

OUR 2024 STORY



canopy^{â¶}
credit union



letter from the president

Last year at Canopy, we experienced both challenges and celebrations.

I'm proud to share that we overcame those challenges and closed out 2024 in a strong financial position! This success is thanks to a team that is second to none, and a volunteer Board and Supervisory Committee fully dedicated to Canopy's mission and long-term success.

In 2024, our strategy focused on helping members find the best possible place to keep their hard-earned money. We delivered competitive Term Share (CD) rates — and best of all, we offered a checking account that earns a better dividend than anywhere else in Spokane. But we didn't stop there. We continued offering competitive loan rates and worked hard to support those in our community who are often underestimated or overlooked by traditional financial institutions.

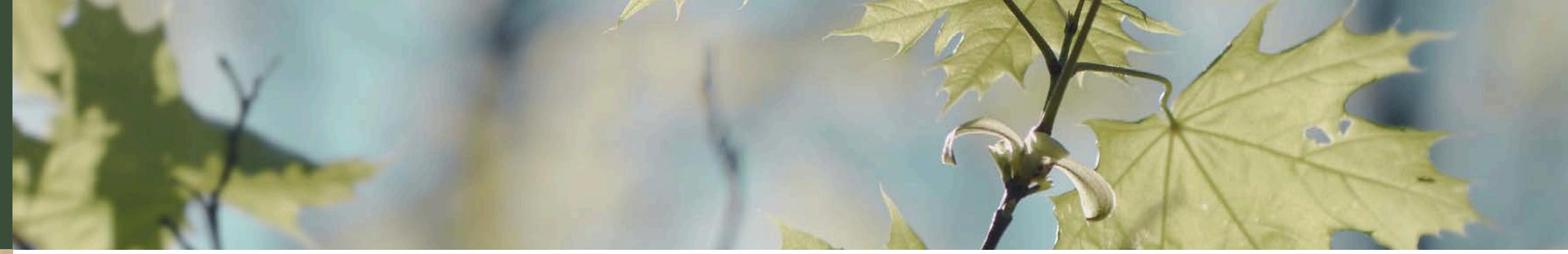
As we step into a new year, know that we're here to guide and support you through every financial decision. Helping you make smart buying and saving decisions is what we do best.

OUR 2024 STORY

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OUR 2024 STORY



Our team of 17 certified financial coaches is ready to work alongside you — helping you reach your goals and reduce the stress of everyday life.

Every day, our team puts the needs of our members and our community first. Helping you thrive financially — no matter your starting point — is our mission. As we like to say: "Canopy is a place where your story, and your money, matters."

It's an honor to serve you — our members, our staff, and our community. I don't take the privilege of leading this credit union lightly. As member-owners, your insights, questions, and feedback are always welcome. My door is open, and I'm ready to listen.

Thank you for your membership and your continued support of our not-for-profit, member-owned financial cooperative.

A handwritten signature in black ink that reads "Charlotte Nemec". The signature is fluid and cursive, with a distinct "Charlotte" and "Nemec" portion.

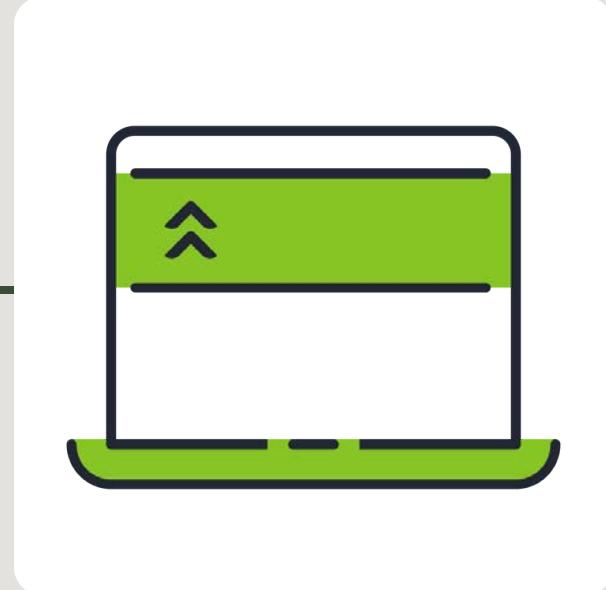
Charlotte Nemec
President/CEO



1,399
new members



281,668
website users



735,684
website sessions

2024 stats



44,505
Teller Connect
sessions



40,099
phone center
conversations

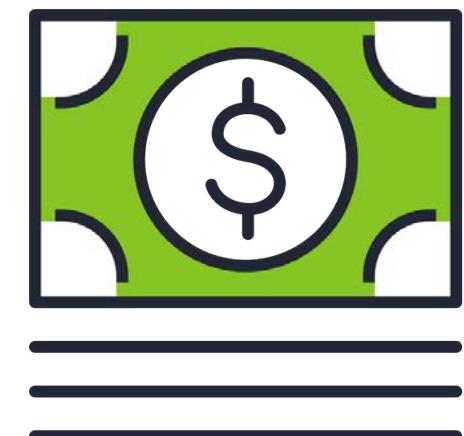


79,929
ATM sessions

2024 stats



\$50,617
ATM fees refunded
for Kasasa accounts



\$215,918
cash back for
Kasasa accounts



\$591,492
interest paid on Kasasa
Cash & Saver accounts

2024 stats



49.3%
new members took
out loans



\$5,946,535
loan dollars funded to
lower credit scores

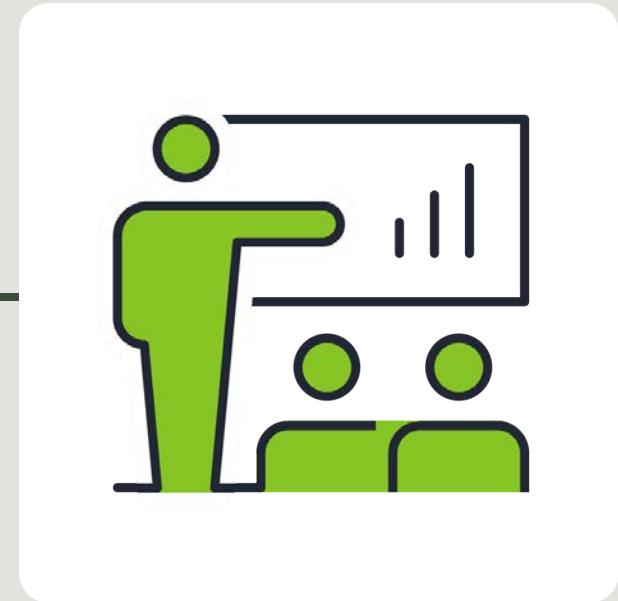


\$86,802
donations given to
our community

2024 stats



582
financial coaching
sessions



87
financial education
workshops



28
financial education
videos created

2024 stats

OUR 2024 STORY

awards & recognition



2024 Washington State Advocate of the Year - Charlotte Nemec
GoWest Credit Union Association

2024 Member Program Finalist
GoWest Credit Union Association

30th Best Credit Union to Work For in the Nation
American Banker

Charlotte Nemec Named in “24 of 2024’s People of Influence”
Journal of Business

3rd Best Credit Union
Inlander’s “Best Of” Readers Poll

2024 partners

OUR 2024 STORY

- Aging and Long-term Care
- Black Business of Spokane Expo
- Boys & Girls Club of Spokane County
- Carl Maxey Center
- Chase Youth Foundation
- Christ's Kitchen
- Coordination of Services
- Credit Unions for Kids
- Habitat for Humanity
- Hispanic Business Professional Association
- Journey Discovery
- Lilac City Legends Community Workshops
- Lilac City Early Learning Center
- Lumen High School



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- Manzanita House
- North East Community Center
- Northeast Youth & Family Services
- Parkview Early Learning Center
- Second Harvest
- Special Education Bear Lake Foundation
- Stevens County
- Spokane Pride
- The ZoNE
- Thrive International
- Transitions
- Unity in the Community
- Volunteers of America of Eastern Washington
- West Central Community Center
- West Valley School District
- Women & Children's Free Restaurant
- Youth for Christ





message from the Chair

As your Board Chair, I'm proud to share that Canopy Credit Union remains financially strong and deeply committed to meeting your needs. We uphold our mission of fostering financial wellness for all, embracing the diverse experiences and goals of our members—because we know *every story matters*.

Our dedicated Canopy team works tirelessly to provide the guidance, resources, and personalized support that empower you to thrive financially. This commitment was reflected in major recognition of our leadership. Our President and CEO, Charlotte Nemec, was honored as GoWest's 2024 Advocate of the Year for her contributions to building a happier, healthier community through financial inclusion.

With dependable stewardship and a steadfast focus on community, we remain a trusted partner in your financial journey. Thank you for your continued membership and trust—we look forward to serving you for many years to come.

Sherri Lynch, Ph.D.
Board of Directors Chair



Supervisory Committee report

Our committee of three was appointed by the Board of Directors to review the Credit Union's operations for compliance with regulations and the policies set by the Board. We meet monthly to review various operations including closed member records for accuracy and reasons for closing. We attend monthly Board meetings via Zoom or in person to report our findings.

We contract with a CPA firm yearly to perform our Supervisory Committee audit. They review Canopy Credit Union's financial records for accuracy and review internal controls to assure compliance with National Credit Union Association (NCUA) regulations and Board policies. We are pleased to report our satisfaction with both the findings and any recommended resolutions adopted by management.

Marian Frobé
Supervisory Committee Chair



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Board of Directors

Sherri Lynch, Ph.D - Chair
Barb Richey - Vice Chair
Trevor M.K. Airey - Secretary
Kiantha Duncan - Director
Kris Forgey-Hayne - Director
Nick Haynie - Director
Mark Nelson - Director
Nicole Jenkins-Rosenkrantz - Associate

Bill Bell - Director Emeritus
Bob Ely - Director Emeritus
Clint Francis - Director Emeritus
Ed Goss - Director Emeritus
Art Hayashi - Director Emeritus
Gloria Skibbie - Director Emeritus
Mike VanCleef - Director Emeritus

Supervisory Committee

Marian Frobe - Chair
Rob Dietz - Member
Allen Gilbert - Member

Executive Leadership

Charlotte Nemec - President and CEO
Jana Farace - VP of Risk Management
Cindy Thompson - VP of Finance
Guy Ottersen - VP of Lending and Member Experience



leaders who serve you

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THANK YOU

