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# 2018 ANNUAL REPORT

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**First**  **Tech**<sup>®</sup>  
federal credit union

INVEST IN *you.*



Equal Housing  
Opportunity

Federally insured  
by NCUA



INVEST IN *you.*





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## TABLE OF CONTENTS

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4–5	Investing in Our Members <i>A message from Greg Mitchell and Dotty Hayes</i>
6	2018 Board of Directors
7	Invest In You
8–9	Financially strong, safe and sound: A financial overview
10–11	Supervisory Committee Statement: <i>A message from Tom Gifford</i>
12	Statement of Financial Condition
13	Statement of Income
15	Introducing our Cedar Hills location
16	Meet our scholarship recipients
17	Employee spotlight: <i>Meet Julian Jimenez</i>
18	People helping people
19	Partnering with Free Geek
20–25	Investing in our communities
26	Investing in our future

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## Investing **IN OUR MEMBERS**

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A message from Greg Mitchell and Dotty Hayes

As we celebrate another strong year serving members like you, we want to start by thanking you for your continued trust and loyalty. Your success is our success, and in 2018, we accomplished a lot together.

As a member owned and operated cooperative, it remains our top priority to deliver exceptional experiences and value to you and the many prospective members we hope to serve. That's why we take our role seriously as financial stewards for you and your family. Our success is determined by our ability to consistently deliver amazing experiences, drive value and enhance financial security for you and your family. We hope that you view First Tech as a trusted friend and partner that "has your back" in all financial matters. As the leading credit union serving America's technology sector and other innovative companies, we maintain an obligation to continue innovating to remain relevant. Through the development and implementation of new tools, technologies, products and staff expertise, we'll make it easier for you to manage your money and achieve your financial dreams. 2018 was another year of positive achievement for First Tech in the areas that matter most: our members, our employees and our growth as an organization.

### Here are a few key successes:

- We originated \$3.83 billion in new loans while helping 4,109 members buy homes and 27,694 members buy cars
- We welcomed over 63,000 new members, bringing our First Tech family to nearly 560,000 members strong
- We increased assets by 6.9%, reaching \$12.2 billion in total assets
- We maintained strong member sentiment in many of our products and channels while also earning national recognition for our improved mobile banking solutions

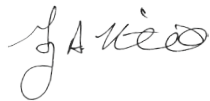
- We retained our ranking as the nation's largest credit union financial advisory business through Addison Avenue Investment Services, and achieved strong growth in our insurance agency
- Our employees contributed 30,755 hours of service to our communities and we gave back more than \$3 million to support education, research and innovation

**We know the best is yet to come!**

In 2019 we expect continued growth in assets, membership, and our employer sponsor relationships. We remain committed to delivering enhanced solutions to serve your financial needs with the absolute best possible experience we can deliver.

Thank you again for being part of our family and for engaging with us as we continue our journey to be America's most admired credit union. We invite you to review our Annual Report to learn about our collective impact in 2018.

Sincerely,



**Gregory A. Mitchell**

President and CEO



**Dotty Hayes**

Chair, 2017 Board of Directors

## 2018 BOARD OF DIRECTORS



**Dotty Hayes**  
Chairman; Chair,  
Executive Committee



**Tony Backes**  
Vice-Chairman



**Jeff Hank**  
Treasurer; Chair,  
Enterprise Risk Committee



**Craig Nordlund**  
Secretary; Chair,  
Nominating and Governance  
Committee



**Tom Gifford**  
Director; Chair,  
Supervisory Committee



**Greg Gillas**  
Director; Chair,  
Compensation and Benefits  
Committee



**Shola Aluko**  
Director



**Margaret Arakawa**  
Director



**Kathy Farmer**  
Director



**Peter Horadan**  
Director



**Mark Plastino**  
Director

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# INVEST IN *you.*

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First Tech isn't a bank.

We're your financial partner that helps you open doors, inspire plans and provide security.

That means delivering personalized member services to help you jumpstart your financial goals. It means helping you go further with your money at every stage of your life. We don't do all of this for stockholders, because we don't have them. We do it for you. You are a member and an owner.

We put our time, money, passion, experience, smarts, elbow grease, and whatever else we can muster up to work for you. We're invested in our members, employees and communities, and that commitment drives everything we do.

Join us and invest in the future that you want to have, that you should have, and that you will have.

**Invest in becoming the best version of yourself.**

INVEST IN *you.*





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Financially  
**STRONG, SAFE AND SOUND**

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9.56%

7.00%

First Tech

Well-Capitalized  
Credit Union



As your financial cooperative, we exist to serve all of your financial needs. To do that, we must remain safe, sound and secure.

For the year, assets grew by 6.9%, reaching \$12.2 billion at year end. We had a strong lending year with loans growing by 5.4%, reaching \$8.9 billion at year end. We maintained our strong credit quality, as evidenced by our delinquency ratio (loans 60 days delinquent or greater to total loans) of 0.37%. We also remained a safe harbor for your savings, with total deposits increasing by 7.2%, reaching \$8.7 billion at year end.

Through earnings of \$123.3 million, we increased our regulatory capital to \$1.2 billion or 9.56% of assets. To put this in context, our regulator, the National Credit Union Administration (NCUA), considers a credit union to be well capitalized if its regulatory capital ratio or PCA capital ratio exceeds 7%. We have \$312.4 million in surplus capital to both ensure we remain safe and sound and to support future growth.

We thank you for partnering with us for your financial needs. You are the reason we exist, and our success depends on your success!

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## Supervisory Committee **STATEMENT**

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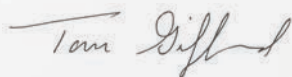
The Supervisory Committee of First Tech Federal Credit Union provides independent monitoring and review of the Credit Union's operations, procedures, internal controls and management on behalf of the membership.

In fulfilling statutory duties and obligations to safeguard member assets, the Supervisory Committee's primary responsibilities include overseeing the completion of the independent external financial audit of the financial statements and records of the Credit Union and verification of member accounts, as well as should be reviewing the control structures of the Credit Union; ensuring ongoing reviews of closed accounts; directing the internal audit function; and attending monthly Board of Directors' meetings.

To accomplish these responsibilities, First Tech Federal Credit Union's Supervisory Committee relied on the services of Deloitte and Touche LLP to conduct the independent audit of First Tech Federal Credit Union's consolidated financial statements as of December 31, 2018 and to complete a verification of member accounts for the same period. The Committee further relied on the services of the Credit Union's Internal Audit department and the firm of Crowe Horwath, LLP to provide internal audit services.

In addition, in 2018 our government regulator, the National Credit Union Administration (NCUA), conducted our annual regulatory exam. None of the audits or exams raised material issues or contained findings that resulted in management disagreement.

It is the conclusion of the Supervisory Committee that First Tech Federal Credit Union operated in a safe and sound financial manner and that the assets of the membership are being effectively safeguarded. I would like to thank each of our Committee Members for their volunteered time and committed efforts during the past year.



**Tom Gifford**  
Chairman, Supervisory Committee



# Consolidated Statement of FINANCIAL CONDITION

First Tech Federal Credit Union

As of December 31, 2018

**Assets****(Dollars in Thousands)**

Cash and cash equivalents	\$183,884
Investments:	
Available for sale	2,359,777
Other	97,283
Loans held for sale	61,723
Loans, net of allowance for loan losses	8,931,466
Accrued interest receivable:	
Loans	25,939
Investments	7,232
Federal Home Loan Bank (FHLB) stock	68,931
Prepaid and other assets	188,451
Property and equipment, net	99,442
NCUSIF deposit	73,887
Goodwill	74,237
Intangible assets, net	7,255
<b>Total Assets</b>	<b>\$12,179,507</b>

**Liabilities and Members' Equity**

Members' share and savings accounts	\$8,674,552
Borrowed funds	2,220,606
Accounts payable and accrued liabilities	113,416
<b>Total Liabilities</b>	<b>11,008,574</b>

**Members' Equity**

Regular reserves	76,883
Undivided earnings	849,874
Equity acquired through merger	300,000
Accumulated other comprehensive income/(loss)	(55,824)
<b>Total Members' Equity</b>	<b>1,170,933</b>

**Total Liabilities and Members' Equity****\$12,179,507**

# Consolidated Statement of INCOME

First Tech Federal Credit Union

For the year ended December 31, 2018

Interest Income	(Dollars in Thousands)
Loans	\$373,176
Investments	78,770
<b>Total interest income</b>	<b>451,946</b>
<b>Interest Expense</b>	
Members' share and savings accounts	59,393
Borrowed funds	50,554
<b>Total interest expense</b>	<b>109,947</b>
<b>Net Interest Income</b>	<b>341,999</b>
Provision for loan losses	41,741
<b>Net interest income after provision for loan losses</b>	<b>300,258</b>
<b>Non-Interest Income</b>	
Interchange income	35,335
Sales of insurance and investments products	29,317
Fees and service charges	13,733
Mortgage servicing revenue, net	8,123
Gain on sale of loans	14,842
Gain on sale of investments, net	276
Other income, net	11,152
<b>Total non-interest income</b>	<b>112,778</b>
<b>Income before non-interest expense</b>	<b>413,036</b>
<b>Non-Interest Expense</b>	
Compensation and employee benefits	148,474
Loan servicing (includes lending costs)	34,561
Professional and outside services	41,654
Marketing and promotional	8,673
Office operations	27,414
Office occupancy	17,786
Other expense	11,157
<b>Total non-interest expense</b>	<b>289,719</b>
<b>Net income</b>	<b>\$123,317</b>

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*While our numbers may tell an impressive story, we believe the stories that can't be quantified often best capture who we are and why we do what we do.*



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## Introducing our **CEDAR HILLS LOCATION**

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Our relationship with our members goes beyond the transactional. In order to be the best financial partner with the tools for our members to succeed, we looked beyond the traditional bank branch to a member experience center that promotes bigger-picture financial wellness. This vision came to life with the opening of First Tech's newest location in Cedar Hills, Beaverton, Ore.

The new Cedar Hills location was reinvented to meet the evolving needs of First Tech's digitally savvy members, combining state-of-the-art technology with world-class service. As soon as you walk in the door, the immersive experience encourages members to pause, evaluate their financial goals and plan their financial future.

**“** *When we set out to create this new branch, we asked ourselves how we could evolve the branch experience to best serve our members in their busy, fast-paced lives.*

“When we set out to create this new branch, we asked ourselves how we could evolve the branch experience to best serve our members in their busy, fast-paced lives,” said Brad Calhoun, chief retail and marketing officer at First Tech. “We aren’t aware of any other financial institution offering this type of dynamic member service, and we look forward to serving our members in this new and innovative way.”

A host of banking services—including face-to-face, digital and self-service options—encourages members to take care of their banking needs in the way that best suits them. In addition to First Tech employees who greet and assist members at the door, interactive tables were installed around the branch to invite visitors to share their financial goals and dreams. The responses have showcased the community's reflections on financial priorities and wellness. Additionally, the new space houses active member stations to learn about various digital banking offerings, as well as private member suites to have deeper conversations about financial wellness and goals with specially trained staff members.

The Cedar Hills branch location is more than a place to make a deposit or apply for a loan. The new features are designed to help members with their day-to-day financial transactions while also sharing inspiration and opportunities for bigger-picture conversations and financial planning.



## Meet our SCHOLARSHIP RECIPIENTS

This year marked the 10th anniversary of our annual scholarship awards. For a decade, we've supported our members' educational dreams by awarding more than \$325,000 to 128 college-bound students. These recipients have used these funds to attend more than 65 different colleges and universities across the country. We're passionate about helping students achieve their dreams by providing financial support to help offset the costs of higher education.

"We are honored to help our members achieve academic success and build the foundation for the next generation of leaders, thinkers and innovators," said Greg Mitchell, president and CEO. "It's inspiring to see the hundreds of scholarship applications we've received from First Tech members around the world who are working to create a brighter future for our communities—we're thrilled to be able to support their educational aspirations."

In continuation of this tradition, we awarded \$60,000 in scholarships to 12 students across the country who showcased determination, high academic achievement and involvement within their communities in 2018. Five of the 12 scholarships were presented to students with science, technology, engineering and mathematics-focused majors. Five of the scholarships were given to students with various areas of study including international relations, business, economics, education and psychology. The two final scholarships were awarded to family members of our employees.

All of these members demonstrate a strong community commitment and personal and academic success, which is why we're proud to continue to invest in our scholarship program. We can't wait to see what these leaders of tomorrow will do.

### 2018 RECIPIENTS

- **Adrienne Russell**  
*Brigham Young University*
- **Anna Antich**  
*Mount Hood Community College*
- **Ashley Stanton**  
*Pacific University*
- **Elvira Sadoma Harris**  
*California State University, Sacramento*
- **Emma Babcock**  
*Corban University*
- **Jacob Schroeder**  
*Vanderbilt University*
- **Joshua Evans**  
*The University of Texas at Austin*
- **Juliette Caughey**  
*William Jessup University*
- **Kathleen Breitling**  
*Oregon State University*
- **Maya Friedman**  
*Tulane University*
- **Samuel Hernandez**  
*Pomona College*
- **Shiloh Curtis**  
*Massachusetts Institute of Technology*

## Employee spotlight

# MEET JULIAN JIMENEZ

When Julian Jimenez started at First Tech, he thought he was moving too fast and needed a change.

He stuck with it and found his calling in the process, creating an impactful career for himself and making our credit union a better place.

Julian joined First Tech as a teller at the Nimbus Experience Center. New to the financial industry, he came from a fast food service job and remembers struggling to adjust to assisting members and the variety of financial needs at the branch. He had great service skills, but he was looking for a better way to use them.

He pursued a job with Credit Card Services, where he learned new skills and familiarized himself with the credit union for two more years. He worked his way to a position as a Senior Associate of Deposit Operations in 2014, where he developed his passion and talent for protecting our members. Two years later, he found his current home as an Investigator for Bank Secrecy Act Compliance, and has been keeping our members and their accounts secure ever since.

Julian has found his niche both on the Compliance team and in the Hillsboro community. With the help of First Tech—and his wife, Sohely, who acted as a study partner every night—Julian was able to pass the Certified Anti-Money Laundering Specialist (CAMS) exam and acquire his CAMS Certification in November 2018. He's also sharpening his data and analytics skills by learning SQL, a database language system. Julian was involved in the implementation of Actimize, a new fraud protection program, and his SQL knowledge is helpful for testing Actimize and identifying efficiencies, inefficiencies and trends in the system.

"First Tech has helped me build a huge network where I can work with lots of teams and help in lots of ways," Julian said.

On top of helping First Tech deliver unrivaled service for our members, Julian is dedicated to his family and his community. He has a 9-year-old daughter, Emma, who acts as his helper around the house while he restores his deck and some furniture for an ongoing home renovation project. He was also selected to be a part of First Tech's Employee Volunteer Council, which led him to lend his time helping with backpack builds, the food bank and a community garden in Forest Grove, among other volunteer projects.



“

*First Tech has helped me build a huge network where I can work with lots of teams and help in lots of ways.*



## People HELPING PEOPLE

### EMPLOYEE GIVING MATCH

Whether it's supporting local schools, community food pantries or furry friends, First Tech's annual employee giving match provides employees the opportunity to increase their giving dollar-for-dollar throughout the year to maximize their impact to organizations they care about.

Total donations + matching:

**\$138,170**

Number of organizations supported:

**236**

### VOLUNTEER GRANTS

Our employees go above and beyond to build connections within their community through volunteerism. The Volunteer Grant program recognizes those champions and empowers them to deepen their efforts through \$100 grants that can be leveraged to qualifying nonprofit organizations of their choice.

Volunteer grants:

**\$7,700**

### VOLUNTEERING

Giving back is part of who we are at First Tech—with more than 90% participation in employee volunteer programs, our team members truly understand the importance of donating their time and dollars to organizations making a difference. In 2018, employees gave their time through delivering STEM education at local elementary schools, building activity kits for children receiving treatment at children's hospitals, stuffing tote bags full of food to ensure no child goes hungry, and so much more.

**30,755** total volunteer hours

**180** volunteer events

**79** organizations supported

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## Partnering with **FREE GEEK**

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We're committed to building strong relationships with community partners that create an inclusive space where the next generation can visualize themselves in STEM (science, technology, engineering and math) careers and have the tools they need to realize their dreams. This is why we've teamed up with an anchor of the Portland tech community and longtime Select Employer Group, Free Geek, to bridge the growing digital divide, provide access to technology and build a more diverse STEM pipeline. We're proud to support Free Geek's Plug into Portland program, where youth volunteer to earn a refurbished computer and then learn how to use, troubleshoot and repair it, building a foundation of digital literacy and STEM-based skills.

“ *First Tech supports us at all levels of our mission.* ”

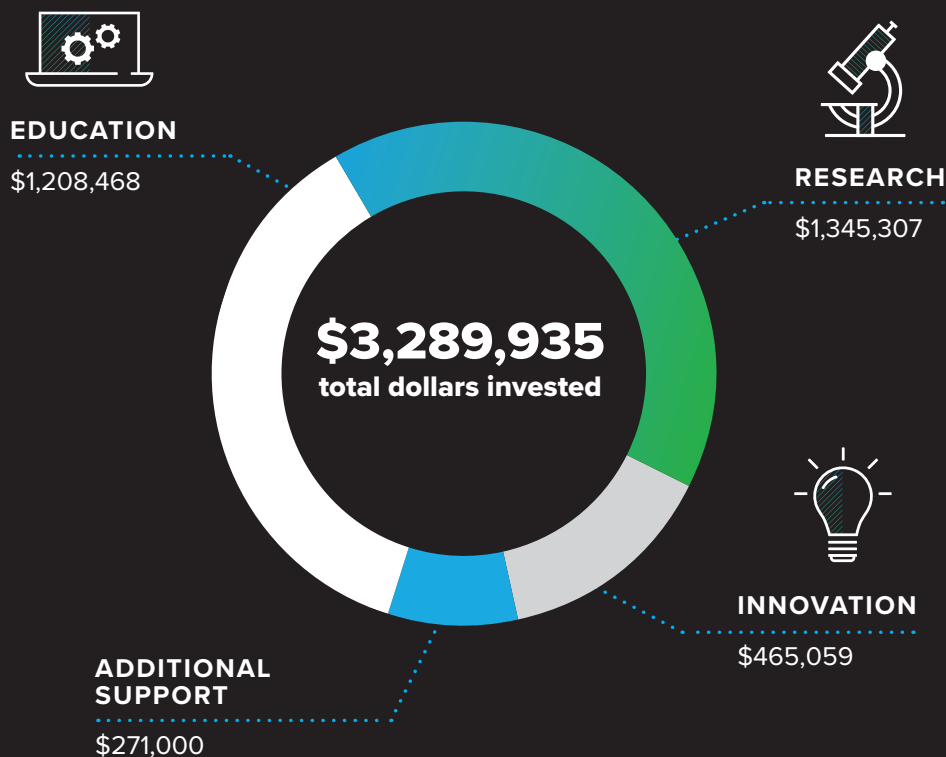
“First Tech supports us at all levels of our mission,” says Sara Rasmussen, Digital Inclusion Manager with Free Geek. “Technology access is fundamental to academic success and, later on, economic opportunity, for all kids. By providing this support to young people, we’re opening a door. First Tech has made it possible for us to grow and improve the Plug into Portland program and allow us to develop innovative solutions for helping even more kids.” Through our partnership, the Plug into Portland Program has provided more than 100 computers to young people in our community, and plans for program growth are underway.

Beyond providing funding for Plug into Portland, First Tech employees also lend their skills to Free Geek, volunteering hundreds of hours to ensure kids have the tools they need to innovate and succeed in a vibrant digital future. And we’ve also donated more than 3,900 pounds of technology, which Free Geek has refurbished and put back out into the community for local individuals and nonprofit organizations. Together, we’re making a difference for our community today and helping to build a vibrant future for tomorrow and beyond.

## OUR COMMUNITY FOCUS

First Tech's community programs direct our dollars and time to organizations that support the next generation of leaders, thinkers and innovators. Our partners provide programs and services for children and families, ensuring that children have the tools they need to learn, be healthy and succeed. We fund the future.

In 2018, we invested more than \$3.2 million into our local communities—providing access to STEM education to underserved communities, driving medical research and innovations in care and underwriting new programs to address the most urgent needs of children and families.



### EDUCATION

We focus on helping underserved communities build the infrastructure and resources to think creatively, problem-solve and innovate—to succeed today and lead tomorrow.



### RESEARCH

Supporting our future leaders means keeping them healthy and leveraging technology, research and innovation to fuel breakthroughs in medical treatments and cures.



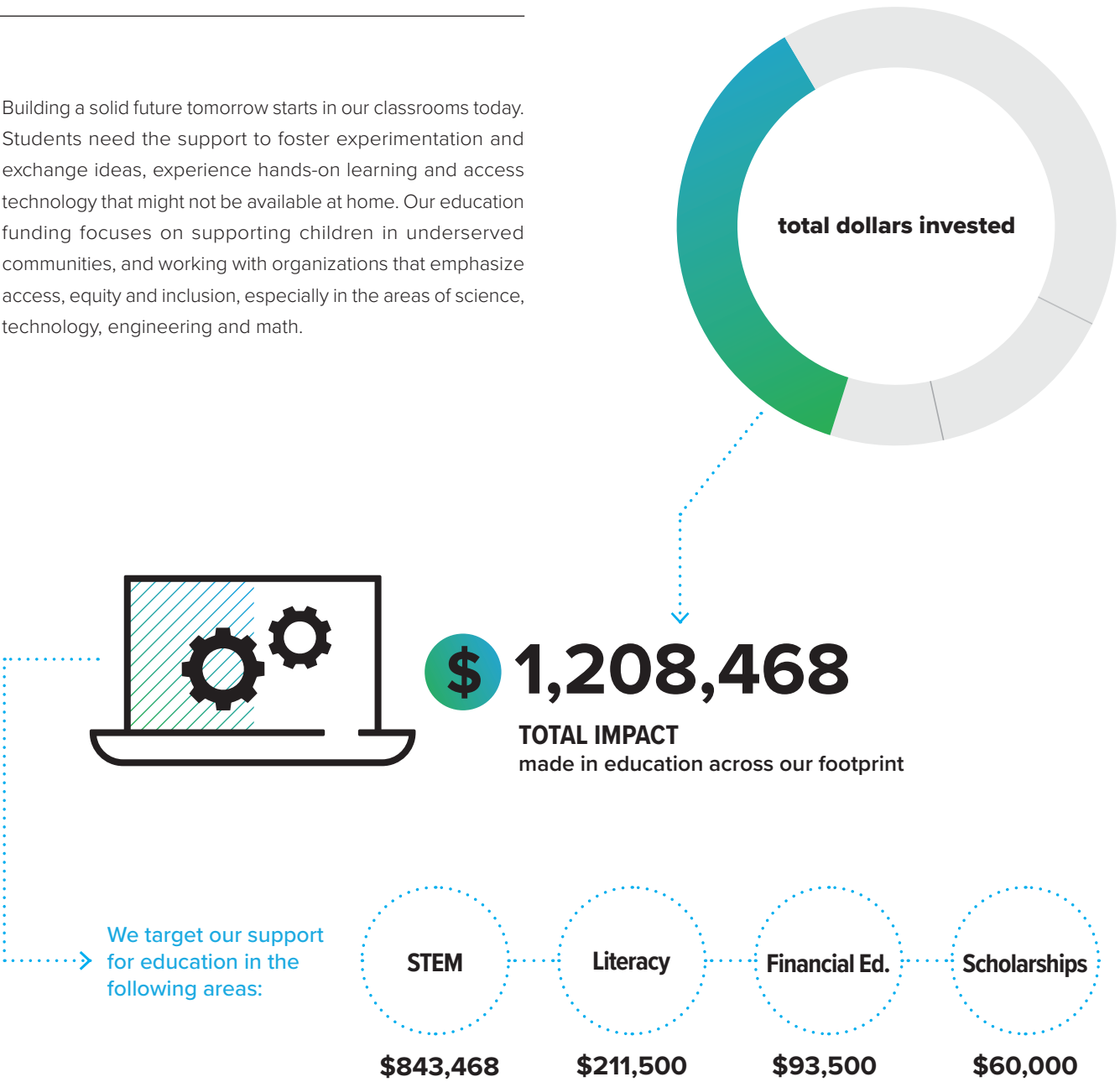
### INNOVATION

We support innovative solutions to our communities' most pressing needs—removing access barriers and ensuring children and families have the food, shelter and safety they need to learn, grow and thrive.

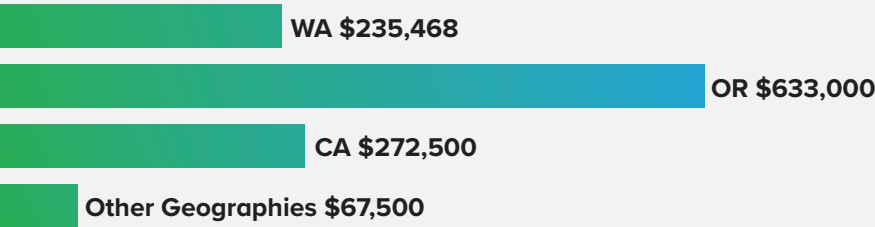


# EDUCATION

Building a solid future tomorrow starts in our classrooms today. Students need the support to foster experimentation and exchange ideas, experience hands-on learning and access technology that might not be available at home. Our education funding focuses on supporting children in underserved communities, and working with organizations that emphasize access, equity and inclusion, especially in the areas of science, technology, engineering and math.

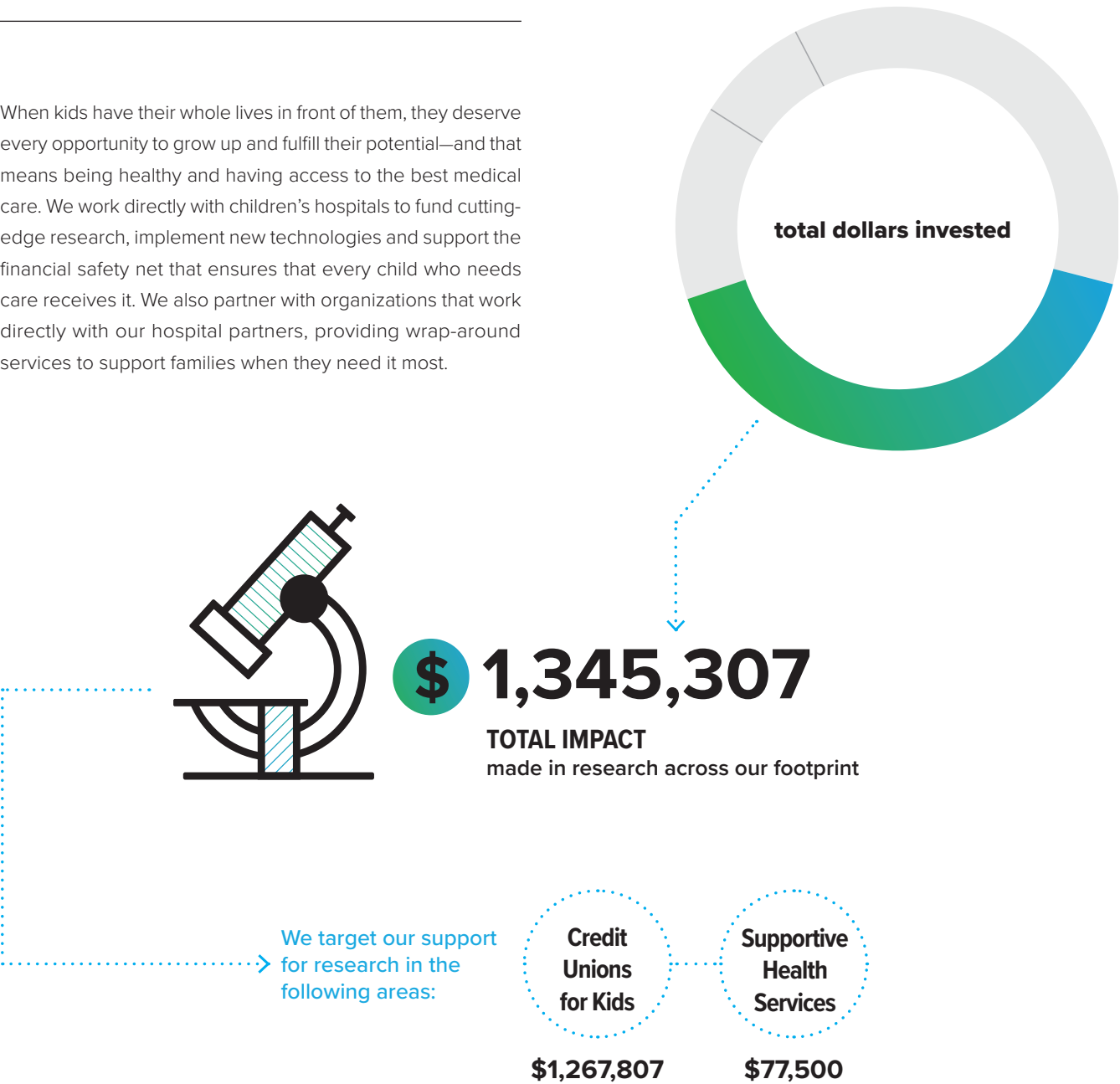


**TOTAL IMPACT**  
made in education  
for each state

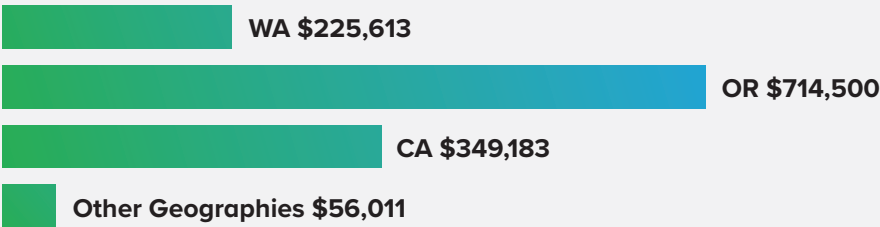


# RESEARCH

When kids have their whole lives in front of them, they deserve every opportunity to grow up and fulfill their potential—and that means being healthy and having access to the best medical care. We work directly with children’s hospitals to fund cutting-edge research, implement new technologies and support the financial safety net that ensures that every child who needs care receives it. We also partner with organizations that work directly with our hospital partners, providing wrap-around services to support families when they need it most.

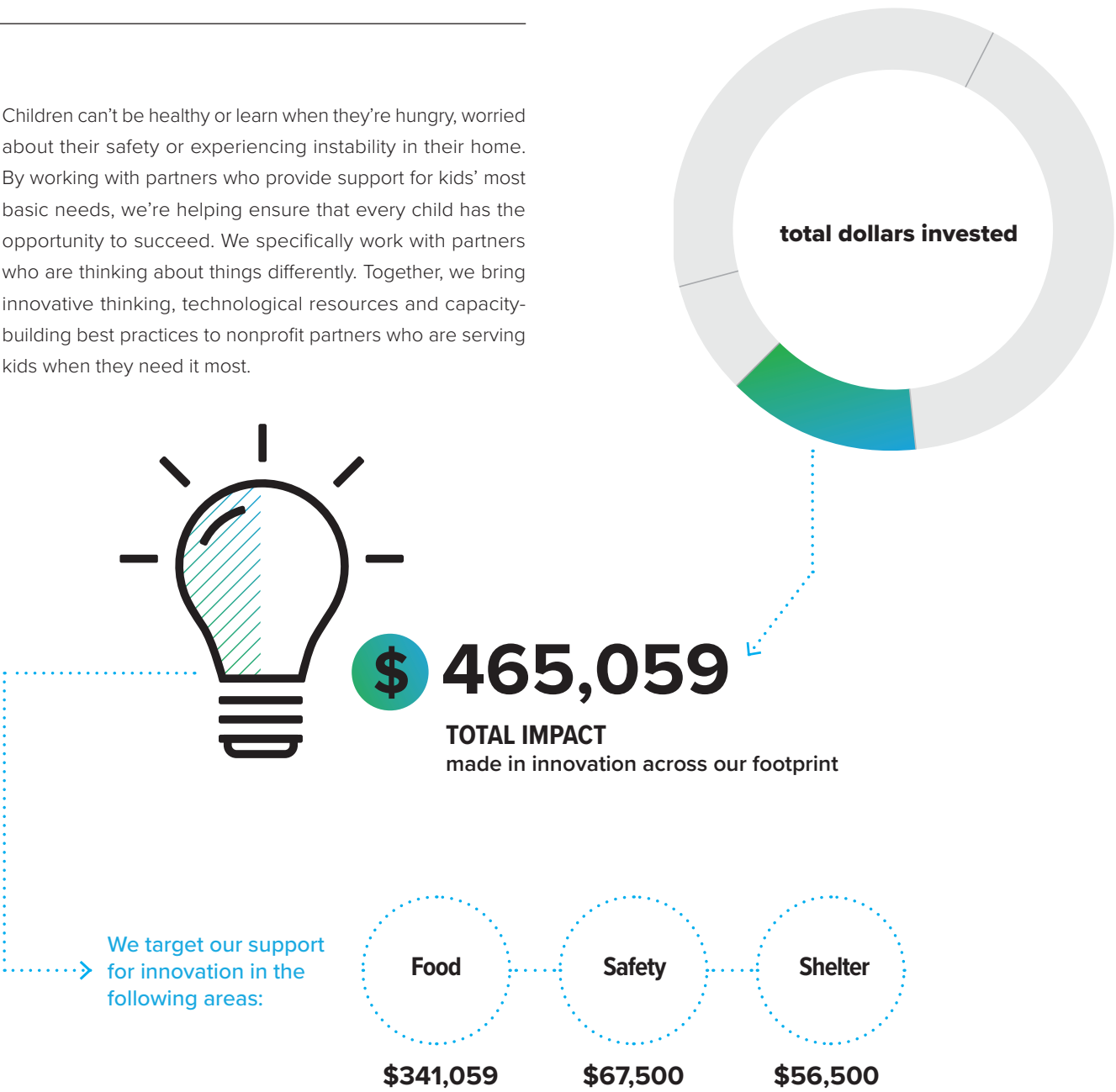


**TOTAL IMPACT**  
made in research for  
each state

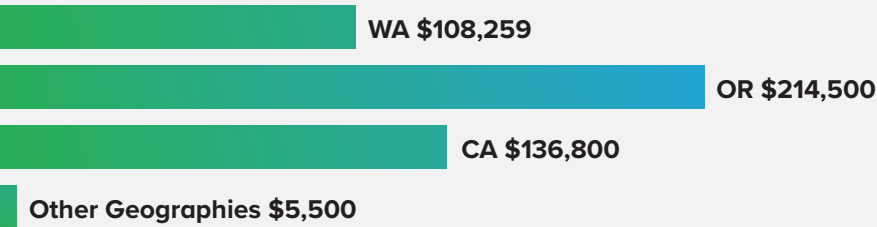


# INNOVATION

Children can't be healthy or learn when they're hungry, worried about their safety or experiencing instability in their home. By working with partners who provide support for kids' most basic needs, we're helping ensure that every child has the opportunity to succeed. We specifically work with partners who are thinking about things differently. Together, we bring innovative thinking, technological resources and capacity-building best practices to nonprofit partners who are serving kids when they need it most.



**TOTAL IMPACT**  
made in innovation  
for each state



## CREDIT UNION FOR KIDS

**As a credit union, our values are rooted in serving the neighbors and families that make up our communities.** More than thirty years ago, First Tech helped found Credit Unions for Kids, a national movement benefiting children and families served at Children's Miracle Network Hospitals. This collaborative effort has been a catalyst for change, funding life-saving research, innovative technology, and supportive care that ensure children have access to the best care possible when they need it most.

This movement has created a legacy of giving for employees, members and the thousands of children and families we've impacted together. First Tech employees and members lead the way in building upon that legacy by volunteering, donating and holding fundraising events under the Credit Unions for Kids banner. In 2018 alone, employees and members raised more than \$146,000 and volunteered 370 hours for local children's hospitals, demonstrating the power of collaborative giving and our credit union philosophy of people helping people.

The power of collaborative giving doesn't stop there. Every year, First Tech brings together more than 300 community leaders and business partners for the Credit Unions for Kids Northwest Classic, benefiting Credit Unions for Kids and our local children's hospitals. The event combines the incredible giving legacy of employees and members with the entire credit union industry, culminating in a one-day event to celebrate our collective impact.

This tournament has become the largest credit union-sponsored event supporting Credit Unions for Kids—and the event has raised more than \$7.9 million for children in our communities. Last year, the event raised a record-breaking \$1.42 million for hospitals across our footprint, funding cutting-edge medical research, innovative therapies and treatments, and world-class care for children in need.

### OUR CORNERSTONE HOSPITAL PARTNERS

#### **Doernbecher Children's Hospital \$590,000**

Supporting innovations in pediatric care and the construction of a new family guest house to accommodate children receiving care.

#### **Seattle Children's Hospital \$200,000**

Helps families afford the cost of care, and ensures that every child who needs treatment, receives it.

#### **PeaceHealth Sacred Heart Children's Hospital—Riverbend \$45,000**

Supports the Neonatal Intensive Care Unit, which provides specialized, life-saving care to premature infants and full-term babies.

#### **UCSF Benioff Children's Hospital—Oakland \$150,000**

Donated funds support innovative rehabilitation treatments for children who have experienced catastrophic injuries and illnesses.

#### **Colorado Children's Hospital \$30,000**

Donations help ensure every child receives treatment, regardless of ability to pay.

#### **UC Davis Children's Hospital \$150,000**

Funds support a state-of-the-art surgical center to provide the most innovative treatments and care to kids.





Every Season of Giving, we call on employees, members and our community to help us direct funding toward nonprofit organizations that are working to build a foundation on which the next generation of leaders, thinkers and innovators will thrive. In 2018, we directed more than \$213,000 to 95 organizations that ensure children and families have access to the resources they need during the busiest time of year. And our commitment to community didn't stop there: throughout the Season of Giving, employees volunteered 6,250 hours at 82 events benefiting local organizations across our footprint.

**The top five organizations selected by our members, employees and community in the 2018 Season of Giving were:**

**SMART (Start Making a Reader Today), Portland, OR \$25,500**

**UCSF Benioff Children's Hospital—Oakland, Oakland, CA \$23,500**

**Doernbecher Children's Hospital, Portland, OR \$21,000**

**Page Ahead, Seattle, WA \$18,000**

**Oregon Food Bank, Portland, OR \$13,500**

In 2019, we'll continue to work for you, help you achieve your financial dreams and go further with your money. We'll be your trusted financial partner, every step of the way.

“ *The best is yet to come!*  
– Greg Mitchell, President and CEO







