



2018
ANNUAL
REPORT
SUMMARY

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	2018	2017	% CHANGE
MEMBERS (TOTAL)	1,162,490	1,081,077	7.5%
ASSETS	\$19.6B	\$17.8B	10.1%
LOANS RECEIVABLE, NET	\$12.9B	\$11.9B	8.4%
DOLLAR AMOUNT OF LOANS ORIGINATED	\$5.4B	\$5.8B	-6.9%
DEPOSIT BALANCES	\$16.5B	\$15.6B	5.8%
MEMBER EQUITY	\$2.1B	\$1.9B	10.5%
NET INCOME	\$251.3M	\$212.9M	18.0%
NET WORTH RATIO	11.27%	10.97%	2.7%
RETURN TO MEMBERSHIP TOTAL	\$312.2M*	\$314.6M*	-0.8%
RETURN PER MEMBER	\$277*	\$300*	-8.0%
NUMBER OF RETAIL LOCATIONS	57	53	7.4%
PHILANTHROPIC DONATIONS	\$5.7M	\$5.4M	5.6%
GREENHOUSE GAS EMISSIONS	8,688 M/T	8,023 M/T	8.3%
EMPLOYEES	2,145	1,940	10.7%

NET PROMOTER SCORE	2018	2017	% CHANGE
ANNUAL TARGET	70.0%	70.0%	-
ANNUAL ACTUAL	74.1%	73.3%	1.0%

* In 2018, BECU updated the definition for RTM to better measure the value of belonging to the co-op.

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 2018 accomplishments here. You can find our full Report to Membership online at becu.org/about-us/reports



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HIGHLIGHTS

FOR THE YEAR 2018

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

MEMBERSHIP

1,162,490 total members

(7.5 percent annual increase)

ASSETS

\$19.6 billion

(10.1 percent annual increase)

RETURN TO MEMBERS

Returned over \$312 million to our members

an average of \$277 per member through better rates and fewer fees compared to bank averages.

Examples include:

REPRICE PROGRAM

Saved almost 49,000 members \$2.7 million

through better rates and fewer fees.

FIRST-TIME HOMEBUYER GRANT PROGRAM (NEW IN 2018!)

Granted: \$772,241 for 146 loans

with an average grant amount of \$5,289.

MEMBER

EXPERIENCE

We listened to you—our members—and introduced new services and programs focused on increasing your financial health or making it easier to manage your money.

PASSPORT LAUNCH

Offering free membership to the Passport program that gives you access to savings on everything from theme parks to household services, movie tickets, local attractions & more.



REFUNDED ATM FEES

BECU Member Advantage members are refunded for out-of-network ATM withdrawal fees up to \$6/month.



ONGOING INNOVATION

INCREASED ACCESSIBILITY TO BECU.ORG

UPDATED ONLINE BANKING EXPERIENCE BY ADDING:

Pause Your Debit Card & Travel Plan Notification.

INTRODUCED ALEXA SKILL

for added convenience in accessing accounts.



NEW LOCATIONS

NEIGHBORHOOD FINANCIAL CENTERS

Downtown Seattle Financial Center

South Lake Union

Newcastle

Sammamish

Smokey Point (relocation)

SPOKANE HOME LOAN CENTER



COMMUNITY

SUPPORT & IMPACT

BECU is committed to serving the communities where our members live, work and play, with a focus on improving financial health.

SUPPORTED

196 community partners with grants totaling \$5.7 million

50 percent of which went to organizations that support individuals' financial health: building their earning potential over time and/or empowering individuals to make smart money management decisions.

Gave \$515,000 to 18 People Helping People award recipients, nominated by BECU members.

Donated \$470,000 to 18 organizations for scholarships to students who needed assistance completing their degrees due to financial hardships.

Awarded \$204,000 to 80 students through the BECU Foundation scholarships.

SERVED

18,000+ people through our Financial Health Programs, including:

15,174 students learned real-world finances

1,090 members participated in a one-on-one Financial Health Check

2,159 members attended free financial education