MountainCrest Credit Union

Interested Volunteer Packet

Growing Stronger Together

Thank you for your interest in serving as a volunteer leader for our credit union! Volunteers play a vital role in helping us fulfill our mission of **serving our members as their trusted home for financial success.**

As a member-owned financial cooperative, our success depends on dedicated volunteers who provide leadership, oversight, and strategic guidance. Whether serving on the Board of Directors, Supervisory Committee, or as an Associate Director, volunteers help ensure the credit union remains financially strong, member-focused, and committed to serving our communities.

This packet is designed to introduce you to our volunteer leadership opportunities, outline the responsibilities and expectations of each role, and provide you with some background information about the credit union.

Your leadership, insight, and dedication would make a lasting impact on our members, our employees, and the communities we serve. We appreciate your interest in wanting to make a meaningful difference for our members!

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Packet Contents

Why Volunteer at MountainCrest Credit Union

At MountainCrest Credit Union, volunteer service goes beyond simply giving your time—it's about being part of something bigger. As a not-for-profit financial cooperative, we exist to serve our members, not shareholders. Our mission is rooted in the philosophy of *people helping people*, and our success depends on the strength and dedication of those who help guide our organization.

Serving as a volunteer—whether on the Board of Directors or our Supervisory Committee—provides a unique opportunity to contribute to the strategic direction and governance of a trusted community institution. It allows you to use your voice, share your perspective, and help ensure we continue to meet the needs of our members both today and in the future.

Guided by Our Core Values

- **Integrity** – Act with honesty, integrity and accountability
- **Members First** – Prioritize the needs and financial well-being of our members above all else
- **Positivity** – Bring positivity, energy, and a little fun to every interaction
- **Appreciation** – Ensure everyone feels heard, valued, & appreciated because every voice matters
- **Community** – Invest in people and strengthen the places we serve
- **Teamwork** – Support the credit union with a cooperative spirit

Is This the Right Fit for You?
If you value collaboration over competition, purpose over profit, and believe in making a difference, MountainCrest Credit Union is the place to serve.

Make a Lasting Difference
Before committing to any volunteer opportunity, it's important to find the right fit—an organization whose values align with your own. If you believe in cooperative principles, community impact, and responsible financial stewardship, we encourage you to consider volunteering with MountainCrest Credit Union.

Our History

MountainCrest Credit Union has provided members with sound financial services and personalized care for over 90 years – with its creation **on June 29, 1934,** and its official founded date of July 12, 1934, under its first iteration, ***Northeastern District Puget Sound Power and Light (P.S.P. & L.) Employees' Credit Union***. This makes it one of the oldest credit unions in existence today, having been created in the same year the Federal Credit Union Act of 1934 was signed into law by President F. D. Roosevelt.

The very first office was a box in a desk drawer at P.S. P. & L.'s location in Everett, Washington. This utility later became the Snohomish County PUD #1, and on February 2, 1950, the credit union's name was changed to reflect that, becoming ***The Snohomish County PUD #1 Employees Credit Union***. On February 26, 1998, the credit union removed "Employees" from its name to better reflect the growing number of PUD family members joining the membership.

All this time, the credit union was growing at higher than national averages in both membership and assets until it had reached over $30 million in assets by 1996. Even with its restricted membership, the credit union prospered. By the late 1990's, the credit union had expanded its field of membership to allow those who lived, worked, or worshipped in a four-county area (Snohomish, Whatcom, Skagit and Island Counties) the ability to join the credit union. By 2007, the credit union had grown to nearly $50 million in assets with strong reserves.

On **May 1, 2008**, Educational Community Credit Union merged into Snohomish County PUD Credit Union and became ***MountainCrest Credit Union.*** This brought the credit union to over $90 million in assets, and nearly 13,500 members. The Arlington Branch was purchased to better support the expanded membership and to include administrative offices for the staff. In 2012, the credit union expanded its field of membership to serve anyone who lives, works, or worships in Washington State.

To this day, MountainCrest Credit Union continues to be a strong, sound financial institution, committed to putting our members first. We have a branch office in both Arlington and Everett with 24 employees, serving over 10,000 members with more than $150 million in assets.

Our Organization

MountainCrest Credit Union operates under a cooperative structure that is rooted in member ownership and guided by strong governance, strategic leadership, and a collaborative team environment. Each level of the organization plays a critical role in ensuring the credit union remains financially sound, member-focused, and operationally effective.

At the foundation of the credit union are our **Members**, who are also the owners of the credit union. Members elect the Board of Directors and Supervisory Committee and play an important role in shaping the direction of the organization through their participation and engagement.

The **Board of Directors**, elected by the membership, provides strategic direction and oversight. The Board is responsible for establishing policies, setting long-term goals, and ensuring the credit union operates in a safe and sound manner while remaining aligned with its mission and values.

Working alongside the Board is the **Supervisory Committee**, which serves as an independent body responsible for oversight of internal controls, audits, and regulatory compliance. This committee helps ensure the integrity and transparency of the credit union's operations.

The **President/CEO** is appointed by the Board of Directors and is responsible for the overall management and performance of the credit union. The CEO implements the Board's strategic vision, provides organizational leadership, and ensures that daily operations align with established goals and policies.

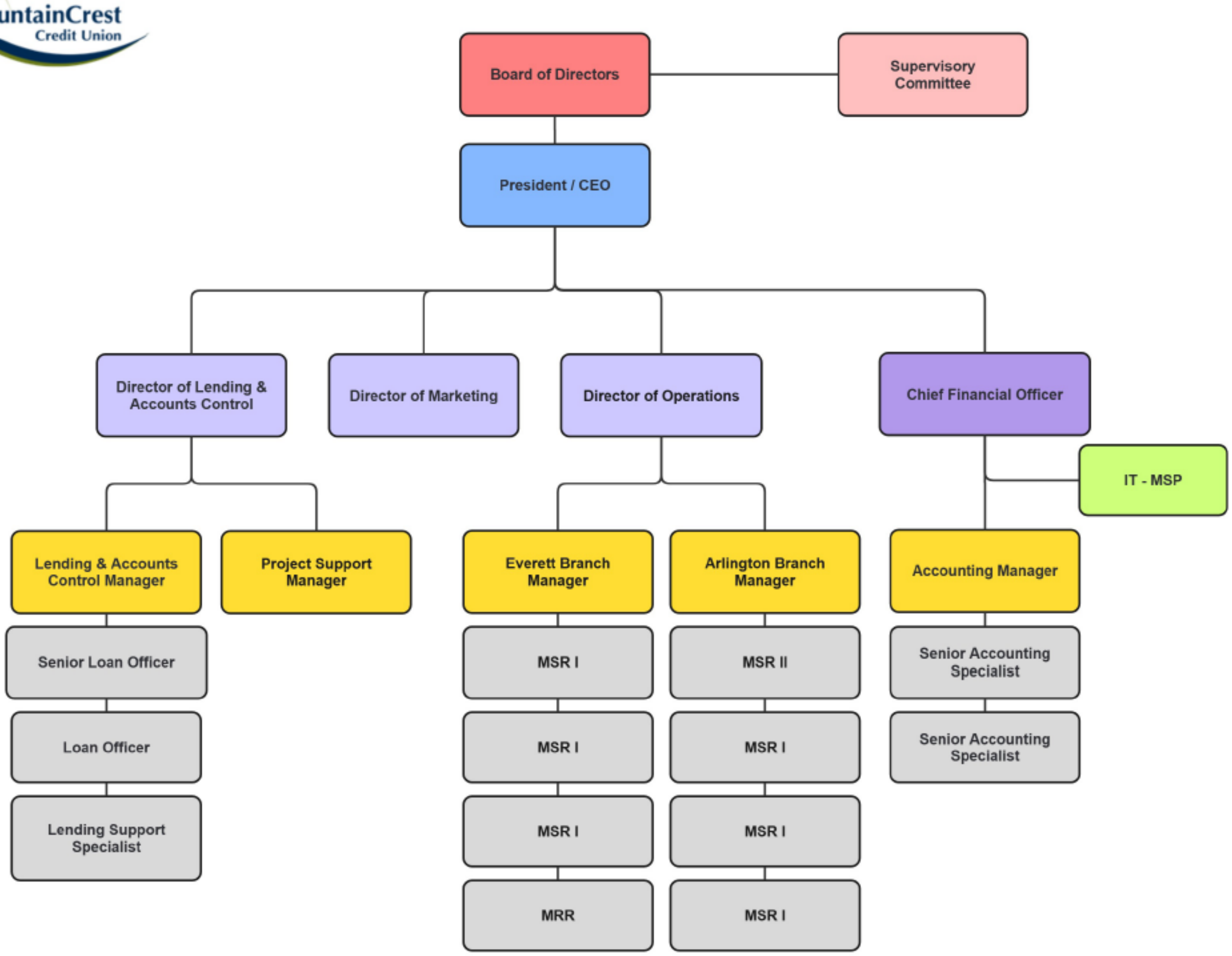
Supporting the CEO is the **Senior Leadership Team**, which includes the Chief Financial Officer, Director of Operations, Director of Lending & Accounts Control, and the Director of Marketing. This team is responsible for developing and executing departmental strategies, managing risk, and driving performance across all areas of the organization.

Beneath the leadership team are the **Managers**, including roles such as Branch Managers, the Lending & Accounts Control Manager, Project Support Manager, and Accounting Manager. These individuals oversee day-to-day operations within their respective areas, lead their teams, and ensure that service standards, operational goals, and compliance requirements are consistently met.

Finally, our **Staff**—including loan officers, member service representatives, accounting specialists, and support personnel—are the front line of the credit union. They deliver exceptional service to our members and uphold the values and reputation of the organization through their work every day.

A detailed organizational chart with employee names can be found in our local shared drive.

Organizational Chart



23 FTE, 0 PTE

Last Revised: 6/2/2026

Guiding Principles

Mission, Vision & Core Values

At MountainCrest Credit Union, we take pride in our guiding principles — our mission, vision and core values. These are what we center around, to ensure that everything we do is in the best interest of our members.

Mission Statement
To serve our members as their trusted home for financial success.

Vision Statement
To grow as a sound, member-focused financial institution by delivering innovative products and personalized services that enhance our members' financial well-being and strengthen the communities we serve.

Core Values

- **Integrity** – Act with honesty, integrity and accountability
- **Members First** – Prioritize the needs and financial well-being of our members above all else
- **Positivity** – Bring positivity, energy, and a little fun to every interaction
- **Appreciation** – Ensure everyone feels heard, valued, & appreciated because every voice matters
- **Community** – Invest in people and strengthen the places we serve
- **Teamwork** – Support the credit union with a cooperative spirit

Board Director – Position Description

A Board Director is one of seven (7) volunteer officials elected by the general membership at a duly called membership meeting, or appointed in accordance with the Credit Union's bylaws, to represent the best interests of the membership. The Board of Directors provides strategic leadership and governance for the Credit Union, establishing its overall direction while ensuring the financial safety, soundness, and long-term success of the organization. The Board of Directors are responsible for overseeing compliance with all applicable laws, regulations, policies, and procedures, and for ensuring the Credit Union operates in a safe, ethical, and compliant manner.

The Board of Directors also play an active role in working with Senior Leadership in the development of the Credit Union's annual strategic plan, annual budget, and the Credit Union's mission and vision statements. In addition, they help uphold the Credit Union's core values, ensuring they are reflected in the actions and decisions of both volunteers and staff.

Eligibility – In order to serve in an official volunteer capacity for the credit union, Board Members must:

- Be bondable by the Credit Union
- Be at least 18 years of age & eligible to vote in Credit Union elections and at membership meetings
- Not be currently employed by the Credit Union and not have been employed within the past two (2) years
- Be a Credit Union member in good standing
- Have no immediate family members employed by the Credit Union
- Have no conflicts of interest or pending/planned legal action against the Credit Union
- Pass a criminal background check and credit check

Key Areas of Responsibility

- ***Strategic Leadership and Planning*** – Setting the credit union's long-term goals, mission & vision
- ***CEO Oversight*** – Hiring, evaluating and setting compensation for the President/CEO
- ***Policies*** – Establishing policies for oversight of credit union operations
- ***Financial Oversight*** – Reviewing financial statements, approving budget & monitoring capital
- ***Risk Management*** – Ensuring adequate internal controls and regulatory compliance

Preferred Skills

- Experience or knowledge in at least one of the following areas: administration, finance, human resources, program development, marketing, information systems technology, legal/compliance, or another supporting area of the credit union.

Time Requirements

- Attend regular monthly meetings of the Board of Directors
- Attend the annual membership meeting
- Attend the annual strategic planning session at an offsite location
- Attend DFI/NCUA or other audit exit review meetings when held
- Attend any other applicable committee meetings

Educational Requirements

- Must have a basic level of financial skills, including the ability to read and understand the credit unions balance sheet and income statement. If these skills are not present at the time of election, the Board Member has 6 months to obtain these skills through provided training from the credit union
- Complete any required training as determined by the Credit Union and/or regulatory requirements
- Be prepared to participate in discussions at the board meeting by reviewing the agenda and the board packet documents provided by Senior Leadership, prior to the monthly meeting
- Participate in board self-evaluation programs, board development workshops, board educational sessions and other educational events that enhance the knowledge and skills as a board member

Powers & Duties

- Set the par value of shares and minimum number of shares required for membership in the Credit Union
- Designate a Principal Operating Officer who will act as President/CEO of the Credit Union, determine the President/CEO's salary, and evaluate the President/CEO's performance annually
- Designate such other officers of the Credit Union as may be deemed necessary by the Board of Directors
- Establish loan policies under which loans may be approved
- Establish the conditions under which a member may be expelled for cause
- Fill vacancies on all Standing and Special Committees except the Supervisory Committee
- Approve the Credit Union's annual operating budget
- Designate those persons or positions authorized to execute or certify documents and records on behalf of the Credit Union
- Perform such other duties as the members may direct

Term of Office

Each Board Director will serve a term of three (3) years, unless the Director resigns, passes away, or is removed under Article V of the Credit Union's Bylaws. Each Board Director's term of office will be staggered. The regular election is held at the Credit Union's annual membership meeting. All vacancies, other than those filled by members at a special membership meeting, will be filled by Interim Directors appointed by the remaining seated Board of Directors.

Supervisory Committee – Position Description

The Supervisory Committee Member is one of three (3) or more volunteers appointed to serve as an independent oversight body for the Credit Union, ensuring that the Board of Directors and Management fulfill their responsibilities in a safe, sound, and compliant manner. The Supervisory Committee is responsible for protecting the interests of the membership by verifying the accuracy and integrity of financial reporting, safeguarding member assets, and ensuring that adequate internal controls and risk management practices are in place.

Serving as an essential system of checks and balances, the Supervisory Committee monitors the actions of the Board of Directors and Management to ensure compliance with applicable laws, regulations, policies, and bylaws. Key responsibilities include overseeing the annual audit process, verifying member accounts, reviewing internal controls to prevent fraud and loss, and evaluating whether financial and operational practices support the Credit Union's long-term stability and member trust.

Eligibility – In order to serve in an official volunteer capacity for the credit union, Committee Members must:

- Be bondable by the credit union
- Be at least 18 years of age & eligible to vote in Credit Union elections and at membership meetings
- Not be currently employed by the Credit Union and not have been employed within the past two (2) years
- Be a Credit Union member in good standing
- Have no immediate family members employed by the Credit Union
- Have no conflicts of interest or pending/planned legal action against the Credit Union
- Pass a criminal background check and credit check
- Not serve on the Credit Union's Credit Committee or Investment Committee

Key Areas of Responsibility

- ***Financial Oversight*** – Oversee the annual audit to ensure accuracy of financial statements
- ***Audit Planning –*** Oversee the internal audit plan and monitor the progress of recommendations made
- ***Internal Controls –*** Monitor internal controls and any conflicts of interest within the credit union
- ***Member Relations*** – Responsible for reviewing and resolving member complaints or discrepancies
- ***Regulatory Compliance –*** Ensure compliance with all federal and state regulations and internal policies

Preferred Skills

- Experience or knowledge in at least one of the following areas: audits, administration, analytics, finance, legal/compliance, fraud prevention, internal controls, regulatory guidance or another supporting area of the credit union.

Time Requirements

- Attend regular quarterly meetings of the Supervisory Committee
- Attend the annual membership meeting
- Attendance at the monthly Board of Directors meetings is not required but highly recommended
- Attend the annual strategic planning session at an offsite location (not required but highly recommended)
- Attend DFI/NCUA or other audit exit review meetings when held (not required but highly recommended)

Educational Requirements

- Must have a basic level of financial skills, including the ability to read and understand the credit unions balance sheet and income statement. If these skills are not present at the time of election, the Supervisory Committee member has 6 months to obtain these skills through provided training from the credit union
- Be prepared to participate in discussions at the Supervisory Committee meetings, and thoroughly review SC meeting packet information prior to each meeting
- Complete any required training as determined by the Credit Union and/or regulatory requirements
- Participate in development workshops, educational sessions and other educational events that enhance the knowledge and skills of the Supervisory Committee member

Powers & Duties

- Keep fully informed of the financial condition of the Credit Union
- Keep fully informed as to those decisions made by the Credit Union's Board of Directors
- Perform or authorize an annual audit of the Credit Union, and report the findings of the audit, along with any recommendations, to the Credit Union's Board of Directors
- Make a report to members at the Credit Union's annual membership meeting
- Perform membership account verification procedures every 2 years
- Maintain, monitor, and protect the safety and soundness of the credit union and its assets
- Ensure there is an effective process in place to receive and review member complaints and concerns and that they are responded to in a timely manner
- Actively participate and contribute to the assignments of the committee such as the annual work plan, loan audits, report reviews, and record-keeping
- Act in good faith and in a manner that is in the best interest of the membership

Term of Office

Each Supervisory Committee member will serve a term of three (3) years, unless the Committee member resigns, passes away, or is removed under Article VI of the Credit Union's Bylaws. Each Supervisory Committee member's term of office will be staggered. The regular election is held at the Credit Union's annual membership meeting. All vacancies, other than those filled by members at a special membership meeting, will be filled by Interim Committee members appointed by the remaining seated Supervisory Committee members.

Associate Director – Position Description

An Associate Board Director (Associate Director) is a volunteer appointed by the Board Chairman, with approval from the Board of Directors, to participate in the Associate Director Program. This role is designed to develop future volunteer leaders by providing exposure to the governance, strategy, and operations of the Credit Union. Associate Directors serve as non-voting participants who support the Board while gaining the knowledge and experience necessary to potentially serve as a future Board Director or Supervisory Committee member.

Associate Directors contribute to the Credit Union by participating in discussions, engaging in committee work, and supporting strategic initiatives, while observing and learning the responsibilities of Board governance. Although they do not have voting authority, Associate Directors are expected to actively engage, ask thoughtful questions, and demonstrate a commitment to the Credit Union's mission, vision, and core values.

This role provides a structured pathway for volunteer development and succession planning, helping ensure the long-term strength and continuity of the Credit Union's leadership. As an Associate Board Director, you are not expected to carry the full responsibilities of a voting Director—but you are expected to show the same level of professionalism, curiosity, and commitment. This role is an opportunity to learn, contribute, and demonstrate your readiness for future leadership, while helping advance the Credit Union's mission to serve its members as their trusted home for financial success.

Eligibility – In order to serve as an Associate Director for the credit union, Associate Directors must:

- Be bondable by the Credit Union
- Be at least 18 years of age & eligible to vote in Credit Union elections and at membership meetings
- Not be currently employed by the Credit Union and not have been employed within the past two (2) years
- Be a Credit Union member in good standing
- Have no immediate family members employed by the Credit Union
- Have no conflicts of interest or pending/planned legal action against the Credit Union
- Pass a criminal background check and credit check
- Be able to attend monthly board meetings and unless reasonably excused, not be absent for more than 3 regularly scheduled board meetings in a 12-month period

Expectations

- Attend and actively participate in regular Board meetings
- Review Board materials in advance and come prepared for discussions
- Participate in training sessions, workshops, and orientation opportunities
- Maintain strict confidentiality of all Credit Union and member information
- Provide feedback and insights when appropriate

Preferred Skills

- Experience or knowledge in at least one of the following areas: administration, finance, human resources, program development, marketing, information systems technology, legal/compliance, or another supporting area of the credit union.

Time Requirements

- Attend regular monthly meetings of the Board of Directors
- Attend other applicable committee meetings as assigned
- Encouraged to attend the annual membership meeting
- Encouraged to attend the annual strategic planning session at an offsite location
- Encouraged to attend DFI/NCUA or other audit exit review meetings when held

Educational Requirements

- Develop a basic understanding of financial statements, including the balance sheet and income statement
- Participate in orientation and ongoing educational opportunities provided by the Credit Union

Authority & Limitations

- Associate Directors are **non-voting members** of the Board
- Participate in discussions but do not vote on Board actions
- Serve in a developmental and advisory capacity only

Term of Service

Associate Directors are appointed for a one (1) year term and serve at the pleasure of the Board. Appointment does not guarantee future nomination, election, or appointment to the Board or Supervisory Committee. Terms may be renewed annually upon approval. Associate Directors may be removed at any time if it is determined to be in the best interest of the Credit Union.

Volunteer Application

Thank you for your interest in serving on our Board of Directors or Supervisory Committee. Your interest in the position shows your commitment to guide the credit union and ***serve our members as their trusted home for financial success***! Please complete the application below and submit to us at volunteerapplications@mountaincrestcu.com

Personal Information

Name: ____

Phone Number: ______________________ Email: ______________________

Address: ____

Best way to contact you: ☐ Phone ☐ Email Best time to reach you: ______________________

Eligibility

Which position(s) are you interested in? ☐ Associate Director ☐ Board of Directors ☐ Supervisory Committee

Are you a member of MountainCrest Credit Union? ☐ Yes ☐ No Member Number: ______________________

Have you ever been convicted of a crime, felony, fraud or theft? ______________________

Qualifications

List your skills and professional/educational background you feel would make you a qualified volunteer candidate:

____

____

____

Employment

Employment Status: ☐ Employed ☐ Retired ☐ Not Employed

Employer Information: ______________________ Start Date: ______________

Position / Title: ______________________ End Date: ______________

Please describe why you want to serve as a volunteer for the credit union: ___________________________________

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____

References

Name______________________________ Relationship__________________ Phone Number___________________

Name______________________________ Relationship__________________ Phone Number___________________

Acknowedgement

By signing below, I acknowledge that the information entered on this form is true and correct and that I am a member in good standing of MountainCrest Credit Union. If elected to the MountainCrest Credit Union Board of Directors or Supervisory Committee, I agree to abide by and support the credit union's mission, vision, core values, bylaws, policies and procedures. The Credit Union has my permission to verify the information I have provided on this application through a background check, credit check or other necessary means.

I understand that to be eligible to join the MountainCrest Credit Union Board of Directors or Supervisory Committee that I must:

- Be bondable by the credit union
- Be at least 18 years of age
- Be eligible to vote in Credit Union elections and at membership meetings
- Not be currently employed by the Credit Union
- Have not been an employee of the Credit Union or its subsidiaries for the past 2 years

____ ___________________________

Signature Date