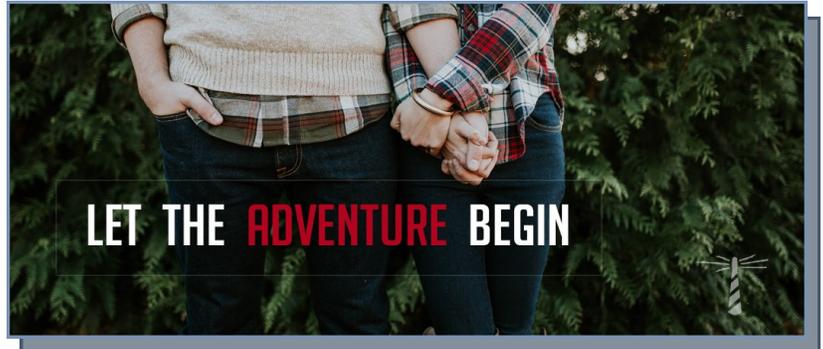


A New “Home Sweet Home” for LHCCU

Your Board of Directors has been very busy since our spring Annual Meeting and we wanted to share some exciting new changes.

First, we are moving to a new, convenient location featuring the same personal service you have come to expect. Plus, plans for the next two years include additional branch locations and new and improved financial products and programs to serve you better.



In early 2018, we will be closing our long-time branch in the industrial area just west of downtown Vancouver and opening a new branch in a brand new building complex at the corner of 4th Plain and Fruit Valley Road. In addition to having more space and a Learning Center, we will also have new neighbors.

The Clark County Food Bank will be opening a new pantry with plans to add a food prep/education center in the future. The Minit Mart is also undergoing a complete remodel; when finished, prepared hot foods will be available for pick-up and an expanded selection of traditional grocery items will be offered.

If this isn't enough, LHCCU is welcoming a new affiliate that will provide expanded financial classes, counseling and programs in the Learning Center that we will share with the Food Bank.

A Greater Emphasis on Member Services and Community Outreach & A New Face Leading Credit Union Services



Let's face it, we all love the LHCCU team. They make us feel like part of the family. Together they have spent more than 35 years working with LHCCU members to achieve your financial goals and navigate the ins and outs of a changing industry.

As we grow, some staff are taking on new roles. Lori and Lynn are going to help us create and grow our new **Member Outreach**

Department by focusing on membership retention and growing our member relationships. Starting in 2018, Lori will become our first Director of Member Services and Lynn will remain our Director of Development, support branch administration.



As a result of these changes, please welcome **Jennifer Small**, our newest LHCCU team member. Jennifer will be taking over the day-to-day management of LHCCU branch operations and overseeing the Fruit Valley move. Her title is Senior Vice President/Branch Manager. Jennifer is a graduate of Western Washington University with a Bachelor of Arts in Psychology. She has worked in the financial services industry for 14 years, most recently with **Columbia Credit Union**. Her background includes credit union staff training, branch management, human resources and operations. She currently serves as a chapter representative on the Board of the Southwest Washington Chapter of Credit Unions. She and Lori and Lynn are already working together on several projects. All the familiar faces will still be here at LHCCU and we are looking forward to seeing you at our *new location* in the new year.



Jennifer Small
Sr. VP / Branch Manager

Better, Faster Communication to You That Saves \$\$ Too



We are about to launch a monthly **eBlast** newsletter to keep you up-to-date on what's happening at LHCCU and how you can stay involved. Once a month we'll let you know about special promotions; the new branch and its opening festivities; new products and services; our Learning Center program schedule and much more. If you are receiving this via email, but wish to have this sent to another

address, please let us know by emailing us at Lighthouse@lhccu.com. Don't worry, we won't fill up your inbox with too many emails. It saves on paper and postage costs, which means more resources to invest for you. If you would prefer to receive these communications through the mail, please let us know that too by calling 360.694.8329 to verify your mailing address.

 JENNIFER SMALL  LORI OLSEN  LYNN HEITZ

*There is much to be thankful for during this season of thanksgiving. We want you to know how much we appreciate your membership and loyalty to **Lighthouse Community Credit Union**. Wishing you and your family the best holiday season.*

