



From our roots to our branches, we uplift every part of our community.

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BUSINESS SERVICES BUSINESS S
REDIT CARDS CREDIT CARDS CRE



SEATTLE
CREDIT UNION

BANKING FOR ALL



What Your Partnership Means to Others

We are inclusive. We are invested. We are inventive. We are Seattle Credit Union.



From the Chief Impact Officer

JACKIE MARTINEZ-VASQUEZ

What Your Partnership Means to Others



Dear Community Partner,

At Seattle Credit Union, we believe that lasting change begins with access to knowledge, opportunity, and dignity. As a Community Development Financial Institution (CDFI), we exist to open doors for people who've often had them closed.

THAT'S WHERE YOU COME IN. our organization already uplifts our community in vital ways. By partnering with us, we can go even further—together—offering financial education, affordable services, and personalized support to those who need it most.

Imagine a single mother, working two jobs, sitting with one of our financial educators and realizing that buying her first home is within reach. Or the high school graduate with no credit history, finally driving away in a used car thanks to a fair loan and trusted guidance. Or the wide-eyed child who opens their first savings account—beaming with pride because they know they're building something of their own.

These aren't just stories. They're the everyday moments our partners help us create.

Our 2024 Impact Report is full of them—real people, real progress. With our Low-Income Designation (LID) and Juntos Avanzamos Certification, we're especially focused on immigrant communities, working families, and individuals historically excluded from traditional financial systems.

We're inviting you to be a part of this movement—not just as an ally, but as a partner.

Because when we connect our efforts, we multiply our impact.

Let's work together to make more perceived impossible, possible—more keys in hand, more accounts opened, more futures imagined.

We'd love to explore how we can support your mission and serve our community side by side.

With appreciation,

Richard Romero, President/CEO
Jackie Martinez-Vasquez, Chief Impact Officer

WHAT YOUR SUPPORT MAKES POSSIBLE

A Catalyst for Lasting Financial and Social Change

At Seattle Credit Union, we are deeply committed to making prosperity a reality for our community, Members, and staff. In 2024, we made significant progress in improving the financial health of those we serve. These achievements were made possible because we, together as a collective, prioritized building a future of prosperity for our Members. We are proud to have forged new partnerships that enable us to invest more deeply in the community, expand our reach to new Members, and engage our employees in meaningful ways. We are excited to share our 2024 impact and the opportunities ahead as we continue this important work.

Our Impact

At Seattle Credit Union, our impact strategy is centered around creating lasting prosperity for all. We are committed to investing in our community, supporting our Members, and empowering our employees. Through strategic partnerships and targeted financial investments, we are addressing economic disparities and actively working to create opportunities for financial well-being.



Our Members benefit from initiatives that ensure equitable access to resources, products, and financial education—empowering them to thrive. At the same time, we engage our employees as integral drivers of this impact, ensuring their work strengthens both individuals and the broader community. By prioritizing meaningful contributions and collaborative partnerships, Seattle Credit Union is dedicated to being a catalyst for lasting financial and social change.

Community Development's Mission

To develop and implement creative community-based strategies, increase financial well-being, and invest in communities furthest away from prosperity.

Community centered: develop products and services based on community feedback and culturally relevant needs.

Financial well-being: promote financial health through financial education and further financial literacy among low-income households.

Investment: leverage Seattle CU Foundation to invest in community-led efforts and nonprofits in financial deserts.

FINANCIAL SOLUTIONS FOR ALL

Our Member impact is reflected in products designed for every income level and financial need. Our team is dedicated to improving the financial lives of everyone who chooses to trust us with their most valuable assets. We are grateful to the 5,000 new Members who believed in our mission and joined our Credit Union movement last year.

In 2024, we are proud to have lent \$22 million to first-time homebuyers, making home ownership a reality. We also paid a total of \$12 million in dividends to you, compared to \$6 million in 2023. Lastly, we provided \$48 million in auto loans to help our Members secure reliable transportation.

As a CDFI, we are committed to helping underserved communities access financial services, whether to buy a vehicle, purchase a home, open a credit card, or regain financial freedom.

Every Member who opened a Feel Good Checking account in 2024 helped us give back over \$20,000 to local nonprofits. Our Lightning Loans help our Members build or repair their credit and serve as a smart alternative to high-interest loans. In 2024, we issued over 1,200 Lightning Loans for nearly \$2 million for our Members.

We are proud to support and partner with entrepreneurs as they expand their business through our small business lending. In 2024, small business lending totaled approximately \$79 million. Loans funded for CDFI or LID qualified projects amounted to approximately \$48 million.

Lastly, we see immigrants as an important part of our communities. We extend our products and services to those with Individual Taxpayer Identification Numbers (ITINs). In 2024, we welcomed an estimated 800 Members with ITINs and funded more than \$40 million in loans.



\$22M
in first-time homebuyer mortgages, making the dream of home ownership come true for our Members.



\$12M
in dividends paid to you, our Members, compared to \$6 million in 2023.



\$48M
in auto loans to help our Members secure reliable transportation.



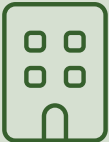
5,000
new Members to our Credit Union.



\$20,000
given back to the community from Feel Good Checking accounts opened in 2024.



1,200
Lightning Loans in 2024 totaling nearly \$2 million for our Members.



\$79M
in loans to small businesses in 2024.



\$48M
in loans funded for CDFI or LID-qualified projects.



800
new Members with ITINs with more than \$40 million in funded loans.

OUR MISSION IN ACTION - RICARDO B.

Buying a home can be exciting, nerve-wracking and, at times, unpredictable. For Ricardo B. and his husband, the journey to homeownership started full of promise but quickly turned into an unexpected financial challenge.

“ I talk to so many people, and I’ve heard nothing but great things about Seattle Credit Union.”



After months of searching, they finally found their perfect home. The couple secured a mortgage loan through a large financial institution and were thrilled to qualify for a program that came with a low interest rate and grants.

With a completed appraisal and the transaction well underway, they thought everything was on track. Then, out of nowhere, they received devastating news: their eligibility for the special loan program had been revoked.

“It didn’t make any sense,” Ricardo recalls. “We had everything lined up, and suddenly, they pulled the rug out from under us.”

The reversal left them scrambling to save the deal before losing the home to another buyer.

That’s when they turned to us. Even though Ricardo had been a Member for only six months, he already trusted the institution. “We knew you would come through for us,” Ricardo says.

Our mortgage team stepped in, working quickly to secure financing under tight deadlines. Despite the lost time, we were determined to help the couple close on schedule.

“You just made it happen,” Ricardo says. “We’ve heard that home loans can be stressful, but your team really saved the day.”

As a small business owner and hairstylist of 17 years, Ricardo believes in the power of word-of-mouth recommendations. “I talk to so many people, and I’ve heard nothing but great things about Seattle Credit Union,” he says.

Now settled into their new home, Ricardo has this advice for others facing similar challenges: “Explore your options. Many people automatically choose big banks because they seem like the safest bet. But local credit unions are here for the people - they truly care.”

OUR MISSION IN ACTION

From Our Lending Team

HELPING THE SHIPLEY FAMILY UNWRAP A NEW HOME FOR THE HOLIDAYS

The Shipley family's dream of spending the holidays in their new home seemed unlikely, with less

“ We couldn't believe how fast everything came together...”

than two weeks left to close. What seemed like an impossible deadline quickly became a race against the clock. Our lending team worked tirelessly to expedite the process, meticulously navigating every detail to ensure a smooth transaction.

In just 12 days, we successfully closed the loan. “We couldn't believe how fast everything came together,” the Shipleys shared. “It was the best holiday gift we could have asked for.” Their real estate agent was equally impressed, calling it the smoothest transaction she had ever been a part of.



HELPING THE TELLO V. FAMILY WHEN OTHER LENDERS WOULDN'T

After their loan application sat untouched for weeks at their previous lender, the Tello V. family began to lose hope. As their living situation became increasingly uncertain and their landlord more demanding, the family feared losing their chance at homeownership. Despite the eventual rejection, their agent remained supportive, urging them to stay positive and continue their search.

“ ... Seattle Credit Union gave us a second chance - and now, we have a place to build our future.”

That's when they connected with Seattle Credit Union. From the outset, our team worked swiftly to review their application, explore all available options, and prevent another setback. We helped the Tello V. family get into a home they could finally call their own. “We thought it was impossible,” the family recalled. “But Seattle Credit Union gave us a second chance - and now, we have a place to build our future.”

THE GOOD YOUR INVESTMENT FOSTERS

(Giving & Engagement)

In 2024, Seattle Credit Union made a strategic investment in building our Impact Team. We dedicated ourselves to authentically engaging with the community, building meaningful relationships, and establishing the core elements of our impact strategy. This year was about setting the stage for what's to come.

The team worked tirelessly to deliver 23 financial education workshops, establish 10 new sponsorships, and actively participate in 14 community events, furthering our commitment to empowering individuals and strengthening our community.

As a not-for-profit financial cooperative, we reinvest profits back into your community, not to shareholders. We do this through:

- Community investments: When you choose Seattle Credit Union, your money is invested

back into the community through loans and other services to help you and your neighbors thrive.

- Feel Good Checking Account: A checking account that earns interest. Plus, we donate \$20 for every account opened—more than \$20,000 to local charities in 2024!
- Financial Literacy Programs: We partner with nonprofits in the community to help people of all ages, ethnicities, and income levels to enhance their money management skills and create positive changes in their financial well-being.

As we move into 2025, we are excited to see these efforts come to fruition. With a solid foundation in place, 2025 will be the year where much of our efforts will be realized—creating lasting financial prosperity for our Members and community.



23

financial education workshops



10

new sponsorships



14

community events

THE GOOD YOUR INVESTMENT FOSTERS

(Giving & Engagement)

Sponsored Organizations

Maple Leaf
SeaMar
Pearl Foundation
Sound of Progress
Tacoma Community House
YWCA
El Centro de la Raza

Community Events

Movie Night
Maple Leaf

UMOJAFEST
Africatown

Día de los Niños
Alimentando Al Pueblo

Salishan Summer Block Party
Tacoma Housing Authority

Beacon Street Arts Fair
Beacon Hill

Salishan National Night Out
Tacoma Housing Authority

Pride
Tacoma Community House

Juneteenth Celebration

Thornton Place Summerfest
Thornton Place

Burien Farmers Market
Discover Burien

Burien Pride
Discover Burien

Legacy of Leadership Gala
Latino Educational Training Institute

Fiestas Patrias
SeaMar

Latino Expo
Latino Educational Training Institute

B-Town Fiesta
Discover Burien

Latin Expo
Sound Transit

El Centro Beloved Gala
El Centro de la Raza

YMCA Changemakers Luncheon
YMCA

Halloween on the Hill
Tacoma Community House

Annual Golf Tournament
The Pearl Foundation

Sound of Progress Luncheon
Sound of Progress

Tacoma Welcome Week
Tacoma Community House

Inspire Luncheon
YWCA

Seattle Expo Quinceañera & Weddings

OUR MISSION IN ACTION - JASON C.



“ I was pleasantly surprised by how effortless the process was.”

“Despite seeing the same information as other lenders, the Credit Union was willing to consider my situation,” he says.

The support didn’t end there. Years later, when Jason went through a divorce, he needed to refinance his mortgage

to buy out his ex-wife’s equity in the home. Once again, Seattle Credit Union was able to provide the necessary financing - with an unexpected bonus.

For small business owner Jason C., lasting banking relationships are based on trust and support. Over the past 15 years, he has found that and more at Seattle Credit Union.

From day one, the difference was evident. “Anytime I walked into the branch, your staff recognized me immediately. They’d say, ‘Hey, how’s it going Jason?’ or ‘How’s your kid?’ ‘It felt personal,” he recalls. “I wasn’t just an account number.”

“I wasn’t even trying to get a better rate, but my refinanced loan is at a lower interest rate,” Jason says. “I was pleasantly surprised by how effortless the process was.”

While such attentive and friendly interactions were appreciated, Jason truly experienced the impact of banking with us during major life events.

Reflecting on his experience, Jason is filled with gratitude for the unwavering support he’s received over the years. “Seattle Credit Union has been there for me, from that home loan to refinancing after my divorce,” he says. “The Credit Union made things easy when they could’ve been complicated.”

In 2012, as the housing market began to recover, Jason wanted to buy a home. There was one issue: his credit was less than ideal. “I wasn’t sure if I’d qualify, but Seattle Credit Union treated me with the same respect as someone with impeccable credit,” he says.

His advice to others? Choose a credit union that genuinely values its members.

Unlike other lenders who immediately rejected his application, Seattle Credit Union took a different approach. The mortgage team worked closely with Jason to explore every option and secure the financing he needed.

“At Seattle Credit Union, there’s no hassle - just people who care,” Jason says. “If you need help, they’ll find a way to say yes.”



OUR MISSION IN ACTION - JOSEPH G.

For Joseph G., financial stability felt like an unachievable ideal. With a credit score stuck in the low 500s, a history of closed accounts, and repeated rejections from traditional banks, it felt like things would never turn around.

“I was relying on payday loans just to get by,” Joseph explains. “I couldn’t get approved for a credit card or even open a bank account.”

Determined to succeed, Joseph moved back in with his family, reduced expenses, and focused on paying off his debts. “I made every sacrifice I could,” he says. “So I couldn’t believe that after clearing my debt, my credit score still wouldn’t budge. It seemed like no one was willing to give me a second chance.”

Other financial institutions refused to issue Joseph a secured credit card, a tool often used for rebuilding credit. “Seattle Credit Union was the only one who looked past my history and said, ‘We believe in you,’” Joseph recalls.

In addition to helping him open a checking account with us, we issued his first unsecured Visa® credit card. The credit limit was small at \$250, but that single approval marked the turning point in Joseph’s financial journey. “A few months after the card was added to my credit report, my score jumped from the 500s to the mid-600s,” he says.

It was the first real financial success Joseph had experienced in years.

“ Seattle Credit Union was the only one who looked past my history and said, ‘We believe in you’”

Joseph continued making on-time payments and practicing smart money habits to further improve and maintain good credit. His financial discipline didn’t go unnoticed. We were able to raise Joseph’s credit limit and lower the interest rate on his Visa credit card. He was also approved for a small line of credit.

Then, a few years later when it was time to buy his first car, Joseph knew exactly who to call. “This time, things were different,” he says. “I had great credit and could qualify for the best terms.”

For anyone struggling with bad credit, Joseph offers one piece of advice: think long-term.

“It’s not going to happen overnight. It takes time, sacrifice, and patience, but things can change,” he says. “If you’re lucky, you’ll find someone who believes in you – like Seattle Credit Union. They gave me a second chance. And because of that, I was able to build something better.”



PARTNER WITH PEOPLE WHO WALK THE TALK

A Reflection of the Communities We Serve

At Seattle Credit Union, we believe that our strength lies in the diversity of our employees. Our workforce is a true reflection of the vibrant communities we serve, bringing together a wealth of perspectives, backgrounds, and experiences. This diversity is not just celebrated—it is woven into the fabric of everything we do, from how we engage with our Members to how we drive positive change in our community.

Our employees play a crucial role in advancing our mission of financial inclusion and empowerment. By representing the communities we serve, they are uniquely positioned to understand the needs, challenges, and opportunities of our diverse membership. This deep connection helps us provide personalized, culturally aware services that meet the specific financial goals of each individual, family, and business we work with.

We are proud to offer an inclusive work environment where all voices are heard, respected, and valued. Through our Employee Resource Groups (ERGs), multicultural celebrations, and learning opportunities, we create spaces for employees to connect, share their experiences, and grow both personally and professionally. These efforts not only foster a culture of inclusion within Seattle Credit Union but also help us build stronger relationships with our Members and the communities we serve.

Our commitment to diversity within our workforce strengthens our ability to create meaningful impact. As we continue to serve our community, we remain dedicated to ensuring our team represents the full spectrum of identities, experiences, and backgrounds that make Seattle Credit Union a trusted and inclusive financial partner.



History and Heritage Month Celebrations

Throughout the year, we celebrated the diverse backgrounds and histories that shape our community. Each heritage month provided an opportunity to highlight the experiences and contributions of different groups, fostering understanding and respect for our collective identities:

- February: Black History Month
- March: Women's History Month
- May: AAPI (Asian Americans & Pacific Islanders) Heritage Month
- June: Pride Month
- September 15-October 15: Latinx Heritage Month
- November: Native American Heritage Month

Multicultural Celebrations

We provided a platform for employees to engage in cultural celebrations that promoted awareness and appreciation of diverse traditions, aligned with our core values:

- Lunar New Year Celebration
- Pride Parade
- Juneteenth Celebration
- Latinx Heritage Month Meet and Mingle

Volunteerism

In line with our commitment to the community, our employees contributed a total of 169 hours to local nonprofits. These group volunteer events allowed us to give back and strengthen our communities:

- Rainier Valley Food Bank
- Northwest Harvest
- Mary's Place
- Downtown Emergency Services Center

Employee Resource Groups (ERGs)

Our five ERGs foster inclusion, provide spaces for connection and advocacy, and support professional growth. These groups play a vital role in driving initiatives that align with our mission:

- AAPI ERG
- Black Prosperity Coalition
- Latinx ERG
- Pride ERG
- Womxn's Allyship

Education and Learning

We provided 14 learning opportunities to help employees build cultural awareness and deepen their connections to the communities we serve.



JOIN US IN DRIVING LOCAL IMPACT

Become an Impact Investor

At Seattle Credit Union, we believe that the strongest communities are built through shared effort. Every life we've touched—every barrier we've helped remove—has been made possible by people and organizations who care enough to act. But we can't do this work alone.

We invite you to partner with us—whether you're an individual, a nonprofit, a business, or a community-focused institution. Together, we can bring meaningful financial tools and education to those who need it most.

When you partner with us, you help a family navigate basic banking for the first time—so they can open a checking account and feel safe storing their earnings.

You help a young entrepreneur attend a free workshop that gives them the knowledge—and courage—to apply for their first small business loan. You help a grandparent set up an education savings account for a grandchild, starting a legacy that will grow for generations.

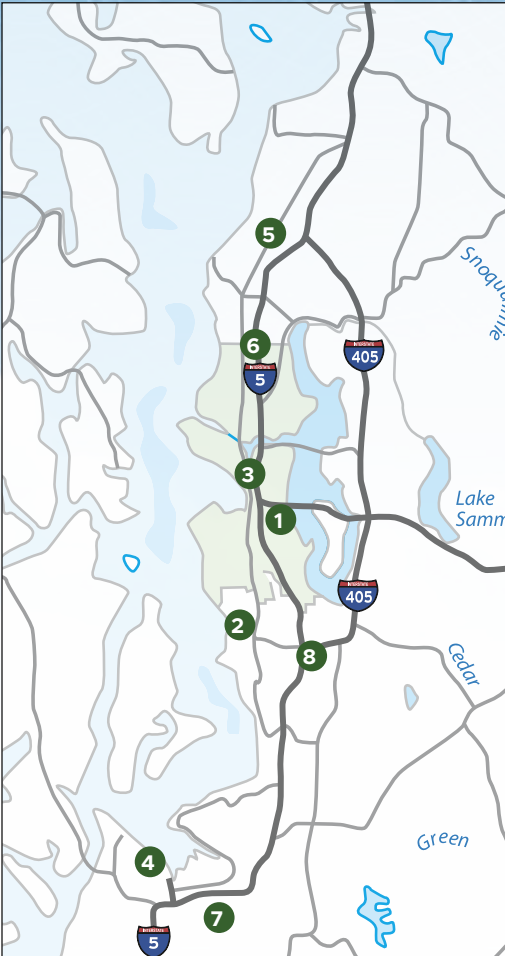
These are the stories that fuel our work. Let's make it happen—one person, one family, one partnership at a time. Reach out today. Let's do some good together.



Connect with our team via email at impact@seattlecu.com.



BRANCH LOCATIONS



1 BEACON HILL
1604 S. Roberto Maestas
Festival Street
Seattle, WA 98144

2 BURIEN
14901 4th Avenue SW
Suite 107
Burien, WA 98166

3 DOWNTOWN SEATTLE
722 3rd Avenue
Seattle, WA 98104

4 HILLTOP
824 MLK Jr Way
Suite A
Tacoma, WA 98405

5 LYNNWOOD
19718 Hwy 99
Suite 101
Lynnwood, WA 98036

6 NORTHGATE
303 NE Thornton Place
Seattle, WA 98125

7 SALISHAN
1724 E. 44th Street
Tacoma, WA 98404

8 SOUTHCENTER
17250 Southcenter Parkway
Suite 132
Tukwilla, WA 98188

CONTACT CENTER

206-398-5500 or 800-334-2489

Monday - Friday
8:00 a.m. - 6:00 p.m.

Saturday
10:00 a.m. - 2:00 p.m.

SEATTLE
CREDIT UNION

**BANKING
FOR ALL**

Federally Insured by NCUA