

BETTER TOGETHER

BECU was founded in 1935 when a small group of Boeing employees came together and pooled what little money they could spare to help their fellow employees with small loans for tools and other vital needs.

While much has changed in the past 80 years, the credit union spirit of people helping people is as strong as ever. We remain focused on working together with our member-owners to help them achieve their financial goals. From housing and transportation to education and retirement, our members get better rates and fewer fees to help build a stronger foundation for financial health. When our membership is healthy, **BECU is healthy.**

| BECU AT A GLANCE | 2019 | 2018 | %CHANGE |
|-----------------------------|-----------|-----------|---------|
| MEMBERS (TOTAL) | 1,237,456 | 1,162,490 | 6.5% |
| ASSETS | \$22.2B | \$19.6B | 13.2% |
| LOANS RECEIVABLE, NET | \$14.2B | \$12.9B | 10.1% |
| DOLLARS OF LOANS ORIGINATED | \$6.3B | \$5.4B | 15.7% |
| MEMBER SHARE ACCOUNTS | \$17.9B | \$16.5B | 8.6% |
| COOPERATIVE EQUITY | \$2.5B | \$2.1B | 19.0% |
| NET INCOME | \$307.8M | \$251.3M | 22.5% |
| NET WORTH RATIO | 11.41% | 11.27% | 1.2% |
| RETURN TO MEMBERSHIP TOTAL | \$388.1M | \$310.7M | 24.9% |
| RETURN PER MEMBER | \$322 | \$276 | 16.7% |
| NUMBER OF RETAIL LOCATIONS | 58 | 57 | 1.8% |
| PHILANTHROPIC DONATIONS | \$6.4M | \$5.7M | 12.3% |
| GREENHOUSE GAS EMISSIONS | 9,377 M/T | 8,688 M/T | 7.9% |
| EMPLOYEES | 2,375 | 2,145 | 10.7% |

| NET PROMOTER SCORE | 2019 | 2018 | %CHANGE |
|--------------------|--------|--------|---------|
| ANNUAL TARGET | 70% | 70% | - |
| ANNUAL ACTUAL | 72.40% | 74.07% | -2.3% |

Net Promoter Score is a measure of customer loyalty and is based on the following question: "How likely is it that you would recommend our company/product/service to a friend or colleague?" Scores can range from -100% to +100%; a score of +50% is considered excellent.

We're providing a highlight of our 2019 accomplishments here. You can find our full Report to Membership online at becu.org/about-us/reports



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2019 ANNUAL REPORT SUMMARY

HIGHLIGHTS

FOR THE YEAR 2019

As a not-for-profit credit union, we work to reinvest our profits back into the financial well-being of our members and communities.

MEMBERSHIP

1.2 million total members

(6.5% annual increase)

ASSETS

\$22.2 billion

(13.2% annual increase)

RETURN TO MEMBERS

Returned over \$388 million to our members

an average of \$322 per member through better rates and fewer fees compared to bank averages.

Examples include:

REPRICE PROGRAM

Saved almost 55,000 members more than \$2.3 million

through better rates and fewer fees.

FIRST-TIME HOMEBUYER GRANT PROGRAM

Granted: \$1.5 million for 285 loans

to eligible members to use toward the down payment or closing costs on their first home.

COMMUNITY

GIVING

We had a busy year of giving back to our communities, focused on helping support their long-term financial well-being.

RETURN TO COMMUNITY

Gave \$6.4 million in philanthropic efforts to increase the financial well-being of our communities. Examples include:



- Partnered with Washington organizations to support students most at risk of not completing their postsecondary degree due to financial hardships through \$993,500 in funding
- Granted \$594,000 to 18 nonprofit finalists and 38 past recipients, nominated and voted on by our members through the annual People Helping People Awards
- Supported 151 student members through BECU Foundation scholarships
- Matched over \$370,000 in employee donations to 728 causes

FINANCIAL EDUCATION

Served over 20,500 people with financial health programs, including:



- Taught real-world finances to over 16,000 students through in-class lessons, our EverFi partnership and Annual Day of Service
- Helped nearly 1,000 members using our free, personalized Financial Health Check program
- Reached over 3,300 members with free financial education webinars and in-person seminars

MEMBER

HIGHLIGHTS

We developed new services and programs focused on the financial well-being of our members, and making it easier to manage money.

STUDENT LOANS

We partnered with LendKey to offer student loans and refinancing options to current and incoming students and their families.

WSU PARTNERSHIP

We extended our Washington State University partnership in 2019 to include support of their Cougar Money Matters financial literacy program.

We launched WSU credit and debit cards, issuing over 19,000 debit cards and over 1,800 credit cards.

SEAHAWKS PARTNERSHIP

As of 2019, BECU is now the official credit union of the Seattle Seahawks.

Our Seahawks debit card design, chosen via member voting, will be launched in summer of 2020.

ONGOING SUPPORT

We invested in ongoing support and innovation to help members further manage their accounts, including:

- Launched Zelle®, an easy way to transfer money between friends and family
- Added new debit card management and fraud protection options in Online Banking
- Upgraded 48 ATMs, and opened a new Neighborhood Financial Center in Covington, Washington