



2018 Mission Impact

Building Stronger Communities
through the Credit Union Difference

Express Credit Union

**Providing fair and affordable
financial services since 1934.**

For over 10 years, Express CU has continued to serve its legacy members and expanded its community mission to improve the financial resiliency of thousands of Washington State families and individuals.

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To Our Stakeholders

Express CU was founded as a member owned cooperative on the principal that not for profit financial institutions deliver superior value to their member owners and remain continually focused on meeting the needs of the communities they serve.

“Lack of access and high priced financial services are major barriers to financial security and asset growth.”

In the mid-2000s a study commissioned by the Medina Foundation revealed that one third of King County residents lacked access to affordable account and credit services. Thousands of individuals and families had no choice but to rely on check cashing stores and predatory lenders to meet their basic financial needs.

In 2010 Express Credit Union adopted its current name, expanded membership to include all WA state residents and was awarded designation as a Community Development Financial Institution and Low Income Credit Union.

Express CU lowers access barriers for opportunities to escape predatory financial providers:

- Almost everyone qualifies for membership and starter Basic Saving Account
- First time auto loans for Express CU members with little or no credit history
- Non-predatory interest rates for Express CU members with low credit scores or ITIN status

By the Numbers:

Source: 12/31/2018 5300 Call Report

- 3,000 members and growing
- \$13.2 million Assets
- \$11.6 million Loans
- 0.24% Loan Del.
- 0.27% Net Chg. Off

Who We Serve

Express CU's inclusive membership reflects our community at large.



Serving Economically Diverse Populations

A common concern among the unbanked is that banks are only for people with a lot of money. Express CU breaks that mold by welcoming members at all income levels and stages of financial resiliency.



"I've been a member for 7 years, and Express has been very helpful. We've never had any problems getting a loan. This was my first bank account. It was a lot smoother than I heard it would be. You don't need a minimum like at other places. Give it a shot. It's worth the change."



"Express is the only bank that I have, and I use all their services. We've gotten a loan when we needed one, and they gave us lots of options, low interest, and I just feel I can trust the people here."



"I have often recommended Express Credit Union to my clients. If you want to move forward in life, it's important to avoid the fees you get with payday loans and find somewhere to save your money."



"ECU is friendly and gives passionate advice. They explain the process in banking and give people a second chance. I work for YWCA, which is a partner of ECU. It feels great to refer clients to ECU to work on their financial goals."

Income Diversity

57%



Low income

How We Serve

Express CU innovates for better access to affordable financial services

With Respect

In mid-2018 we conducted a survey through an independent third party to assess member perception on financial inclusion at Express CU.

Our members, both US born and foreign born, report a high level of trust, respect, and transparency in their experience with Express Credit Union.

With Access

Access by traditional means like visits and phone calls to the credit union and mobile account technology is helpful, but we believe that direct people to people connections are essential to serve our community effectively.

For years Express CU has deployed our unique Community Teller program. Community Tellers are the face of Express CU out in the community day in and day out, keeping regularly scheduled hours at partner organizations. CTs attend special events and give presentations to interested groups. Our CTs are highly knowledgeable and available to assist our members on the path to financial resiliency!

2,938

Community Tellers hours at Express CU partner locations in 2018

50

Financial education group and classroom events in 2018 conducted by Express CU

316

Low income members joined Express CU in 2018

90

First time savings or checking accounts opened in 2018



Community-wide Solutions Require Community Support

Express CU serves underbanked populations because financially healthy and resilient communities benefit everyone.

Considerable resources are required to serve unbanked households and those with limited financial experience. Creating opportunities means taking the time to work with and know our members to connect them with knowledge, account services and credit products for a better future.

Express CU relies on support from diverse sources including:

Middle and upper income individuals joining Express CU to become supporting members

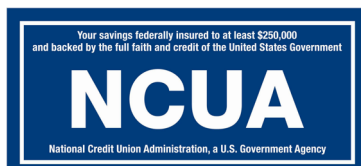
Express CU members participating in our Social Impact CD deposit program

Nonprofits providing grants and Social Impact CD to fund our community mission

Other local CUs providing funding and in kind support for accessible affordable services

Express CU thanks all our supporters for helping build strong and stable communities!

Support us by opening an account!
Find out how at:
expresscu.org/about/support

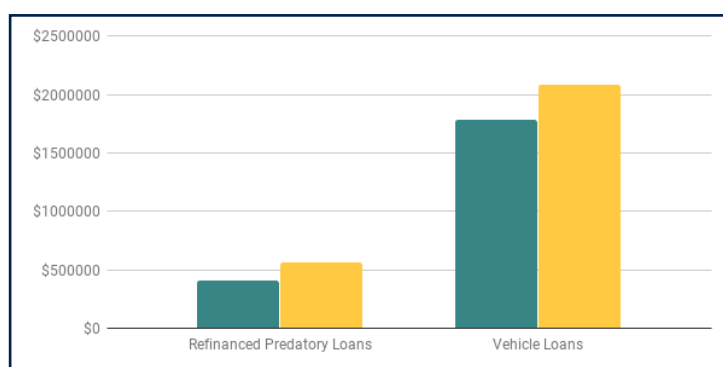
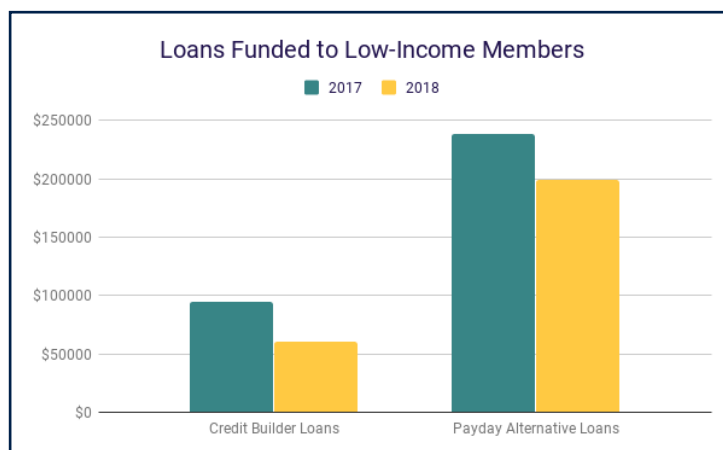


Credit Access Outcomes

Here's how we make a real difference for our members.

- Providing access to credit that meets people's everyday needs is fundamental to Express CU's community mission.
- We help our members overcome barriers with specially designed non-predatory loan products as affordable alternatives to banks, finance companies and payday lenders.
- We believe that offering financial coaching, education and other personalized support helps our members strengthen their families and the communities where they live and work.

Express funds millions in loans every year to people with low or no credit scores, low to moderate incomes and those on the path to US residency and citizenship.



150

members counseled on auto purchasing

100

members counseled on payday alternative loans and general credit

762

Express CU members improved their credit scores by an average of 44 points in 2018

There's a place for everyone at the Express CU table.

Our mission is based on eliminating barriers to financial access and economic opportunity. Express CU provides affordable and secure financial services to meet the diverse needs of many people.

