



# Community

## IMPACT REPORT 2020



GREYLOCK IS PROUD TO PRESENT our first formal Impact Report to show you many of the exciting things Greylock did last year to help our members and neighbors to succeed.

Our goal as members of this community is to have a positive impact and improve the quality of life for all of us. How do we affect an entire community? One person at a time. One good deed at a time. Every single act matters. At Greylock, it is more than a goal. Our vision is to enable our community to thrive.

This impact is not just through donations, but through volunteer time, donation of corporate resources, and special products and services. Greylock addresses the specific needs of our community... one person at a time.

As a community cooperative, we know that to achieve community success, you must allow each individual to THRIVE. Whether it be by helping a single mom to improve her credit score through financial coaching and eventually buy her family a home; or helping a business pay its employees through the Paycheck Protection Program, Greylock understands the value of community and always puts members before money.

On behalf of the Board and staff, I thank you for allowing us to be a part of this wonderful collaboration and we look forward to the year to come.

—Stanley B. Walczyk  
Chairperson, Board of Directors

# Community IMPACT

## MAKING A DIFFERENCE — BY THE NUMBERS

**\$1,858,112**

### in specialty loans issued

The Community Empowerment Center (CEC) provides affordable access to loans that include free financial coaching and education components to support our members as they build their credit.

**4,000**

### local jobs were saved

We issued \$30,640,310 in forgivable federal loans to 463 organizations through the Paycheck Protection Program; 250 of these were small companies that had less than 11 employees.

**1,850**

### free financial coaching sessions

Greylock's 19 on-staff certified credit union financial coaches and online experts provided free personal and professional financial advice.

**\$2,530,000**

### in emergency loans were issued to First Responders

Greylock issued short-term zero-interest loans to 537 of our first responders and healthcare professionals during the height of pandemic. Then we deferred payment for six months!

**2,193**

### area students learned to navigate personal finances

Greylock provided free access to online and in-class learning tools to help kids, teens, and young adults learn the power of good financial planning.

**91**

### people were able to take part in the US credit system for the first time

Greylock employs a Certified IRS ITIN lending Agent. This allowed Greylock to assist those seeking to take out loans but did not have a social security number.

**\$4,514,025**

### In New Road Loans

Our New Road Loans program provided under-resourced members with affordable credit to fill critical transportation needs. We provided 324 of these loans in 2020, and members saved over \$649,000 that could have otherwise gone to pay the high interest rates of national sub-prime lenders.

**3,952**

### people got a break from their loan payments

When the pandemic brought our economy to a standstill, Greylock worked with members who were unable to make their loan payments.

**1,006**

### residents attended free seminars

These seminars covered topics like First Time Home Buyers and How to Launch Your Own Business. Most programs were offered in English and in Spanish.



*Opportunity Grows Here*

# Inclusion, Diversity, **IDEA** Equity Accessibility



THE WHOLE TEAM AT GREYLOCK, from summer interns to senior leadership team, is committed to a program we call IDEA. I-D-E-A stands for: **Inclusion, Diversity, Equity and Accessibility**. What it means is that your Greylock team is dedicated to helping anyone and everyone in the communities we serve, regardless of where they come from, how they worship, who they choose to love, their physical abilities or even how much money they have.

- We committed to the inclusion of all people by embracing the credit union industry Diversity, Equity & Inclusive Collective Pledge. We also joined the African American Credit Union Partnership to support advocacy and professional development for people of color.
- We established Greylock as a safe environment for all employees, and members that are part of our LGBTQ community. We value the importance of equality, fairness, tolerance and mutual respect.
- We published our website in Spanish and hosted interactive webinars in Spanish. We also created online and mobile banking videos in Spanish to help more people learn to use the technology.

We are committed to listening, learning and leading as our society embraces everyone and appreciates their unique value.

— John L. Bissell, President and CEO



## African American Credit Union Coalition Partnership

Greylock is a proud member of the AACUC and we are very excited to support their mission to *increase diversity within the credit union community through advocacy and professional development*.

Juntos   
Avanzamos™

Together   
We Advance™

As a Juntos Avanzamos credit union, Greylock is committed to serving and empowering our Hispanic community. We understand your needs and provide financial services relevant to the needs of Hispanic and immigrant consumers and communities. *We are the financial family you can trust.*

# Grants & DONATIONS \$762,018

OUR COMMITMENT TO OUR PARTNERS is a top priority and why Greylock extends financial help as well as provides volunteer resources to support our community.

In addition to our Credit Union's ongoing support, our employees also generously contribute their time and money to various non-profit organizations to help make our community an even better place to live.

*With Greylock's support, our programs have raised awareness of our work to restore and repurpose the historic Clinton A.M.E. Zion Church as an African American Cultural Center in the hometown of W. E. B. Du Bois.*

—Clinton A.M.E.  
Zion Church Restoration

*RAP, Inc. provides a positive youth development opportunity with caring adult mentors. The valuable skills they learn create a firm foundation that is necessary to adult success and security. This program would not exist without the support of Greylock.*

—18 Degrees

significant funds outside of our donation budget for special community needs and sponsorships such as books to support classrooms.

This is how we work together to help our community thrive.



JamieEllen  
Moncecchi  
Sr. Vice President  
and CAO

*If it were not for Greylock's support, our transportation services would be limited and fewer persons with disabilities would have access to equipment.*

—UCP of Western Mass

