

» letter from the President

reflecting on 2019

As 2019 draws to a close, I'm reflecting back on all we've accomplished. Our new brand and name was unveiled in April and went live in July, our new Teller Connect platform went live at our Main Branch Drive-Up in April and, because of implementing Teller Connect, a long-term dream came to fruition with the opening of our new Spokane Valley Branch! It is thanks to our Board of Directors, staff and all of YOU, our member-owners, that we've been able to accomplish so much in such a short period of time.



**Charlotte Nemec**  
President & CEO



*Change is inevitable.  
Growth is intentional.*

Glenda Cloud

As much as there has been to celebrate, we have also faced some challenges that we're working through with the help of your feedback and support. As a result, we will be even better at serving our members.

As we look to what the future holds, we see more opportunities

to provide you with the highest level of service and convenience you've come to expect. We'll be looking at upgrading technology, adding member advocates and we recently announced that, beginning in 2020, Canopy will be the sole owner of the Credit Union Service Center at 1212 W. Francis.

We are always striving to make sure you have an experience with us that is consistent, seamless, productive and secure. With your support, we will continue to keep this credit union financially strong and thriving so we can be here to serve generations to come!

Thank you for your membership and happy holidays to you and your families!

We are Canopy Credit Union and, here you grow.

*Charlotte*

» partnering with Ladder Coffee Roasters to complete our Spokane Valley Branch

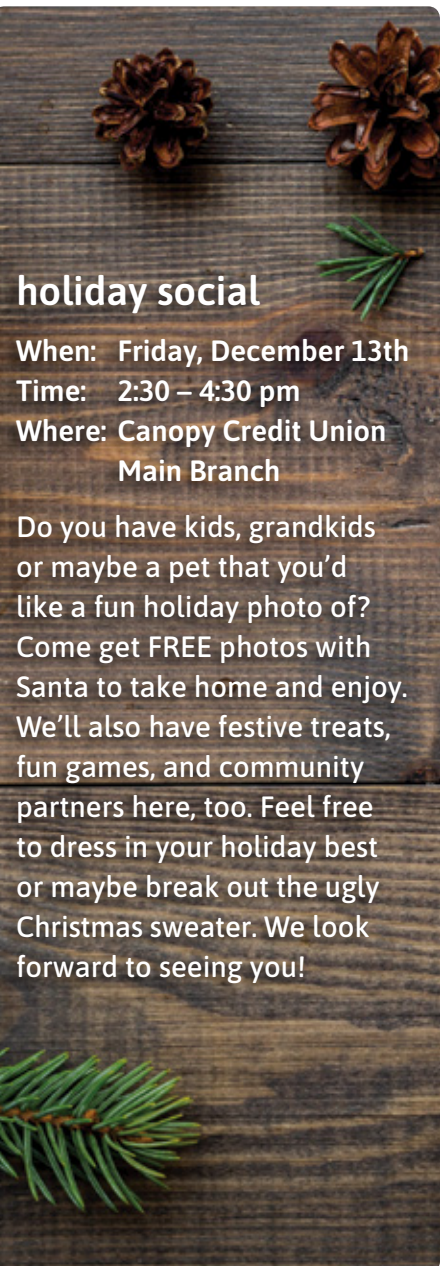


We are thrilled to partner with Ladder Coffee Roasters because of our shared values; serving people no matter what stage of life they're in.

This collaborative partnership will create a one-of-a-kind space in Spokane Valley where you can grab a delicious cup of coffee and take care of your finances all in one outing.

Ladder will be opening their café at our Valley Branch this December. Stay tuned for more details to come!

**Photo:** Canopy President & CEO Charlotte Nemec with Aaron Rivkin, Owner of Ladder Coffee Roasters



**holiday social**

**When:** Friday, December 13th  
**Time:** 2:30 – 4:30 pm  
**Where:** Canopy Credit Union Main Branch

Do you have kids, grandkids or maybe a pet that you'd like a fun holiday photo of? Come get FREE photos with Santa to take home and enjoy. We'll also have festive treats, fun games, and community partners here, too. Feel free to dress in your holiday best or maybe break out the ugly Christmas sweater. We look forward to seeing you!



» take a second look at your credit card interest rate

*If you aren't able to pay off your balance in full every month, only one thing matters above everything else – your interest rate.*

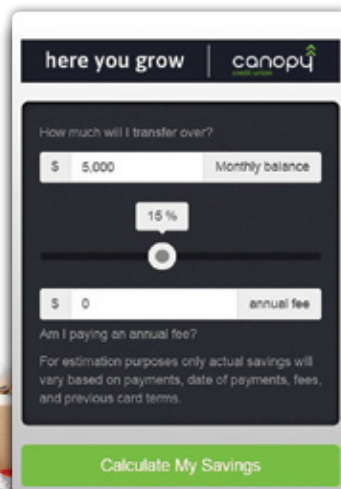
Rewards can be a nice feature of a credit card but if you aren't able to pay off your balance in full every month, only one thing matters above everything else – your interest rate.


To illustrate this, let's look at what's in Jon's wallet. He has three credit cards right now; each has a \$2,500 balance he's carrying from month to month. He has a good credit score (720) and he wants to pay off these cards by putting \$100 per month toward each of them.

Credit Card	Months to pay off balance with \$100 monthly payments	Total interest repaid	Total amount repaid: \$2,500 principal + interest
Big bank rewards card: 19.99%APR \$95 annual fee	37 months	\$827	\$3327
Celebrity endorsed miles card: 20.99%APR \$95 annual fee	37 months	\$892	\$3392
Canopy Credit Union rewards card: 9.90%APR no annual fee	29 months	\$302	\$2802

Jon should ask himself – are those rewards really worth it? In order to have them, he paid over \$500 more in interest on each of his other cards compared to his credit union card. **Not only does his Canopy card save him money, but he also earns rewards for using it!**

If you carry a balance on your card from month to month, take a second look at your interest rate and see if using your Canopy card is a better deal. Try out our easy-to-use online savings calculator at [canopycu.com/visa](http://canopycu.com/visa) today!



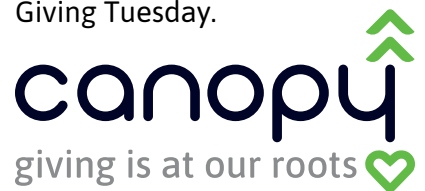
» Giving Tuesday 

Did you know there's a global day dedicated to giving back? It's called Giving Tuesday and it's celebrated the Tuesday after Thanksgiving (this year it's Dec. 3). On this day, families, businesses, students and communities around the world come together for one common purpose: to celebrate generosity and to give.

Each of our departments chose a charity that's close to their hearts. We will be hosting Facebook fundraising events for each of the following local non-profits leading up to Giving Tuesday. Follow our page to make a donation!

- Spokane HOPE
- Spokane Valley Partners
- Greater Spokane Substance Abuse Council
- Higher Ground Animal Sanctuary
- Northwest Parkinson's Foundation
- SCRAPS
- Ronald McDonald House

You can also mail a donation check (made out to the non-profit of your choice) to Canopy Credit Union, PO Box 2519 Spokane, WA 99220-2519, and we will contribute it with our donations on Giving Tuesday.



» loan rates

- **Auto** fixed rate as low as **3.49%APR\***
- **uChoose Rewards® Visa Card** non-variable rate as low as **9.90%APR\***
- **Home Equity Line-of-Credit** fixed rate as low as **4.50%APR\***

\*Annual Percentage Rate, as of 10/10/2019. All rates, terms, conditions can vary and are subject to change. All loans subject to credit approval. Additional fees may apply. • Auto rates range from 3.49%APR to 15.24%APR, up to 84-month term. Lowest rate includes 1/4% off for automatic payment and 1/4% off for additional services. • uChoose Rewards® Visa Card rates are non-variable and range from 9.90%APR to 18.00%APR. • Home equity line-of-credit rates for LTV 80% or less, range from 4.50%APR to 15.50%APR. Lowest rate includes 1/4% off for automatic payment and 1/4% off for additional services. Estimated credit union and third party fees range from \$1543 to \$3720.

## » personal loans

a personal loan is personal for a reason – it can help you with your own individual situation

Life can be funny sometimes. It seems the more credit-worthy we are, the more likely we may stack up debt over time. Credit cards, department store accounts, big-ticket purchases, vehicle repairs, home furnishings and appliances – in the end, it all adds up.

**One of the best strategies for dealing with multiple smaller pockets of debt is to consolidate them all under one account and one easy monthly payment with a personal loan.**

Whether you need \$10,000 to consolidate smaller debts, or an even larger amount to pay off a large one-time expense like a remodeling project, you'll find a friction-free loan process, terrific personalized service, really great terms, and low (they're really low right now) interest rates.

Visit our website to learn more and apply online today: [canopycu.com/personal-loans/](https://canopycu.com/personal-loans/).



## » figure out your financial goals

Setting goals is an important part of life, particularly when it comes to your finances. Over time, your goals will probably change, which will likely require you to make some adjustments. Start by asking yourself the following questions:

- What are my short-term goals (e.g., new car, vacation)?
- What are my intermediate-term goals (e.g., buying a home)?
- What are my long-term goals (e.g., saving for your child's college education, retirement)?
- How important is it for me to achieve each goal?
- How much will I need to save for each goal?

Once you have a clear picture of your goals, you can establish a budget that will help you target them. Become familiar with the basics of planning now, and your future self will thank you for being responsible.

For additional help on estimating your retirement income needs, please contact our CFS\* Financial Advisor, Brendan McMurtrie. Contact Brendan directly at 858.805.7935 or [bmcmurtrie@cusonet.com](mailto:bmcmurtrie@cusonet.com).



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## 5-year anniversary

Jessica  
Real Estate Advocate



*I knew when I started this would be my career. From Teller to Real Estate Advocate and from Spokane Federal to Canopy, I've loved it all!*

## » Holiday Club reminder

If you're a Holiday Club member, your savings paid out on Nov. 1 and transferred directly into your share account. If you haven't already opened a Holiday Club account, it's a great way to put money away each month in a high-earning account in preparation for the holidays. Setting it up is simple, just stop by or call us at 509.328.2900.



*I recently moved to the Spokane area and needed to set up a new bank. I decided to go local and chose Canopy over a large chain bank because I wanted a more personal experience. Initially I needed to apply for a personal auto loan, and that's where my positive experience with Canopy began. Not only was everyone super friendly and helpful with the process (it was my first time), I also got a better rate than other banks were offering and FAR lower than a dealership. Satisfied with the process, I elected to sign up for checking and savings as well.*

Ben, member since 2019

## holiday hours

We will be closed to observe:

- **Thanksgiving**

Thurs - Fri, November 28 - 29

*Note: The North Branch will be open Friday, November 29 for teller services only*

- **Christmas Eve:**

Tuesday, December 24

*North Branch closing at 12:00*

*Main and Valley closing at 1:00*

- **Christmas Day:**

Wednesday, December 25

- **New Year's Day:**

Wednesday, January 1

- **Martin Luther King, Jr. Day:**

Monday, January 20

Many services are available 24/7 through ATMs, EDNA, our mobile app or home banking at [www.canopycu.com](http://www.canopycu.com).

## Board of Directors

Gloria Skibbie - Chair

Ted Parrish - Vice Chair

Diane Blashill - Secretary/  
Treasurer

Bob Ely - Director

Clint Francis - Director

Ed Goss - Director

Art Hayashi - Director

Mark Nelson - Director

Arlington Richards - Director

Bill Bell - Director Emeritus

Mike VanCleaf - Director Emeritus

Sherry Lynch - Associate

Jaime White - Associate

## Supervisory Committee

Joyce Durrant - Chair

Marian Frobe - Member

Allen Gilbert - Member

Ross Kelley - Member

## office hours

**Main Branch:**

601 W. Mallon Ave.

9:00 am - 5:00 pm, Mon - Fri

**North Branch:**

1212 W. Francis Ave.

9:00 am - 5:00 pm, Mon - Fri

**Valley Branch:**

13105 E. Sprague Ave.

9:00 am - 5:00 pm, Mon - Fri

**Main and Valley Drive-Ups:**

7:30 am - 6:00 pm, Mon - Fri

**North Branch Drive-Up:**

8:00 am - 5:30 pm, Mon - Thurs

8:00 am - 6:00 pm, Fri

## ATMs

Canopy Credit Union ATMs and ATMs with the CO-OP logo are surcharge-free for you. To find a CO-OP ATM, view "Locations" on our website or mobile app, text a zip code to 91989 or call 1.888.748.3266.



Phone: 509.328.2900

EDNA: 509.328.8887

E-mail: [inquire@canopycu.com](mailto:inquire@canopycu.com)

[www.canopycu.com](http://www.canopycu.com)

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## need a hand with seasonal expenses?

### our holiday loan can help:

- 12.00%APR fixed with a 12 month term\*
- borrow up to \$3,000
- maximum monthly scheduled payments:
  - \$1,000 loan – no more than \$90/mo.
  - \$2,000 loan – no more than \$179/mo.
  - \$3,000 loan – no more than \$269/mo.

Questions? Call us at 509.328.2900 or apply online at [canopycu.com](http://canopycu.com).

\*Annual Percentage Rate, based on approved credit, no other discounts apply. Loan must be approved and disbursed by January 31, 2020.

