Cells`. Select the main `Number` tab and click on `General`. Click `OK`. Copy and paste this Excel list into Notepad and save. Make sure you do **not** save any header information. Only save the list of charter numbers.

To import peer groups, follow these steps:

1.) Once you have a .txt file or a .p2p file of charter numbers for credit unions in your desired peer group, go to `File` in the top menu bar. Scroll to `Import`, and select `Peer Groups`.

2.) A `Manage` window will appear. Click on `Import`.

3.) An `Open` window will appear. The visible file type defaults to .p2p. If you are importing a .txt file, change the file type in the drop-down menu. Depending on your version of Microsoft, it is located either above or to the left of the `Open` and `Cancel` buttons.

4.) Navigate to where you saved your file. Select it, and click `Open`.

5.) An `Import` window will pop-up. This window will show you the names and number of credit unions in your peer group. Name your peer group and click `Save`.

6.) When you have successfully imported your peer group, a pop-up will appear saying, "Peer group saved successfully." Click `OK`.

7.) The `Manage` window will remain visible, and Peer to Peer should now list your newly imported peer group at the bottom of `Your Peer Group List`. Click `Exit` to leave the `Manage` window.

Export Peer Groups

Peer to Peer allows users to export their standard and custom peer groups. You can either archive the saved exported files as back-ups or share them with others.

To export your peer groups, follow these steps:

1.) Go to `File` in the top menu bar. Scroll to `Export`, and select `Peer Groups`.

2.) An Export window will appear. Select the peer group that you would like to export by highlighting it (clicking on it).

3.) The credit unions that are a part of the selected peer group for the current financial quarter will auto-populate in the `Credit Unions in Peer Group` window.

4.) Choose the file format that you would like use for your export by clicking on `Export to .p2p` or `Export to .CSV`.
Note: Exporting to .p2p is preferable if you are trying to share your saved set with another Peer to Peer user, as he or she can be easily import the file into Peer to Peer in this format. Alternatively, exporting to .csv saves a file that is compatible with Microsoft Excel and many other programs, so this format is preferable if you are trying to manipulate your peer groups in a program other than Peer to Peer.

5.) Regardless of the format you chose, a `Save As` window will appear. Save the file wherever you would like on your computer and name it in the `File name` text box. **Do not change the default file type.** Click `Save` when you are finished.

6.) A pop-up window will appear saying, "File exported successfully." Click `OK`.

7.) The `Print` option allows you to print the list of credit unions to your local or network printer.

8.) `Email` creates a .p2p file that automatically attaches to a blank email in your default email client.

Manage Peer Groups

Peer to Peer makes it easy to manage your standard and custom peer groups. You can delete, import, combine, and edit peer groups all in one location.

To manage your peer groups, follow these steps:

1.) Click on `Peer Groups` in the top menu bar and select `Manage`.

2.) A `Manage` window will appear that displays your peer groups under `Your Peer Group List`. In the `Manage` window, you have the following options – Delete, Import, Combine, Edit, and Exit.

3.) To delete a peer group, highlight the group(s) and click `Delete` (to deselect a highlighted peer group, simply click on the highlighted peer group again).

4.) To import peer groups, you need a .txt file of the charter numbers for each credit union you want in the peer group. See Import Peer Groups for more information on how to import peer groups.

5.) To merge peer groups, highlight the groups that you would like to join and click `Combine`. Review your combined peer group list and name the new group in the `Peer Group Name` text box. Click `Save`. When Peer is finished saving your new peer group, a pop-up window will appear saying, "Peer group saved successfully." Click `OK`.
Important: Peer to Peer will **not** delete the original peer groups that you combined.

6.) To edit peer groups, click on the individual peer group that you would like to edit and click `Edit`. This will bring you back to either the `Custom Build` or `Simple Select` window, depending on how you originally built your peer group. You can now make any desired changes and resave the peer group. For more information about creating and editing custom peer groups, visit the Create Custom Peer Groups section of this user manual.

7.) When you are finished managing your peer groups, click `Exit`.

Custom Displays - How You Are Comparing

Modify Built-In Displays

Peer to Peer comes with over 235 built-in displays. You can modify pre-built displays and save your changes or create custom displays. For more information about how to create custom displays, visit the Create Custom Displays section of this user manual.

To modify a pre-built display, follow these steps:

1.) Select a built-in display that you would like to modify. Open your selected report by clicking on it.

2.) Right-click on the chart and select `Edit`. A pop-up will will appear stating, "This is a built-in graph that you are not allowed to edit. Would you like to make it a custom graph?" Click `Yes`.

3.) A `My Displays` window will pop-up. You can rename the display and choose the folder that you will save it under. You can either choose an existing folder in `My Displays` or create a new folder for this report.

4.) To create a new folder, click `Create Folder`. A `Create New folder` window will appear. Name your new folder and click `Create Folder`. Peer will notify you that it created your new folder successfully. Click `OK`.
Important: If you create a new folder for your modified built-in display, the new folder will **not** show up in the list in the `My Displays` window after you create it. Simply type the name of the folder in the text box for `Folder Name`, and Peer will save your display there correctly.

5.) Once you are happy with the name of the custom display and its folder, click `Save`.

6.) Peer will alert you with a pop-up saying, "Custom display saved successfully." Click `OK`.

7.) Peer to Peer saves your custom displays under `My Displays`. `My Displays` is located in the drop-down menu on the upper-left-hand side of your screen under `Select Your Report or Graph`. The custom displays are located in the `My Displays` folder. Double-click on the `My Displays` folder to expand it. You should see all of your imported custom displays saved in this folder.

8.) Navigate to the folder where you saved your modified built-in display. Open the report.

9.) Right-click on the chart and select `Edit Custom Display`.

10.) An `Account Selection` window will pop-up. You can change the name of the display (or graph), manipulate the formula that populates the graph, and change the name of the formula that shows up on the display when you preview it. You can also use the formula wizard to find the exact formula you want to use.

11.) Make any desired changes to your custom display, and click `Preview` to review the changes that you have made. Click `Save` in the `Account Selection` window or right-click on the chart and select `Save` when you are finished. `Preview` also automatically saves your work.

Find More Menu Options

You can right click on any built-in or custom display, data set, or ranking to reveal more menu options in Peer to Peer. It is important to note, though, that some options are only available for built-in displays, while some are only available for custom displays. The menu options that auto-populate when you right-click are the only ones available for that particular graph or report.

Menu Options after Right-Clicking a Built-In Display
**Not all options are available on all displays.*

Chart Type
You can change the chart type from the available options using this menu option. If you would like to change the chart type to one not listed, you will need to create a custom display.

Chart Palette
Change the coloring of your charts and graphs here. Brand your charts with your organization's colors!

Excel Exporting
You can export your charts and data to Excel by right-clicking and selecting the `Excel Exporting` option or by clicking the `Excel` button in the `Display Options` menu.

PowerPoint Exporting
You can export your charts and data to PowerPoint by right-clicking and selecting the `PowerPoint Exporting` option or by clicking the `PowerPoint` button in the `Display Options` menu.

Moving Average
From here, you can select a two, three, or four month moving average for your charts and graphs. You can also revert to the original built-in display by selecting `Original`.

Formula
This menu option lets you see the underlying formula calculating the data in your display. For example, the formula associated with the built-in display Total Dividends (aka Annualized Total Dividends) is annual(a380 + a381).

Display Frequency

Choose the number of data points to display in each of your charts and graphs. You can choose between quarterly, semi-annually (1Q and 3Q for each year), or annually (1Q for each year). Quarterly is the default.

Add CU Name

This option lets you choose to display the name of your primary comparison in the title of your display. For example, the Total Shares built-in display can be called “Total Shares – [Name of Your Primary Comparison].”

Add Cycle

This option lets you choose whether to display the current data cycle in the display title. For example, check this option if you would prefer to have the Total Shares built-in display called “Total Shares – Mar. 31, 2010” instead of “Total Shares.”

Edit

This option lets you edit built-in displays. By editing a built-in display, you automatically create a custom display that Peer to Peer stores in the `My Display` tab of `Select Your Report or Graph`. See the previous section, <u>Modify Built-In Displays</u>, for more information.

Note: For built-in displays, the `Data` and `Rank` tabs only have “Formula” as an available option when you right-click.

Menu Options after Right-Clicking a Custom Display

**Not all options are available on all displays.*

Formula

See “Formula” in *Menu Options after Right-Clicking a Built-In Display* above.

Save

For Temporary Displays (displays that you previewed but did not yet save), you can save them via this menu option. From here, you can select the name of your display and to which folder Peer will save it.

Edit Custom Display

This option serves as a short-cut back to the `Account Selection` window where you created your custom display. From the `Account Selection` window, you can edit your custom display just as you would if you were creating a custom display from scratch.

Add CU name

See “Add CU Name” in *Menu Options after Right-Clicking a Built-In Display* above.

Add Cycle

See “Add Cycle” in *Menu Options after Right-Clicking a Built-In Display* above.

Show Comparison
This option displays the averages of your selected comparisons (i.e. your primary comparison and any additional multiple comparisons) in your charts and graphs.

Include All
This option includes each individual credit union in your peer group(s), instead of just the peer groups themselves.

Display Frequency
See "Display Frequency" in *Menu Options after Right-Clicking a Built-In Display* above.

Create Custom Displays

You can create custom displays in Peer to Peer if you want information that is not provided as a built-in report. Peer to Peer gives you the flexibility to be as creative as you would like in your custom reports.

To create a custom display, follow these steps:

1.) From Peer to Peer's main window, click on the `Select Your Report or Graph` drop-down menu. Scroll to and select `My Displays`.

2.) Click on `Create New` and choose your display type by click on its icon. Click `OK`.
Important: To select the best chart or graph, you must understand each available type:

Single Credit Union or Peer Group – Single/Current Cycle
These four reports allow you to view a single credit union or peer group's performance. You can toggle between your primary comparison and your comparison set's performance in the same display, but Peer displays only one at a time. (Click the `Credit Unions` drop-down menu to change between your primary comparison and comparison set). Peer also displays only one cycle's results (ie just 2Q 2009) at a time.

Single Credit Union or Peer Group – Historical/Over-Time
These five reports allow you to view a single credit union or peer group's performance. You can toggle between your primary comparison and your comparison set's performance in the same display, but Peer displays only one at a time. (Click the `Credit Unions` drop-down menu to change between your primary comparison and comparison set). These reports display quarterly information going as far back as Peer to Peer has data.

All Comparisons – Single/Current Cycle
These four reports allow you to view your primary comparison and the average of the peer group/comparison set against one data point (ie Member Growth). Peer displays both your primary comparison and your comparison set in the same chart, so there is no need to toggle back and forth. You will see only one cycle's data at a time.

All Comparisons – Historical/Over-Time
These two reports allow you to view your primary comparison and the average of the peer group/comparison set against one data point (ie Member Growth). Peer displays both your primary comparison and your comparison set in the same chart, so there is no need to toggle back and forth. You will see quarterly information going as far back as Peer to Peer has data.

Detailed
These eight report display the performance of all credit unions within your comparison set individually. This means, if you include a peer group, that these reports will treat all the credit unions within those peer groups individually. This type of report is only available for a single data cycle.

Note: Peer to Peer includes detailed pop-ups for each individual report type. The explanations appear when you hover over the report's icon.

3.) An `Account Selection` window will pop-up. In this window, you can enter in the formula(s) for your custom display and name your report.

4.) To name your report, simply type into the `Graph Title` text box.

5.) To enter formulas, type in your formula as "a" + "Account Code." For example, account 958 (# of Used Vehicle Loans) is `a958` in Peer to Peer. For more information about the available formulas, visit the Peer to Peer Formulas section of this user manual.
Note: You can also use the Formula Wizard (`Binocular` button) to locate account codes by category or description/key word using the `Tree` and `Search` tabs. `Tree` allows you to search by category, and `Search` lets you search by keyword. The Formula Wizard contains the most commonly used fields from the 5300 Call Report as well as hundreds of pre-programmed formulas. To add an account code, double-click it. Your selected formula(s) will auto-populate in the bottom box. Click `Done` when you are finished with your selections.

The Formula Wizard also contains a link to the latest 5300, so you can locate account codes via the NCUA form. After you find the code you are looking for, just remember to type an "a" before the number when you add it in the `Account Selection` window.

6.) If you would like to make changes to the titles that Peer will display for each account code, simply edit the titles in the `Titles to Use` text box.

7.) If you would like to change the format that Peer will use to display your account codes, click on the `Format Type` drop-down menu and scroll to and select the format that you would like to use.

8.) If you would like to change the order of your formulas, place your cursor is in the text box of the formula you would like to change and click the ▲ (`Up Arrow`) or the ▼ (`Down Arrow`) to reorder them.

9.) To delete a formula, place your cursor is in the text box of the formula you would like to delete and click `Delete`.

10.) If you would like to add more formula rows, click `Insert`. New rows will always appear at the bottom of the formula list.

11.) To view your created display, click Preview. If you have not saved the display yet, Peer to Peer will store your newly created display in the Temporary Displays folder. If you need to make changes to your display, right-click on the display and go to Edit Custom Display to go back to the Account Selection page.

12.) To save your display, click Save. You can also save your display by right-clicking on the report after previewing it and selecting Save from the available menu.

13.) A Save Custom Graph window will pop-up prompting you to confirm the name of the display and the file's save location. To save the display in an existing folder, select this option and click the drop-down menu to locate the existing folder. To save in a new folder, select this option and name your new folder. When you are finished, click Save. You will see a pop-up when your display has saved successfully. Click OK.

14.) To access your custom display, use the Select Your Report or Graph drop-down menu to select My Display. Double-click on the My Displays folder and then double click on your folder to open its contents.

Import Custom Displays

Importing custom displays allows you to load your own custom reports into Peer to Peer or import the reports created by Callahan & Associates. There is currently only one supported file type for custom displays: .CRC files. Only .CRC files will load into Peer to Peer correctly.

To import custom displays, follow these steps:

Note: If you are importing a custom display that you downloaded from p2psoftware.com, start at Step One. If you are importing your own .CRC file, start at Step Three.

1.) Open the .zip file that you downloaded from p2psoftware.com.

2.) Copy the .CRC file and paste the file into your computer. You can save the file anywhere you like, but be sure to remember where you saved it, as you will need to access the file again in later steps.

3.) Open Peer to Peer. Click on File in the top menu bar. Scroll to Import and then select Custom Displays.

4.) In the Import window, select Browse…

5.) In the Open window, access your saved .CRC file. Select it, and click Open.

6.) Click Import once the appropriate .CRC file is open in the Import window.

7.) When the file has finished loading correctly, you will see a pop-up saying, "Custom display(s) imported successfully." Click OK.

8.) Close the Import window or repeat these steps to import another file.

Peer to Peer saves your custom displays under `My Displays`. `My Displays` is located in the drop-down menu on the upper-left-hand side of your screen under `Select Your Report or Graph`. The custom displays are located in the `My Displays` folder. Double-click on the `My Displays` folder to expand it. You should see all of your imported custom displays saved in this folder.

Export Custom Displays

Peer to Peer allows you to export custom displays so that you can share your analysis and back-up your work. **Note:** These instructions assume that you have already created and saved the custom displays you would like to export. For more information about creating custom displays, visit the Create Custom Displays section.

Important: There is no way currently to share or backup just one display from a folder. You must include all of the individual reports within any given folder.

To export custom displays, follow these steps:

1.) Go to `File` in the top menu bar and scroll to `Export`. Select `Custom Displays`.

2.) An pop-up window will appear. In the `Export` window, select the display that you would like to export. **Note:** Peer to Peer will list the displays available for export in the `Export` window.

3.) Choose between `Export` and `Email`. If you select `Export`, Peer to Peer will prompt you to name and save a .CRC file onto your computer. If you select `Email`, Peer will create a .CRC file using the name of your exported folder and will attach the file to a blank email, using your default email client. **Note:** As .CRC files are the only file types that you can import into Peer to Peer, .CRC files are the only types that you can export, as well.

4.) If you chose `Email`, the exporting process is finished. If you chose `Export`, select the location on your computer where you would like to save your .CRC file within the `Save As` window. Name the file and click `Save`. **Do not try to save the file as a different file type**.

5.) A pop-up window will appear saying, "Custom display exported successfully," when the process is complete. Click `OK`.

6.) Exit the `Export` window by clicking the X in the upper-right-hand corner of the window.

Manage Custom Displays

You can manage your custom displays from a central location. You can create new folders, reorganize custom displays, or delete displays from one window.

To manage custom displays, follow these steps:

1.) Go to the `File` menu, and click `My Displays`. A `My Displays` window will appear. Your displays will be visible under `Custom Display List`. Click on + (the plus sign) or double-click on a display folder to expand it.

2.) Click `Create Folder` to create a new folder. Enter the name of your new folder in the `Create New Folder` window that pops-up, and then click `Create Folder`. Your new folder will appear at the bottom of the display list in the `My Displays` window.

3.) When you expand your new folder, you will see a message saying, "Drop custom displays here and then delete this one." That "display" is simply a placeholder. Delete it **after** you have added another display to this folder.

4.) You can reorganize your custom displays by dragging and dropping them in different folders. Only drag/drop works. `Ctrl + c` and `Ctrl + v` do not work.
Note: Dragging displays into different folders does not remove them from the original folder. It only adds them to the new one.

5.) You can delete individual displays or folders containing multiple displays. To delete custom displays, highlight the display you would like to remove and click `Delete`. A pop-up window will appear saying, "Are you sure you want to delete custom display?" Click `Yes`. Another pop-up will appear saying "Custom display deleted successfully." Click `OK`.
Note: If you delete an entire folder, the pop-ups will read: "Are you sure you want to delete folder and its contents?" and "Custom displays deleted successfully."

6.) Click `X` in the upper-right-hand corner of the `My Displays` window when you are finished.

Limit Graph Axes Using Zoom

You can zoom in on specific quadrants of your built-in and custom displays. This allows you to get a clearer view of certain areas or time periods of the graph by adjusting the axes on the original graph or chart.

Note: The zoom function works with both charts and rankings.

To zoom in on displays, follow these steps:

1.) Select and open the display you would like to zoom in on.

2.) Click and hold the left button of the mouse while you drag the mouse across the area of the display that you would like to magnify.

3.) You will see a gray box appear as you drag the mouse across the selected area. The gray box shows you exactly what you have selected and what will appear in the zoomed-in window.

4.) When you are satisfied with the selected area, let go of the mouse button. Peer to Peer will automatically zoom in on the highlighted area of the display.

5.) To zoom back out, simply click the `Zoom Out` button.

Formulas - How You Are Calculating

Know Formula Modifiers

Peer to Peer includes some preprogrammed formulas and the ability to create your own.

Standard operators function in Peer to Peer:
+ (addition)
- (subtraction)
* (multiplication)
/ (division)
Important: Peer to Peer fully supports mathematical order of operations including parenthetical grouping.

There are also formula modifiers that you can use in Peer to Peer.

Growth *Growth(x)*
Growth of x over last full year
Example: Growth(loans) is the growth in loans over the last full year.

Two-Year Growth *Growth2(x)*
The average year over year growth of x over the last two years
Example: Growth2(assets) is the year over year growth in assets over the last two years.
Note: The multi-year growth metrics work from two to seven years, as in from Growth2(x) to Growth 7(x).

Annualized Rates *Annual(x)*
The annualized rate of x for any year-to-date numbers from the income statement.
Example: Annual(Opex) is the annualized rate for operating expenses.

Quarter Modifiers *X:(.25, .5, .75, 1, 2.25, 3, dec)*
The data for X one, two, three, four (one year) quarters prior
Example: In 4Q 2009, assets:.75 shows asset numbers from 1Q 2009. Assets:1 shows assets from 4Q 2008.
Important: :dec gives you the value for that account code in the previous December.

Create Custom Formulas

Peer to Peer allows you to create custom formulas if you would like to analyze fields not commonly associated with each other.

To create a custom formula, follow these steps:

1.) Access the Formula Wizard. The Formula Wizard is accessible via the binocular button in the `Selection` windows for creating custom peer groups and custom displays.

Note: You *cannot* create a custom formula from the Formula Wizard available via the `Tools` drop-down menu. You must access it from the binocular button.

2.) Click on `Create New` under `My Formula` in the `Tree` tab of the Formula Wizard.

3.) Enter the name of your custom formula in the `Name` text box.

4.) Enter your formula in the `Formula` text box.

5.) If you would like specify the width of the column in your custom formula, enter it in the `Width` text box. If not, leave this field blank.

6.) If you would like to specify the number of decimal places your custom formula displays in its results, enter it in the `Decimals` text box. If not, leave this field blank.

7.) Click either `Save` or `Save & Add`, if you would like to create another custom formula.

8.) Once you have created and saved your custom formula, Peer to Peer makes it available under `My Facts` , which is located within `My Formulas` in the Formula Wizard.

Share Your Analysis

Export Your Charts, Data, and Rankings

Callahan & Associates designed Peer to Peer in such a way that sharing your analyses is as easy as possible. There are several click-to-export options in the `Display Options` toolbar of Peer to Peer. In fact, exporting your analyses can both let you share them and save them as back-ups in case you ever experience computer problems or need to uninstall and reinstall Peer to Peer.

To export your analyses, you can:

Click to Export to Excel and PowerPoint
When you run a report in Peer to Peer, the `Display` window appears. In the `Display` window, you can export your charts and rankings by clicking either the `Excel` or `PowerPoint` buttons in the `Display Options` toolbar. However, you can only export data directly to Excel.

Copy and Paste Your Reports in Any Program You Like
In addition to the click-to-export `Excel` and `PowerPoint` buttons, the `Display` window also lets you save, copy, print, and preview your reports via the similarly named buttons in the `Display Options` toolbar.

Never has communicating with your Board, management, and staff been easier.

Note: For information on exporting your custom peer groups and custom displays, visit the <u>Export Peer Groups</u> and <u>Export Custom Displays</u> sections, respectively.

Share your Analyses with Other Peer Users

You can share your analyses easily with other Peer users by exporting a .CRC or .p2p file that they can import into the program.

You can export peer groups as a .p2p or .csv file and custom displays as a .CRC file. You can also email both peer groups and custom displays. Peer groups email as a .p2p file and custom displays email as a .CRC file.

See the Export Peer Groups and Export Custom Displays sections of this user manual for more information on how to share your analyses easily with other Peer users.

Peer to Peer's Advanced Features

Employ Merger Analysis

One of Peer to Peer's advanced features is Merger Analysis. In Peer to Peer, you have the ability to merge two or more credit unions and then run financial analyses to see the results of the hypothetical merger. This feature makes the uncertainty of merging credit unions together more manageable.

To merge credit unions together, follow these steps:

1.) Under the `Tools` menu in the top navigation bar, select `Merge Credit Unions`. A `Merge` window will appear.

2.) Within the `Merge` window, select the credit unions that you would like to combine. You can filter credit unions by state or simply look through a list of all credit unions in the `State` drop-down menu. You can also search for a credit union by name in the `Search` text box. Matching credit union(s) will auto-populate in the `Matches` box.
Note: If you have selected a specific state, `Search` will only search within that state. To search through all available credit unions, make sure you select the `All CUs` list from the `State` drop-down menu.

3.) Select the credit union you would like to add to your `CUs to Merge List` by clicking on it and then selecting the > (right arrow) button. To remove a credit union from your merge list, select it and then click the < (left arrow) button.

4.) Once you are satisfied with the credit unions you are merging, name your merged credit union in the `Name Merged CU` text box.

5.) Click `Save` when you are ready to merge your credit unions.

6.) A pop-up window will appear saying, "Merged credit union saved successfully" when Peer to Peer has finished saving your new credit union.

7.) Your newly merged credit union now “exists” and is ready for your analysis. Peer to Peer saves merged credit unions under the `State` drop-down menu under `Merged CUs` (at the top of the list, above Alaska) when you are trying to set your primary and your comparison set(s).
Note: You cannot include your merged credit union in a peer group. However, with multiple comparisons available in Peer to Peer, you can see your merged credit union alongside any other peer groups you wish.

You can treat your merged credit union as any other comparison when you run your standard and custom displays. It will behave the same was as your other primary or comparison set credit unions.
Note: Regardless of what you named your merged credit union, you will know which credit union it is, as Peer adds “(MERGE)” to the end of its name.

PEER to PEER

Financial Analysis Software for Credit Unions

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