

The Robert H. Mackay Leadership Award

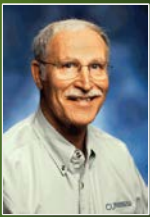
Established 2005

- Bob Mackay served as a member of the CU*Answers Board of Directors from 1985 to 2007 and as Chairman for 19 of those years. Bob was there when the very first client came on board, and over the years his vision for the future helped to push CU*Answers toward the 500+ credit union relationships it now supports nationwide.
- His leadership and inspiration served not only as a guide but as the compass for CU*Answers to grow and prosper into a CUSO that is now known in the industry for its core values of cooperation, collaboration and innovation.
- CU*Answers and the million members it serves are forever indebted to Bob for his dedication, his wisdom, his gentleness, and his strength.

“The challenge of leadership is to be strong, but not rude; be kind, but not weak; be bold, but not bully; be thoughtful, but not lazy; be humble, but not timid; be proud, but not arrogant; have humor, but without folly.”

Words to live by, shared by Bob Mackay
Taken from a quote by Jim Rohn

This year's winner...



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“Great leaders...motivate large groups of individuals to improve the human condition.”

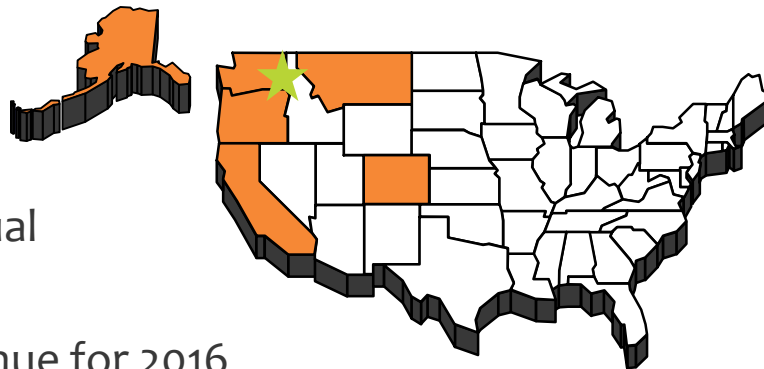
John P. Kotter



Greg Smith, CEO

- 100% **credit union-owned cooperative CUSO**, delivering and supporting core processing solutions for credit unions
- Headquarters in **Spokane, Washington**
- Est. in 2004 as a privately-held LLC, in **2005** five Spokane CUs and CU*Answers acquired the assets to form CU*NorthWest

- ✓ **121,400** members
- ✓ **34** CUs in **6** states
- ✓ **\$280.5K** average annual revenue growth
- ✓ **\$3.8M** projected revenue for 2016
- ✓ **\$1.8M** in assets
- ✓ **67%** of clients are owners



GUIDING PRINCIPLES

✓ No “Private Hands”

Dollars stay with credit unions.

✓ No Weighted Ownership

We are size agnostic: one owner/one vote.

✓ Cooperation as a Strategy

We believe cooperative/collaborative business strategies is a key to success.

✓ Network Business Design

We look to our network first before building any product or service.