

our 2020 story





letter from the president

evolving to serve you during
uncertain times

What's that saying about change? Ah yes, the philosopher Heraclitus once said, "The Only Constant in Life Is Change." And boy oh boy did we see a lot of that in 2020!

It's been over a year since our community was forced to embrace a paradigm shift and make the difficult decision to close our branches to walk-in traffic.

As with most of you, we felt a strong disconnect at the onset of the pandemic. We missed our busy branch lobbies full of members, our team members missed attending community events and charitable functions and I especially missed seeing all our employees in office on a daily basis. But just like every other business, we adapted and tried to do our best with the hand 2020 dealt us. (... continued)



letter from the president

You, our loyal members, adapted as well! When our lobbies closed to walk-in traffic, you all became even more proficient at using online & mobile banking. As a result, we experienced the most online & mobile banking traffic we've ever seen. Even before COVID, we had planned to launch a new online & mobile banking platform in January of 2021; COVID reinforced the need to have an easy, convenient, and robust online banking platform. Since the launch of this new platform, we're excited to share that more members have taken advantage of online & mobile banking than ever before.

We remain committed to serving your financial needs while continuing to keep you, and our staff, safe! We ask that you please continue wearing a mask, keep socially distanced and wash your hands. (... continued)



letter from the president

As a small financial institution we've been very aware that even one staff member with a positive COVID test could harm our ability to serve you effectively.

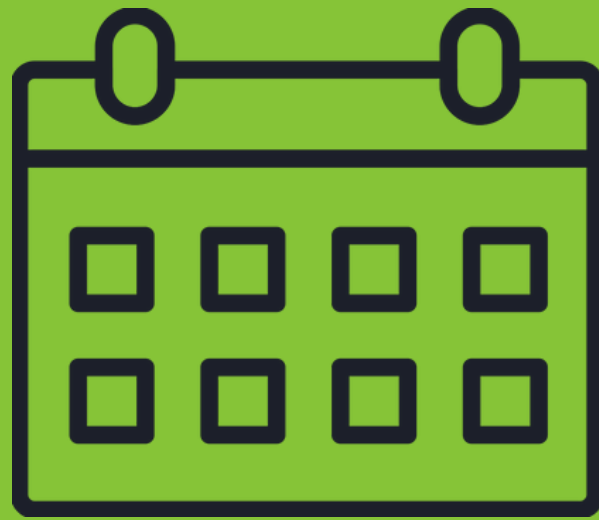
Thank you for you for being a member of Canopy Credit Union. Everything we do, every decision we make, is to better serve you – our amazing member owners.

We are Canopy Credit Union. Here you grow.



Charlotte Nemec
President/CEO

2020 stats



417

appointments
made



18,238

mobile deposits



25,847

texts sent and
received

2020 stats



90,340

Teller Connect
sessions



48,100

teller sessions



42,240

ATM sessions

2020 stats



\$60,000
total donations
given



70,000
financial education
video views



59
financial coaching
sessions

2020 stats



87,712

visits to our website



2,112

utilized our online
car buying resource



\$11,842

ATM fees refunded

2020 stats



1,510

new members



719

loans to lower
credit scores

“ I work in the foodservice industry which was hit really hard due to COVID so I lost my job back in May. I did the best I could to maintain payments and Canopy took it upon themselves to make sure I felt comfortable and that our family was taken care of. ”

Daniel Flock

2020 Great Loan Giveaway Winner



2020 giving



- Boys & Girls Club of Spokane County
- CU Awareness LLC
- Chase Youth Foundation
- Chewelah Food Bank
- Credit Unions for Kids
- Ford Food Pantry
- Girls on the Run of Spokane County
- Greater Spokane Valley Chamber of Commerce
- Loon Lake Food Bank
- Longfellow Elementary
- Lumen High School
- Meals on Wheels Spokane
- Newport Hospital & Health Services
- Project Beauty Share

(continued ...)

(2020 giving continued ...)

- Quarenteam Restaurant Support
- SNAP
- Second Harvest
- Transitions
- United Way of Spokane County
- Volunteer Lawyers Program
- Volunteers of America of Eastern Washington
- Women & Children's Free Restaurant







message from the Chairman

2020 was a huge challenge for many as we all navigated through COVID 19. The whole world and our daily lives were turned upside down. The Board cannot say enough about our gratitude to Canopy Credit Union's management and their staff for handling this time of change with commitment to each member's safety while accomplishing the goals that had been set before them.

While 2020 was a very different year, one thing that did not change was the focus the management and staff had on our members. Every decision, policy, and interaction always began with the members in mind. To that point, the management team set up and implemented a plan to help members that were affected by the pandemic and to continue helping the underserved in our community. (continued ...)



message from the Chairman

Additionally, we opened the new Spokane North Branch and it is successfully meeting the needs of our members. If you've not seen our new branch, stop by at 1212 W. Francis, meet the staff, and have a cup of coffee with our neighbor, Ladder Coffee.

2021 will also have its challenges, but have faith that your management team, staff, and Board will remain focused on listening to your needs and making this a successful year for the entire Canopy family.

Ted Parrish
Chairman of the Board

Supervisory Committee report

We are a committee of four appointed by the Board of Directors. We meet monthly to review operations for compliance with the National Credit Union Association (NCUA) regulations and policies of the Board. We perform various tests, review new and closed member records, hire and meet with outside auditors to assist with financial reviews and policies. We attend monthly Board of Directors meetings to report the findings. We attend training events to stay up-to-date on new regulations and policies that might affect the operations of the credit union.

Each year we contract a CPA firm to perform our required Supervisory Committee audit. They review the credit union's financial records and review internal controls to assure compliance with the policies of the Board of Directors. We are pleased to report our satisfaction with both the findings and resolutions integrated into operations by management.

Joyce Durrant
Chair

volunteers who serve you

Board of Directors

Ted Parrish - Chair
Mark Nelson - Vice Chair
Sherri Lynch - Sec/Treas
Diane Blashill - Director
Art Hayashi - Director
Gloria Skibbie - Director
Jaime White - Director

Randy Ramos - Associate
Barb Richey - Associate
Bill Bell - Director Emeritus
Bob Ely - Director Emeritus
Clint Francis - Director Emeritus
Ed Goss - Director Emeritus
Mike VanCleef - Director Emeritus

Supervisory Committee

Joyce Durrant - Chair
Marian Frobe - Member
Allen Gilbert - Member