

our 2021 story





letter from the president

The most rewarding part of being the CEO of Canopy Credit Union is the people; the brilliant people I work with, the wonderful members we serve, and the vibrant community we live in. The opportunity to positively impact these three groups is what motivates me to get out of bed every morning. I know our team feels the same way I do and because of that motivation we've been able to accomplish so much.

In the past several years, we have accomplished some great things that I am thrilled to share with you all. To start, we entirely rebranded, transitioning to the Canopy Credit Union that we know and love today. Physically, we have both completely remodeled our North Branch and have built a brand-new branch in the Valley. Alongside both of these branch updates, we have retained a great partner in Ladder Coffee, who lease from us. Logistically, we realized efficiency and service opportunities through Teller Connect, online and mobile banking, and improved lending policies. And relationally, we became known in our community as the credit union who truly understands each unique individual and gives ...



letter from the president

... people an opportunity to build or rebuild their credit; and we were named one of the top small business to work for in the STATE by the Seattle Business Journal.

In looking back at all of these impressive accomplishments, as we closed out 2021, I am in awe of all that we have endured and, more importantly, all that we have achieved, even during a global pandemic. You, as members, showed not only resiliency, but impressive patience and grace, through some of life's hardest moments. This past year has reinforced the importance of facing obstacles in life with someone who can cheer you on and give you strength, even when you think you can't take one more step. I am so grateful for the way our members demonstrated strength, but also by our exceptional team at Canopy. We were able to survive and thrive in the pandemic by embracing this community. We showed up every day to work together, cheer each other on, and had trust in one another along the way. And not only did we show up for each other, but we showed up the same way for our members, and I couldn't be more proud of our team! ...



letter from the president

The road to success for Canopy will continue to be rooted in the belief that the people we serve, both within our four walls and in our community, are the center of all we do. We believe that all of us yearn for a sense of community and that when this community works together toward a common goal, we will always see a positive outcome. We thank you for continuing to believe in our credit union and I hope you're as proud to be a member as I am to work here!

My door is always open to our staff and members, please don't hesitate to reach out if you'd like to connect.

We are Canopy Credit Union. Here you grow.

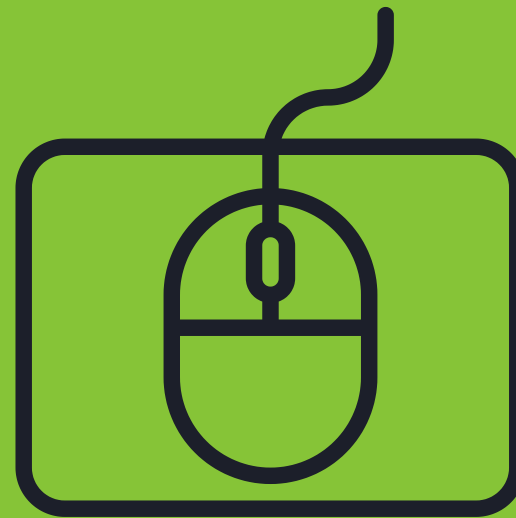
Charlotte Nemec
President/CEO

2021 stats



1,838

new members



90,118

website users



362,559

website sessions

2021 stats



54,903

Teller Connect
sessions



48,156

phone center
conversations



64,978

ATM sessions

2021 stats



\$22,633

ATM fees refunded



\$45,473

cash back for
rewards checking



\$64,000

donations given to
our community

2021 stats



933

loans to lower
credit scores



\$9,933,449

loan dollars funded to
lower credit scores



152

financial coaching
sessions

2021 stats



48

financial education
workshops



23

financial education
videos created



32

home ownership
counseling sessions

Great Loan Giveaway!

2021's winners, Marc and Jennifer, were shocked to find out that we'd be paying off \$10,000 of their auto loan, almost all of their remaining balance! Marc and Jennifer plan to pay off their loan and use the money it frees up to focus on starting a family. We are so happy that the Great Loan Giveaway was able to make a true difference for their finances!

Marc & Jennifer
2021 Great Loan Giveaway Winners



2021 giving



- Boys & Girls Club of Spokane County
- Carl Maxey Center
- Chase Youth Foundation
- Credit Unions for Kids
- Hispanic Business Professional Association
- Foundation of the Inland Northwest
- Inland Northwest Land Conservancy
- Lumen High School
- Meals on Wheels Spokane
- Parkview Services
- Pet Savers Spokane
- Project Beauty Share
- SCRAPS
- Shriner's Hospitals for Children

(continued ...)

(2021 giving continued ...)

- SNAP
- Spokane County Bar Association Volunteer Lawyers Program
- Spokane Humane Society
- Spokane Pride
- The Jonah Project
- Transitions
- United Way of Spokane County
- Unity in the Community
- Volunteers of America of Eastern Washington
- Women & Children's Free Restaurant





message from the Chairman

Being a part of Canopy Credit Union's Board of Directors this past year has been very rewarding. The positive change the credit union has gone through and continues to strive toward, is first and foremost, member focused. We are very fortunate as members of Canopy to have the outstanding leadership of Charlotte Nemec, our CEO, to strategize and build this credit union's future. The future will bring challenges, but with Charlotte's very talented executive team and support staff, I know our future looks very bright.

Canopy Credit Union's focus has become even more of what credit unions were originally conceived to be, with focus on the underserved. Case in point, some larger credit unions refer their members to Canopy when they have to turn them down for a loan. Additionally, new loan processing programs at Canopy have been put into place to make things easier for the member and faster to process. Thanks to Guy Ottersen and his team, loans have increased dramatically because they are more member focused and new systems are in place to process loans more quickly. ...



message from the Chairman

Also, Canopy's focus on financial education and outreach in the community has been very well received and remains a paramount focus.

As everyone knows, the growing amount of credit unions in the market place has created a turbulent environment. I have confidence that our executive leadership will develop strategies and action plans to meet every challenge. Please remember your executive team, staff, and board are always open to your comments and ideas.

Ted Parrish
Chairman of the Board



Supervisory Committee report

We are a committee of three 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
Art Hayashi - Director
Barb Richey - Director
Gloria Skibbie - Director
Jaime White - Director

Trevor Airey - Associate
Kiantha Duncan - Associate
Kris Forgey-Haynie - 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