

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.



Nancy's Story

Once upon a time, a friend of Nancy Ward's called her and suggested that she apply at King County Employees Credit Union. Nancy had a phone interview and was hired on the spot! She has been passionately serving members and has seen endless growth at the credit union since that day, **40 years ago this past August.**

When Nancy first began, the lone credit union branch was in the King County Courthouse building on Third Avenue and James Street in Seattle, and there were no computers! **All business and transactions were done by hand**, from deposits to loans. She reminisces about the days when the credit union was so small that there were only five employees.

“We had a great time; everybody loved their little credit union!”

Since then, Nancy has seen King County Employees Credit Union grow from five employees, move into bigger buildings, merge from eight smaller credit unions into KCCU, change its name to Prevail Credit Union, and ultimately merge with Harborstone Credit Union, which now has over 200 employees and 17 branches!

Nancy remembers when consumer “share draft accounts” (checking accounts) were just beginning, and if you had asked her 30 years ago, she'd have said that was her favorite product. **Today, Nancy wouldn't know what to do without the convenience of debit cards and Online Banking and Bill Pay.**

Nancy has spent the last 46 years with credit unions, many of those years as a Financial Services Representative. **After 40-plus years at our credit union, she is preparing for retirement at the end of February.** She has reflected on her love for our members, her fellow employees, and the benefits of being a Harborstone employee. She talks about the many times members have waited 10 minutes in the lobby just to sit with her, even if someone else is available. She truly enjoys getting to know our members, serving generations of members and their families.

Anyone who knows Nancy understands the impact she has had on the credit union and its members. **We thank her for her hard work and dedication, and we wish her nothing but the best as she heads out into retirement.** She plans to spend time with family, give back to her community, and do some traveling.

Best of luck, Nancy!