

» letter from the President

here we grow again

While many of our lives have slowed down, and maybe we're having a bit less adventurous outings than in summers past, at your credit union we've kept busy looking for ways to better serve you!

As a result, we're incredibly excited to announce that our North Spokane branch at 1212 W. Francis, is nearly complete and will be open for business by October 5th of this year!



When I reflect back, it's surprising to remember that only a year ago we operated just one full-service branch. Now, we're just weeks away from launching the newest location to better serve your needs.

Our North Spokane branch will present a familiar look and feel, offer all our same great products and services and continue to deliver the same personalized care we take pride in providing at both the Downtown

and Valley Branches. Our Teller Connect Platforms will continue to allow members to interact with live tellers from any of our branch locations – and that's just the beginning.

In addition to the ease and convenience that comes with branch locations that are a little closer to home, we're also re-imagining our online banking experience. **Beginning in early 2021, Canopy will launch a brand new online banking platform.** So stay tuned! There will be more details to come as 2020 comes to a close.

As always, our team is committed to providing you with expert financial advice, the best in technology, a real openness to understanding your individual financial circumstances, and a commitment to working with you to help you grow.

We are Canopy Credit Union. Here you grow.

Charlotte

renderings by HDG Architecture



Charlotte Nemec
President & CEO



» online banking: the next generation

Whether you're a Star Trek nerd (like some of us) or not, the title of this article speaks for itself. Technology never stands still. That's why we're constantly looking for ways to improve and enhance your online banking experience.

You've given us feedback and we're acting to enhance our online banking platform. We're proud to say the technology team at Canopy has devoted countless hours identifying and helping create what we believe will be a superior online banking experience for our members!

Beginning in January of 2021, Canopy Credit Union will launch a brand new online and mobile banking platform designed to offer powerful new online features including improved bill pay, budget management software and much, much more.

It may look a little different (mobile users will need to download a new app for example) and it might take a minute to get used to navigating your way around it, but have no fear – we believe this will provide an updated and more intuitive user experience. We're here to help whenever you need a question answered or a problem solved.

Watch for updates as we get closer to launch date. We'll be communicating important details through a variety of channels – mail, email, social media, website and more – so stay tuned for more online banking news in the days and months to come.



» join us in celebrating International Credit Union Day, Thursday, October 15, 2020

International Credit Union Day celebrates the spirit of the global credit union movement. This day is recognized to reflect upon the credit union movement's history, promote its achievements, celebrate its values and honor the members who made it all possible.

At Canopy, we make it our mission to be sure we represent those values fully. We put our time, talents, and resources to use helping make our community a better place.

Our staff members actively volunteer at a variety of community non-profits and charities and we support a wide range of efforts to improve housing stability, improve quality of life and meet the needs in our area.

We hope you'll join us in celebrating International Credit Union Day on October 15th. To find out more about Canopy's commitment to community service, visit: www.canopycu.com/community.

in honor of International Credit Union Day we're offering a one-day-only, low-rate personal loan, just for you

Dealing with the COVID-19 pandemic means life these days has us all a little off balance. So it's good to know there are some things we can count on – like a helpful, supportive credit union that understands the value of a low-rate personal loan when you need one.

At Canopy, your story matters and we're here to help.

Personal loan details:

- 6.99% APR* up to qualifying amount
- rate applies to all credit scores
- 36-month term
- no internal refinances
- application must be received on 10/15/20
- membership is required to book a loan

What can a personal loan do for you?

- pay for immediate or emergency expenses
- consolidate and pay off your credit card debt
- refinance your high-interest debt

You can learn more and apply online at www.canopycu.com/special on Thursday, October 15.

*Annual Percentage Rate



» Help with Rent Loan

If your income has been affected by the COVID-19 pandemic, our Help with Rent Loan may be able to provide you some peace of mind! We have set aside \$150,000 designed to provide emergency loan assistance to those who need help paying rent due to income losses resulting from COVID-19.

Help with Rent Loan:

- 0% APR* fixed up to \$2,000
- up to 18-month term
- up to 100 days before your first loan payment is due**
- internal refinances are not eligible

How to qualify:

- demonstrate proof of need (loss of income due to furlough, layoff, reduced time, etc.)
- provide a copy of your rental agreement and verification of the amount owed

Go to www.canopycu.com/help-with-rent-loan to apply today.

*Annual Percentage Rate

**Payment is amortized over approximately 15 months. This is a limited offer and can expire at any time. Only one Help with Rent loan per household.

» loan rates

- **Auto** fixed rate as low as **2.49% APR***
- **uChoose Rewards® Visa Card** non-variable rate as low as **9.90% APR***
- **Home Equity Line-of-Credit** fixed rate as low as **3.75% APR***

*Annual Percentage Rate, as of 9/1/2020.

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 2.49% APR to 17.24% APR, up to 60-month term. Lowest rate includes 0.25% off for automatic payment and 0.25% off for additional services. Other rates and terms available. • 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 3.75% APR to 14.75% APR. Lowest rate includes 0.25% off for automatic payment and 0.25% off for additional services. Estimated credit union and third party fees range from \$1543 to \$3720.



» anniversaries

We have some big anniversaries to celebrate this quarter! Sending a huge thank you to the following team members for their many years of service to our Canopy family.



Amy B. ~ 25 years
ACH/Accounting Specialist



Ken ~ 25 years
Director of IT



Amy K. ~ 20 years
Loan Supervisor



Deb ~ 20 years
Creative Specialist



Treated my family like we mattered and realized that sometimes to repair credit it takes \$\$. They knew we had poor credit scores and they still wanted to help us!

Bryan



» HELOC: you put a lot into owning a home

Now let your home repay the favor.

A Home Equity Line of Credit (HELOC) allows you to utilize the equity (value) of your home as collateral to receive a lower interest rate than a personal loan or credit card. This is a great option for financing larger purchases. Once you're approved for a HELOC, you can utilize the line of credit on your own time whenever and however you need it. Similar to a credit card, you only pay interest on the amount of money you use, not the total amount available to borrow.

HELOC benefits:

- no application (documentation) fee
- low interest rates
- flexibility to use and pay off your line of credit
- easy-to-manage through online banking

How do you qualify for a HELOC?

You must have equity in your home to qualify for a HELOC. This means that the amount you owe on your home is less than what it is worth.

Apply for a home equity line of credit.

Applying for a HELOC is easy! Once you've submitted an online application, one of our Real Estate Advocates will look through your application and follow-up with your next steps. Apply online at www.canopycu.com/home-equity-line-of-credit.



» one call to make your money work harder

Did you know you could be making significantly more money on your savings? That's right, just by investing your money, you could have a much higher earning potential.

You have access to our CFS* Financial Advisor, Brendan, at Canopy Credit Union who is experienced and ready to help you make the most of your cash assets!

There are no "strings" attached to meeting with Brendan. He's here to give you information and help guide you through the complicated world of financial planning. Reach out to Brendan via phone at 858.805.7935, email at bmcmurtrie@cusonet.com or our website at www.canopycu.com/investment-planning to view the investment services offered!



Let's make your money work harder.

Brendan R. McMurtrie
Financial Advisor
Phone: 858.805.7935
Email: bmcmurtrie@cusonet.com

*Non-deposit investment products and services are offered through CUSO Financial Services, L.P. ("CFS"), a registered broker-dealer (Member FINRA/SIPC) and SEC Registered Investment Advisor. Products offered through CFS: are not NCUA/NCUSIF or otherwise federally insured, are not guarantees or obligations of the credit union, and may involve investment risk including possible loss of principal. Investment Representatives are registered through CFS. The credit union has contracted with CFS to make non-deposit investment products and services available to credit union members.

holiday hours

Canopy Credit Union will be closed to observe:

- **Veterans Day**
Wednesday, November 11
- **Thanksgiving**
Thursday, November 26
& Friday, November 27

Please note special hours for all staff training:

- **Wednesday, October 21**
CLOSING at 2:30 pm
- **Wednesday, November 18**
OPENING at 10:00 am

Many services are available 24/7 through ATMs, EDNA, our mobile app or online banking at www.canopycu.com.

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 VanCleaf - Director Emeritus

Supervisory Committee

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

office hours

Main Branch:
601 W. Mallon Ave.
9:00 am - 5:00 pm, Mon - Fri

Valley Branch:
13105 E. Sprague Ave.
9:00 am - 5:00 pm, Mon - Fri

North Branch LOBBY:
The North Branch lobby remains **CLOSED** for remodeling and will **REOPEN** October 5. Watch your email and follow us on social media for grand opening details.

Main, Valley and North Branch Drive-Ups:
7:30 am - 6:00 pm, Mon - Fri



Federally insured by **NCUA**

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.



canopy
credit union

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inside
canopy

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International Credit Union Day

to celebrate we're offering a

**1 day only
loan special**

Personal Loan details:

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- 36-month term
- no internal refinances
- application must be received on 10.15.20
- apply online at canopycu.com/special

Processing times may be slower due to an anticipated high volume of applications.

*Annual Percentage Rate
Membership is required to book a loan.