

# 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.



## Steve's Story

Valued member and employee Steve Crosby **joined Harborstone Credit Union in 1996**—the same year he began his career here. Steve came to work for Harborstone shortly after finishing his master's degree at Washington State University. **Steve started as a product development specialist in the Marketing Department**, worked his way to a direct services program coordinator position, helped manage a handful of technology projects, assisted with the launch of Harborstone's first Online Banking system, and worked on some of the branch designs that you still see today.



As the company grew, he used his project management skills to become a corporate projects manager until he eventually was presented with the opportunity to join the executive management team as a senior vice president. **Today, Steve oversees human resources, community development, training, and administrative services, playing a huge role in Harborstone's success!**

In addition to helping Steve's career bloom, he says that Harborstone has consistently met his personal and professional needs. **"The staff I've worked with have always provided great service and professional advice, and they have always gone above and beyond to serve me and my family as members."**

Steve also admits that he has used nearly every product and service that the credit union has had to offer over the years, but he especially enjoys and appreciates the Mobile Banking services. He feels that "it's nice to have immediate access to information, when and where you want."

Steve wasn't married back then and did not yet have kids. He was "really just getting started financially."

**Harborstone was there to help him get his first car loan as well as have serious conversations about his financial needs.**

Steve was able to sit down with a Financial Services Representative and "plan a pathway to [his] financial future." He states that "Harborstone has been there for [him], to meet [his] needs, every step of the way." Steve recalls the days when Online Banking operated on dial-up internet only and also when the credit union opened up membership to anyone who "lived, worked, or worshiped" in Washington State.

**Through the evolution of the credit union, one thing has remained true in Steve's opinion: "Harborstone has done a good job of moving with technology."**