

2024 Annual Report

express
credit union





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About Us

For over 90 years, Express Credit Union has served the financial needs of everyday people in the state of Washington. Founded in 1934 as King Street Terminal Credit Union with seven members, Express Credit Union has helped generations of members build stronger financial futures for themselves and their families. In 2008, working with the Medina Foundation and BECU, Express expanded its reach to all residents of Washington State with a renewed purpose of providing access to financial services for those typically excluded from traditional banking. Today, our mission is to collaborate with our community to create access to financial opportunities. We value people, community, empowerment, inclusion, empathy, and trust in pursuit of our vision of economic justice for all.



Our Leadership



SARAH SLONSKY

CHAIR OF BOARD OF DIRECTORS

Sarah joined Express Credit Union as a member in 2017. Express Credit Union values her service as she is a seasoned executive with a demonstrated ability to build and lead diverse teams, facilitate change, and drive results. With over 30 years in the financial services industry and experience overseeing various areas, including mortgage, consumer and business lending, collections, internal audit, BSA/AML, fraud, branch operations, and serving operations, Sarah provides guidance and governance to ensure that Express Credit Union serves its members.



WILLIAM MURRAY

SUPERVISORY COMMITTEE CHAIR

William (Bill) Murray chairs the Supervisory Committee of Express Credit Union. The Supervisory Committee watches over the operations of the credit union, ensuring its safety and stability. Bill is a senior financial professional with over a decade of experience in accounting and auditing, including internal audit, government contract auditing, financial analysis, and risk assessment. Express Credit Union is grateful for his time and talent to support our work every day.



HELEN GIBSON

CHIEF EXECUTIVE OFFICER

Helen Gibson joined the talented team at Express Credit Union in 2024, succeeding Paul Baudin. She began her career in credit unions in 2007, focusing on community outreach and financial education, and progressed in previous organizations to manage areas including marketing, business deposits, data analysis, lending, and branch services. She enjoys collaborating with her team to develop innovative solutions that empower the lives of our members.

Volunteers & Staff

VOLUNTEER BOARD OF DIRECTORS

Sarah Slonsky, Chair
Aaron Bresko, Vice-Chair
Angela Lowe, Secretary
Jill Vicente
Joan Geraghty
Matt Draper
Vaughnetta J. Barton
Walter Acuña



VOLUNTEER SUPERVISORY COMMITTEE

William (Bill) Murray, Chair
Charles Thompson
Chelcie Christiansen
Justin Weber, Secretary
Vaughnetta J. Barton

EXPRESS CREDIT UNION STAFF

Arturo Vazquez	Kristi Rydman
Cinthya Gomez	Magdalena Velasco
Diego Martinez	Rebecca Hui
Elizabeth Escobar	Roy Gonzalez
Enrique Estrella	Shelley Rydman
Fernando Garcia	Veronica Valle
Helen Gibson	



COMMUNITY ADVISORY BOARD

From Left to Right
Walter Acuña
Lydia Assefa-Dawson
Angel Garcia Guillen
Deborah Drake
Long Dinh
Andrea Bown (not pictured)

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A Message from the Chair of the Board



As the chair of Express Credit Union's volunteer board of directors, it is my pleasure to serve with talented and committed volunteer board members, supervisory committee members, community advisory members, and the dedicated team of staff leaders at Express Credit Union. The Board of Express Credit Union is committed to our mission of collaboration with the community to achieve our vision of economic justice for all in Washington.

This past year brought growth and change to our credit union. While we celebrated 90 years of member service in 2024, honoring the legacy of the original King Street Terminal Credit Union members, we also recruited a new CEO due to Paul Baudin's announced retirement. Shortly following the hiring of our new CEO, we also supported our leaders at Express when Paul unexpectedly passed away in December. His passion for the credit union endures in our memories, as well as his love for the work of Express Credit Union, its members, and its staff.

We also supported our management team as it overhauled its core technology system in May to provide for future growth and member service. The new core technology has already enhanced our mobile banking and security, directly impacting our members' daily experiences. Internally, the credit union team leveraged enhanced data capabilities and texting to ensure consistent, ongoing communication and foster deeper member relationships.

Even as the technology matured, we remained focused on our members. We have noted the consistent pressure on our members due to the ever-increasing cost of living and the pressure on those traditionally excluded from mainstream financial services. Enhancing our understanding of our members required solidifying our Community Advisory Board, a group of dedicated community members who assist the credit union as it designs strategies not just for today but for years to come.

While we supported Express Credit Union through technology maturity and leadership change, we maintained our focus on the credit union's safety and sustainability. We meet monthly to ensure the credit union operates safely and in compliance with all applicable laws and regulations. We committed to training and development as a governance team, ensuring that this credit union maximizes its ability to serve the members.

We value the trust our members place in Express Credit Union. Thank you for your support and confidence in Express Credit Union, which can improve your financial life and open doors to new opportunities. We aim to be more than just a place to deposit your paychecks. We strive to create a space where all our members feel a sense of belonging and can lay the foundation for success for themselves and their families.

Sarah Slonsky, Board Chair



Credit Committee Report



Express Credit Union provides pathways to build credit and enhanced financial security for its members by offering safe and affordable financial products and services to the people of Washington State. In 2024, the Credit Committee ensured that the credit union operates within established lending policies, guidelines, and underwriting standards. The committee's oversight promotes safe and sound conditions for the credit union, which in turn directly supports our vision of economic justice for all.

During 2024, Express Credit Union funded 749 new loans totaling \$6,627,492, of which \$2.7 million were granted to low-income members. Many of these loans helped members who lacked access to credit or would have paid higher predatory interest rates. For example, 224 loans were alternatives to payday loans, 196 were a specialized pay advance program with a community partner and employer, and 18 were loans to assist with increased costs around the holidays.

Despite the possibly riskier profile of these community-focused loans, our delinquency and charge-off rates demonstrate that relationship lending still has a place in credit unions, as our asset quality remains healthy. At year-end 2024, the delinquency ratio for loans past due 60 days or more was 1.36% compared to 1.16% in 2023. Our peer's 60-day past-due rate was 1.21%. Express Credit Union's rolling 12-month net charge-offs divided by average loans was 1.55%. In addition, Express serves a specialized low-income membership, and our net losses are supported through Community Development Financial Institution (CDFI) grant awards funds. These grant awards provide the financial means to serve vulnerable populations and deliver community development outcomes.

The loan losses did not weaken the financial stability or capital reserves of the credit union. Many financially vulnerable people in our community are affected by systemic economic injustices. Express remains well-capitalized with a 12.63% capital ratio and loan portfolio reserves of \$505,322, providing 2.81% coverage of all outstanding loan balances.

Express offers a selection of loan products to assist with both unexpected emergencies and loans used to build a more secure financial future. Our member advance loan is available to address minor emergencies, and credit builder and debt consolidation loans help get credit scores back on track. Vehicle loans provide for transportation needs without high-cost predatory rates. We are committed to offering fair, competitive, and affordable products to everyone. In addition, Express Credit Union helps immigrants secure jobs with ITINs, DACAs, and ultimately citizenship, offering uniquely designed loans and services. The work we do demonstrates our commitment to upholding our 90-year tradition of delivering personalized services to individuals, particularly those who have traditionally faced barriers to fully participating in the financial services system.

Aaron Bresko, Credit Committee Chair



Supervisory Committee Report



The Supervisory Committee's role is to ensure that Express Credit Union's financial reporting objectives have been met and that management practices and procedures adequately safeguard members' assets. The committee relies on a three-tiered process to ensure that the members' assets are handled accurately and within established risk parameters:

1. The Supervisory Committee conducts periodic hands-on reviews of various operational activities, generally on a monthly and quarterly basis.
2. The Supervisory Committee engages independent auditors for annual procedures review and regulatory compliance reviews. Additionally, for 2024, the committee also engaged the CPA firm of Hauser, Jones, and Sas to conduct a financial statement audit as of 12/31/2024. The report will be issued in June 2025.
3. Safety and soundness examinations are periodically performed by the State of Washington Department of Financial Institutions and the NCUA.

Concerning the first tier, the committee met regularly in 2024 to conduct reviews of operational and regulatory compliance activities. As in past years, the areas reviewed included those deemed necessary for determining that Express CU management operates within established policy, regulations, and best practices. Assuring safe and sound operations on behalf of the entire membership fulfills the primary purpose of the Supervisory Committee's role. Findings from these reviews are communicated to Express Credit Union's Board and Management with monitoring and follow-up to ensure timely resolution.

The second tier consists of employing an independent consultant, Randall Audit & Consulting, to perform the annual Supervisory Committee Agreed Upon Procedures. This includes a review of areas that the Committee determined to be within scope based on NCUA guidelines. The consultant, a licensed CPA, considers significant observations and potential exceptions within the scope of the engagement, which includes assessing the effectiveness of management and staff in protecting the Credit Union's assets. No exceptions were noted during the procedures performed by Randall Audit & Consulting, and no significant observations were identified.

Lastly, the third tier consists of the periodic safety and soundness examinations that are performed by the State of Washington Department of Financial Institutions, the regulatory agency for state-chartered credit unions in Washington. The DFI examination as of September 30, 2023, showed that the financial condition of Express Credit Union remains sound, and that management and staff have met established standards in protecting members' assets. The DFI did not complete an exam in 2024.

William Murray, Supervisory Committee Chair

Statement of Condition

	December 31, 2023	December 31, 2024
Assets		
Loans	19,323,442	17,981,726
Allowance for Loan Loss	(443,329)	(505,322)
Net Loans	18,880,113	17,476,403
Cash/Cash Equivalent CD Investment	2,203,405	8,340,742
CD Investments > 1 year	254,055	253,423
Net Fixed Assets	153,725	122,943
Other Assets	632,886	651,833
Total Assets	22,124,184	26,845,344
Equity and Liabilities		
Liabilities		
Total Shares and Deposits	17,569,446	23,554,108
Other Liabilities	1,232,653	(98,278)
Total Liabilities	20,034,753	23,455,830
Equity		
Regular Reserves	452,007	421,334
Undivided Earnings	2,870,078	2,968,180
Total Equity and Liabilities	22,124,184	26,845,344

Income Statement

	December 31, 2023	December 31, 2024
Interest Income	1,257,869	1,525,327
Dividend and Interest Expense	(224,590)	(484,825)
Loan Loss Provision Expense	(133,099)	(354,525)
Net Interest Income, After Provision	900,180	685,977
Service & Fee Income	321,589	275,349
Other Income	1,114,276	1,887,456
Operating Expenses	(2,302,489)	(2,781,352)
Net Income	33,556	67,430

Key Statistics

	December 31, 2023	December 31, 2024
Total Members	3,346	3,972
Capital Ratio	15.02%	12.63%
Return on Assets (ROA)	0.16%	0.28%
Number of Loans	758	749
Loan to Share Ratio	110%	76%
Liquidity Ratio (Cash + CDs/Assets)	9.96%	31.07%
Delinquency Ratio (60 days past due +)	1.16%	1.36%