



2020
**ANNUAL
REPORT
SUMMARY**

**BETTER TOGETHER,
STRONGER TOMORROW**

Our 2020 report highlights the ways BECU and our employees innovated and adapted to provide relief to our members and communities during a difficult year for many. We're in awe of the resilience across our communities, and the ways people have shown up for one another.

In all, this past year has tested us in many ways. But we're an even stronger team, a better organization and a more trusted credit union as a result. Last year's lessons move us forward in alignment with our values and purpose. As credit union members and employees, we embody a simple but powerful idea: People helping people makes us more powerful as individuals and as a community.

BECU AT A GLANCE	2020	2019	%CHANGE
MEMBERS (TOTAL)	1,283,946	1,237,456	3.8%
ASSETS	\$26.8B	\$22.2B	20.7%
LOANS RECEIVABLE, NET	\$12.9B	\$14.2B	-9.2%
DOLLAR OF LOANS ORIGINATED	\$6.2B	\$6.3B	-0.8%
DEPOSIT BALANCES	\$22.5B	\$17.9B	25.7%
COOPERATIVE EQUITY	\$2.7B	\$2.5B	8.0%
NET INCOME	\$173.9M	\$307.8M	-43.5%
NET WORTH RATIO	10.11%	11.41%	-11.4%
RETURN TO MEMBERSHIP TOTAL	\$372.1M	\$388.1M	-4.1%
RETURN PER MEMBER	\$294	\$322	-8.7%
RETAIL LOCATIONS	60	58	3.4%
PHILANTHROPIC DONATIONS	\$6.4M	\$6.4M	0.0%
GREENHOUSE GAS EMISSIONS	6,440 M/T	9,377 M/T	-31.3%
EMPLOYEES	2,490	2,375	4.8%

NET PROMOTER SCORE	2020	2019	%CHANGE
ANNUAL TARGET	70.0%	70.0%	-
ANNUAL ACTUAL	69.99%	72.40%	-3.3%

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 2020 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 2020

As a credit union, BECU is committed to serving our members and communities, and helping each improve their financial health.

CREDIT UNION



MEMBERSHIP
1.2 MILLION+
total members
3.8% annual increase



ASSETS
\$26.8 BILLION
20.7% annual increase

RETURN TO MEMBERS

Returned over **\$372 MILLION**
to our members

an average of **\$294 PER MEMBER** through better rates and fewer fees compared to bank averages.

Examples include:



REPRICE PROGRAM
Saved nearly **50,000** members
an estimated **\$4.8 MILLION**



**FIRST-TIME HOMEBUYER
GRANT PROGRAM**
Granted: **\$2 MILLION+**
for **335** loans

MEMBER

HIGHLIGHTS

We listened to you—our members—and introduced relief offers for those who needed extra support this year, including modifying and deferring loan payments, waiving late and transaction fees, and more.

COVID-19 RELIEF



Delivered more than **26,000**
loan payment relief actions with
a balance of **\$530.6 MILLION**



Funded **\$7.1 MILLION**
in more than **3,600** Income Interruption
Loans, which provided up to **\$294 PER
MEMBER** at **0–5% APR** for members
facing reduced income

ASSISTED OUR BUSINESS & COMMERCIAL REAL ESTATE MEMBERS:



Modified more than **390**
BUSINESS & COMMERCIAL
real estate loans



Funded **OVER 2,560** loans
totaling **\$95.9 MILLION**
and secured jobs for more than
11,000 people through the SBA's
Paycheck Protection Program

COMMUNITY

HIGHLIGHTS

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

COMMITMENT



\$6.4 MILLION of funding
to community partners
in the following ways:

- 46%** – Financial Well-being
- 11%** – Employee-Inspired Giving
- 10%** – Good Neighbor (includes COVID-19 community & wildfire relief)
- 9%** – Member-Inspired Giving
- 9%** – Credit Unions & Co-Ops
- 7%** – BECU Foundation
- 6%** – Black Community Development Project (New!)
- 2%** – Housing & Homeownership



Committed **\$5 MILLION**
over the **NEXT FIVE YEARS** to support
nonprofits focused on improving
the overall emotional, physical, and
financial health and well-being of the
Black community



Served **12,100+ PEOPLE** through our
Financial Health Programs, including
nearly **850** Financial Health Check
participants and more than **9,800
PEOPLE** who attended free webinars
and seminars