

Harborstone Credit Union is celebrating 60 years of serving members!

We set out to talk to some of our loyal members and longest-tenured employees to recognize them and learn about their experiences with Harborstone over the years. One common thread that connects members and employees is the feeling of trust and passion for an exceptional banking experience.



Kathy's Story

Kathy first began her career in 1983 as a teller with Harborstone Credit Union when it was still operating under the name of McChord Credit Union. Eventually, Kathy worked her way up from teller to member services representative, to manager, to IT technical trainer—and eventually became a corporate trainer. Today, you will find Kathy in our training department as a training and development professional, engaging with and serving as a role model for all our existing and new staff at Harborstone. (Pictured right, Kathy and tellers from the McChord branch at an annual employee dinner in 1993.)



Over the years, Kathy has been around to help and witness the credit union grow in many areas. When she first started, there was only one level within a position. After getting to know her staff, she wanted to develop a culture where staff could continue to grow and advance within their positions, and she did just that. Kathy remembers the days when members could make their deposits by the 10th of the month and the credit union would pay interest as if they were deposited on the first of the month.

Kathy's been with the credit union long enough to see it grow from having its first ATM machine that allowed members to withdraw in only \$25 increments to being able to do all her banking from her computer and mobile devices. She remembers helping advertise the new ATM by “wearing a robe, with my hair in curlers, holding a cup of coffee” to promote to members that they no longer had to get dressed up and come in to the bank to take cash out of their accounts with the new ATM.

Kathy describes the culture here at Harborstone as “family-like.” When she first began with the credit union, she was an ambitious single mother with a 3-year-old and many challenges ahead of her. Harborstone has been here for her through everything from purchasing cars and homes to establishing her children's first savings and checking accounts. “Harborstone has always been there when I needed help by offering special rates for employees and by providing benefits that allow me to provide health care to my family and a retirement plan for myself.”

Aside from helping her financially, the credit union has also supported Kathy in her career by giving her the flexibility to obtain her bachelor's degree, grow within the company, and be involved with organizations in her community—for instance, Relay for Life. **“Harborstone has never let me down!”** Kathy's favorite product is

Online Banking. She loves the convenience it adds to her life, but **she admits that there really isn't a product the credit union offers that she hasn't used or doesn't currently use.**