

Photo courtesy of Beth, Benewah County

P1FCU Member Matters

Growing Member Satisfaction in 2021

PRESIDENT'S MESSAGE



Chris Loseth
President & CEO

P1FCU has been busier than ever over the last year. At the same time, we worked through many COVID-19 related operational issues, as did the rest of our nation. It is hard to believe that March marks a year of these ongoing challenges.

millions of dollars in loans to help their businesses survive these tough times.

The credit union had aggressive goals for 2020 and early 2021 that we followed through on and completed to better serve our current and potential members. We acquired property in several areas during late 2019, and the

THE CREDIT UNION HAD AGGRESSIVE GOALS FOR 2020 AND EARLY 2021 THAT WE FOLLOWED THROUGH ON

first part of 2020, and expanded our branch network in Idaho, Washington, and Oregon. P1FCU's staff worked through a series of challenges and roadblocks, but have been successful in opening 11 branch facilities since June of 2020. Bringing our total branch network to 27 branch offices and six lending and service centers.



We are now better able to serve our field of membership across Idaho, Washington, and Oregon and have

brought our services and products to many individuals who have sought membership with P1FCU.

We are working on many operational goals this year to increase our already stellar member satisfaction level. We surveyed members and evaluated many of the experiences a member faces when conducting business with P1FCU. We are streamlining processes to make doing business with P1FCU as efficient and easy for members as possible. We are adding technology to keep our operations at the leading edge of member convenience and for a great member experience. We are working each day to keep our services and products relevant and of value to our members.

The safety and health of our members and staff are always the overriding concern for the credit union. I want to thank our members for understanding how we had to adjust branch hours, branch openings, and operations over the last year to keep our members and staff safe. We are all hopeful for better days ahead.

Sincerely,

Chris Loseth
President & CEO

Over the last year, we have taken many measures to assist members with COVID-19 related challenges in their financial lives. We kept our branch drive thru open in all of our branches and made appointments with members to help them with account-related issues, mortgage loans, and business loans in a time when other institutions were closing and not assisting their members and customers. We followed all the CDC and state protocols to protect the safety of our members and staff while still providing much-needed assistance in these trying times.

We worked with thousands of members to modify their loans with skip a payment options, loan modifications, and loan extensions for members who were suffering hardship. We helped hundreds of businesses with the Payroll Protection Program with

The Next Stop for P1FCU

Walla Walla will be the home of the new Washington P1FCU branch! Located at 1721 Dalles Military Road and opening in Spring 2021, this new branch will include multiple teller stations and offices for consumer loans, mortgage, and business divisions to assist our members. It will also have a two-lane drive thru and an ITM (Interactive Teller Machine)/ ATM drive thru lane to maximize the service to our members of Walla Walla County and surrounding areas.



Save the Date



Branch Closure - Memorial Day

Monday, May 31, 2021

All branches of P1FCU will be closed in observance of Memorial Day.



Branch Closure - Independence Day

Observed Monday, July 5, 2021

All branches of P1FCU will be closed in observance of Independence Day.

QUARTER END FINANCIALS

	12/31/2019	12/31/2020	% INCREASE
SHARES	\$1,147,798,160	\$1,427,947,240	24.4%
LOANS	\$1,041,458,792	\$1,346,498,533	29.3%
TOTAL ASSETS	\$1,260,851,949	\$1,571,084,811	24.6%
MEMBERS	92,373	101,733	10.1%

CardSwap

Update payment information for all of your online subscriptions and retailers inside online banking.

Keep your debit card information up to date for online purchases.

Where do you spend money online? Amazon, Netflix, iTunes, or Stitch Fix*? With CardSwap, P1FCU makes it easy for you update your debit card information for your favorite subscriptions or digital retailers. Get a new card? No worries, it's easy to update your payment information in just one place. *None of the listed companies are associated with, sponsor, or endorse this product.

STAY IN THE KNOW.

Keep up to date on promos, closures, events, contests, and more!

Text 'P1FCU' to P1FCU (71328)



P1FCU Partners with College Place.

Last year, we partnered with the City of College Place to transform traffic boxes into public works of art. In March, they made their debut. It gives us great joy to celebrate the creativity of local artists. Check out our College Place team with the freshly updated traffic boxes.

BE A CREDIT UNION SAVER & YOUR SAVINGS WILL NEVER GO EXTINCT™

- ### BRANCH LOCATIONS
- Athol, ID
 - Bonnars Ferry, ID
 - Brewster, WA
 - Clarkston, WA *2 locations*
 - Cle Elum, WA
 - Colfax, WA
 - College Place, WA *Inside Walmart*
 - Culdesac, ID
 - Genesee, ID
 - Grangeville, ID
 - Hayden, ID
 - Island City, OR *Inside Walmart*
 - Lewiston, ID *3 locations*
 - Moscow, ID
 - Ontario, OR *Inside Walmart*
 - Orofino, ID
 - Osburn, ID
 - Ponderay, ID
 - Post Falls, ID *2 locations*
 - Pullman, WA *Inside Walmart*
 - Rathdrum, ID
 - Spanaway, WA *Inside Walmart*
 - St. Maries, ID
 - Tonasket, WA
 - Walla Walla, WA *Coming Soon*

Credit Union Youth Month!

It's never too early to learn about money, saving, and how finances work. April is Credit Union Youth Month, and we will share tips and tricks on how to get children on the right track. Stay tuned to our social media for tips and giveaways. To encourage financial literacy, we partner with Banzai Financial Education so members and their children can access classes for ages as young as 8. Now is the right time to take the first step to a successful financial future.

P1FCU

p1fcu.org

30,000 SURCHARGE FREE ATM'S

5,600 CREDIT UNION LOCATIONS

CO-OPCREDITUNIONS.ORG/LOCATOR

OVER 55,000 SURCHARGE FREE ATM'S