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Solarity Credit Union Wins Awards for Community Service and Member Engagement

YAKIMA, WA. (October 21, 2016)--Solarity Credit Union received the Dora Maxwell Social Responsibility Community Service Award and the Louise Herring Philosophy-in-Action Award at the Northwest Credit Union Association's (NWCUA) annual MAXX Convention in SeaTac, WA.

The Dora Maxwell Social Responsibility Community Service Award is given to credit unions for exemplary service to their local community. Solarity's Employee Community Partner program, which empowers employees to provide much needed support for non-profit organizations around Central Washington, was honored as this years' recipient.

Every two years, Solarity members and employees vote for a local non-profit group that will receive support, both through donations and volunteered time. For 2014-15, Solarity members and employees voted for Rod's House, an outreach center for homeless youth in Yakima, and donated over \$22,000. For 2016-17, the YWCA of Yakima was voted as the new Solarity Employee Community Partner.

"Solarity Credit Union again set an exemplary example of outstanding community service," noted Troy Stang, NWCUA President and CEO. "Because credit unions are not-for-profit cooperatives owned by their members, that community service DNA is very real. Solarity walks the talk in the most effective way."

Solarity also received the Louise Herring award for its work on improving the member experience. The Louise Herring Philosophy-in-Action Award is given to credit unions that show practical applications of the credit union "people helping people" philosophy.

Solarity launched a member experience survey program in which members receive an electronic survey after a transaction. Once a survey is received, a Member Outreach Representative reaches out to every survey to thank the member for their helpful feedback and to better understand their interaction with Solarity. Because of the great feedback from their members, changes or improvements have already been put into action.

"I am so proud to be part of an organization that asks our members for their feedback and then acts on the information we receive. We don't simply 'send a survey', we open the door for communication by reading and personally responding to every survey we receive. We truly care

about our members and we are honored to be recognized by the NWCUA.” Mandy Olson, Member Outreach Representative.

The vision at Solarity Credit Union is to create extraordinary experiences for their members at every interaction. Solarity recognizes how important member satisfaction is and puts members’ needs at the forefront of the organization.

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About Solarity Credit Union:

With over \$1 billion in assets under management, Solarity Credit Union’s digitally focused community-centric co-op currently serves more than 50,000 members and offers a comprehensive range of products and services to meet ever-evolving financial needs. Membership is open to everyone who lives, works, worships, or attends school within a Washington State school district. Visit solaritycu.org today.

To learn more about Solarity and their community involvement go to: solaritycu.org/give-back/