



2017 ANNUAL REPORT SUMMARY

TOGETHER WE DO BETTER

BECU was founded over 80 years ago by a committed group of individuals whose purpose was to help one another ensure their vital needs were met. In their case, it meant providing small loans so machinists could buy the tools necessary to do their job.

While much has changed in the past 80 years, we're still focused on helping members achieve their financial goals. From housing to transportation, education and retirement, our members get better rates and fewer fees to help build a stronger foundation for financial health. Because at BECU you're not just another customer, you're a member-owner. When our membership is healthy, BECU is healthy and we contribute to the health of the communities around us. Together we do better, all in the spirit of People Helping People.

BECU AT A GLANCE	2017	2016	% CHANGE
MEMBERS	1,081,077	1,000,944	8.0%
ASSETS	\$17.8B	\$16.4B	8.5%
LOANS RECEIVABLE, NET	\$11.9B	\$10.3B	15.5%
DOLLAR AMOUNT OF LOANS ORIGINATED	\$5.8B	\$4.9B	18.4%
DEPOSIT BALANCES	\$15.6B	\$14.3B	9.1%
COOPERATIVE EQUITY	\$1.9B	\$1.7B	11.8%
NET INCOME	\$212.9M	\$209.6M	1.6%
NET WORTH RATIO	10.97%	10.66%	2.9%
RETURN TO MEMBERSHIP TOTAL	\$187M	\$175M	6.9%
RETURN PER MEMBER	\$179	\$180	-0.6%
NUMBER OF RETAIL LOCATIONS	53	48	10.4%
PHILANTHROPIC DONATIONS	\$5.4M	\$5.1M	5.9%
GREENHOUSE GAS EMISSIONS	8,023 M/T	7,429 M/T	8.0%
EMPLOYEES	1,940	1,721	12.7%

NET PROMOTER SCORE	2017	2016	% CHANGE
12/31 TARGET	70.0%	70.0%	-
12/31 ACTUAL	73.3%	72.1%	1.7%

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 2017 accomplishments here. You can find our full Report to Membership online at becu.org/about-us/reports



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2017

HIGHLIGHTS

As a not-for-profit co-op, BECU's growth helps us reinvest our profits back into the financial health of our members and communities.

1,081,077 MEMBERS
8% ANNUAL GROWTH

\$17.8 BILLION
IN ASSETS

\$187 MILLION
RETURNED TO MEMBERS
IN THE FORM OF BETTER RATES & LOWER FEES
COMPARED TO THE AVERAGE BANK

\$3.6 MILLION
SAVED THROUGH LOWER INTEREST RATES
ON 45,246 LOANS THROUGH THE REPRICE PROGRAM

\$16.8 MILLION
IN WAIVED ORINATION FEES
ON MEMBER MORTGAGES

MEMBER EXPERIENCE



5 NEW
NEIGHBORHOOD
FINANCIAL CENTERS



ENHANCED
MOBILE EXPERIENCE
IMPROVED NAVIGATION, FUNCTIONALITY AND
EXPANDED MOBILE PAYMENT OPTIONS



FREE
CREDIT SCORES IN
ONLINE BANKING



1.5% CASH BACK
LAUNCHED A NEW CASH
BACK CREDIT CARD



0 FOREIGN
TRANSACTION FEES
ON DEBIT CARDS



1,300 MEMBERS
UTILIZED EXPANDED
FINANCIAL HEALTH CHECK

COMMUNITY SUPPORT & IMPACT

\$5.4 MILLION

DONATED IN 2017

AREAS OF FOCUS:

- FINANCIAL HEALTH
- MEMBER-INSPIRED GIVING
- EMPLOYEE-INSPIRED GIVING



PEOPLE HELPING PEOPLE

\$500K DONATED TO MEMBER-NOMINATED AND
VOTED NON PROFIT ORGANIZATIONS



BECU FOUNDATION

\$240K GIVEN BY THE BECU FOUNDATION
IN SCHOLARSHIPS TO 80 STUDENTS



CLOSING FOR GOOD
ANNUAL DAY OF SERVICE

1,727 BECU EMPLOYEES

11,464 EMPLOYEE VOLUNTEER HOURS

12 PARTICIPATING SCHOOLS

7,089 STUDENTS REACHED