

THE LVCU REPORT

QUARTER 4 - 2017



NOW OPEN - Pasco Lending Office!

We have officially opened our doors in the Tri Cities! Our new location has loan officers on site to assist with all of your lending needs, as well as an Interactive Teller Machine available for depositing checks or cash, transferring funds, or making a loan payment while speaking with an LVCU representative during regular business hours, while after hours the through-the-wall machine has ATM functionality as well. Our new location is at 2735 W. Court Street in Pasco, WA. If you're in the area, stop in and say hi!

New Year's Resolution Challenge

Lower Valley Credit Union has a New Year's resolution challenge for all of its members. We would like to challenge you to spend your tax refund wisely! Pick one of the 3 options below to get you started on a better budgeting habit for the New Year!

1. Look at all of your debt and focus on an item that can be paid off within a year. If there are a couple options, pay off the debt with the highest interest rate first. Map out a 6, 9, or 12-month payment plan and get started making the payments as soon as possible. When you receive your tax return, apply a portion or all of it to that debt. This will get you started paying off your debt even sooner.
2. Make an extra loan payment this year! Pick a loan payment and divide it by 12. Start adding that amount to a savings account every month for the next 12 months. By the end of the year, you will be one payment ahead. Make an even bigger dent on that loan by applying your tax return to the loan payment.
3. Purchase a CD for your retirement! For the next 12 months, put \$50 in your savings account along with your tax refund. After 12 months you will have enough to purchase a CD and you can start to watch your retirement investment grow!

Any of these 3 options will complete the challenge! Speak with a representative today regarding LVCU's 2018 New Year's Challenge!

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SUZY FONSECA - PRESIDENT/CEO



The coming of another year brings the perfect opportunity to reflect on you, our membership!

So often we rush from conversation to situation and we forget to pause and enjoy the little, breath catching moments along the way. This past year I have had many of these moments where I have literally stopped and thought to

myself – wow, this is pretty special!

One of these moments occurred at the ribbon cutting during our May 16th, 2017 grand opening of our Yakima branch. This was our first location outside of the lower valley and with that came a chance to expand LVCU's financial opportunities into a new community for those members in need. I am proud to say that our Yakima branch has been doing well. The Yakima community greeted us with open arms and we have returned the gesture by generating nearly \$5 million in loans and opening over 300 new accounts for Yakima community members this year.

On October 23rd, 2017, we cut our second grand opening ribbon of the year for our Pasco Loan Satellite office. Pasco has been a valuable strategic move for both our current members in the area that no longer have to travel 30 to 45 minutes to our nearest branch location, and also for those potential members and partner organizations that have been patiently waiting for LVCU to come to the Pasco area.

To cap off the year, I would say that the largest accomplishment that caused many of us to pause with anticipation was our core conversion, better known as a system upgrade. The core system

houses our member account information, and the new core provides enhanced information security, and unique technical and operational efficiencies for our membership and staff. This conversion was 18 months in the making and for the first time in over 30 years we shut down our aging banking platform and on August 1st, 2017 we went live with a new system. By changing to a new system, we are better positioned to offer the products and services that best serve our membership. The completion of the upgrade meant the bulk of the transition was finished, but there is still considerable work ahead. In 2018, you will notice continued improvements to the new system, such as continued enhancements to the online and upcoming mobile banking software to ensure the best member experience possible.

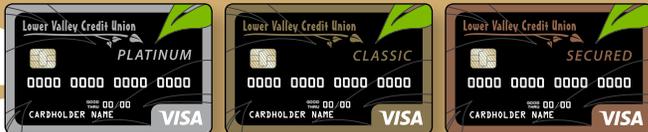
The upcoming year will continue to bring these wonderful moments of pause and reflection. Expect to see focused community outreach efforts to support our new branch locations in Yakima and Pasco. Also, to benefit and better support our whole membership, we will be bringing on a more robust phone system with a dedicated call center for our members to get immediate and expanded service when calling in to any of our branches. With these and additional enhancements in the coming year, we look forward to continuing to serve you in the coming year of 2018.

On behalf of the credit union and our staff, I wish you a Happy New Year filled with enjoyment, happiness, and opportunity!

Thank you so very much,

Suzy Fonseca

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Time to Celebrate!

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