

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.



Suzanne's Story

The branch manager of our Lakewood office, Suzanne Bracher, began her career at Harborstone Credit Union in September of 1983. Suzanne talked openly and excitedly about the credit union and her achievements and obstacles over the years. When talking about serving members, Suzanne said that she **“could not be with a company that did not empower the staff to be the best that they can be.” Harborstone provides that empowerment so that Suzanne can offer the best financial advice and service possible—building relationships with that span generations.**

Suzanne began her career at Harborstone in the mailroom sending out statements. She then worked her way to the phone center as a part-time employee for seven years before moving on to be a full-time Financial Service Representative at Harborstone's Fife location. Since then, Suzanne has helped thousands of members at many of Harborstone's locations for more than 25 years. Reflecting on her time spent at Harborstone, Suzanne shared that Harborstone “had faith in me.” She continued, **“If you want to grow and do something with your career, they will help guide you to get you there. They saw something in me that I didn't even see!”**

Suzanne has coached staff over the years, and she believes in leading her staff in a way that they can accomplish their goals with the members' best interests in mind. “If you look at the longevity of the staff that have been here over 20 years, it's remarkable.” As testament to the “family-like” atmosphere at Harborstone, Suzanne praised other valued employees who served as mentors to her, who helped her thrive in her career. Serving as a leader in the credit union for several years, Suzanne has opened and managed many branch locations. As a Regional Manager and Market Sales Manager, she helped open a new branch in a new community, along with supporting and working with branches to ensure their success. Suzanne has also weighed in on building valued credit union products and services, like working closely with participating dealers on Harborstone's Auto Pass preapproval program.

When asked what trust means to her, Suzanne responded without hesitation “it's doing the right thing, for the right reason, with that person.”

“I have a passion to take care of the members that walk through the door.”

Suzanne talked about some of Harborstone's great products and services and how she loves educating our members so that they can enjoy and make the most of them. Suzanne's most recent favorite product is the Harborstone Mobile Banking app, which keeps her accounts always “at her fingertips.” She loves that she can instantly transfer funds to [her] daughters, so that they can “take the grandchildren out or buy something on Gram and Papa!” Suzanne believes that Harborstone builds relationships with members by educating them about all the benefits of membership as well as the products and services that we offer. She says that members will remember and appreciate us, knowing that we took the time to show them something new, like how to deposit their checks via the mobile app or how to transfer money instantly. “It is all about how we can help our members. I take pride in having the members' best interests at heart in all we do.”