



Greylock Federal Credit Union

Pittsfield, MA

ABOUT Greylock is guided by the following values: Care, Educate, and Inspire. Our vision is as follows: We are the face of financial

inclusion in the communities we serve. At Greylock, we are guided by our IDEA principles – Inclusion, Diversity, Equity, and Accessibility. The work includes training, product development, partnerships, education and community investments. Knowing that systemic change takes time, we have invested in a multi-year set of initiatives across our organization and across the communities we serve.

PROGRAM HIGHLIGHT

Thanks to our CDFI partnership, we've been able to improve our services to

low-to-moderate income households every year, and in 2023 we were able to provide:

- \$5.2 million in "New Road" auto loans that helped credit-challenged borrowers avoid predatory car loans;
- \$8.3 million in affordable loans, supported by financial coaching and education, to help Members fill emergency needs, build their credit, and avoid the high interest rates of predatory lenders; and
- Over \$400,000 in Safety Net Loans, an alternative to expensive payday loans.

I really like knowing that you help people when they are having trouble with their finances. I also really appreciate that you teach financial literacy. I want my kids to check out the education that you offer - and I probably should too.

Renee E. H.

We have also been steadily increasing our support for New Americans via bilingual coaches, classes in different languages, additional lending products for credit building, free ITIN application processing and the creation of a special ITIN mortgage program with fewer qualification barriers than traditional mortgage lending programs. Due to this dedicated support and focus on our New Americans, we now have 4 branch locations that have earned the Juntos Avanzamos designation, 3 in Massachusetts and 1 in New York.

In addition, Greylock was able to collaborate with great community organizations, like the Westside Legends, based in the city of Pittsfield, to lend over \$7 million for mortgages to 37 black and African American households.

The whole team at Greylock, and the Board, is committed to a program we call IDEA. This stands for Inclusion, Diversity, Equity, and Accessibility. For Greylock, it means that our credit union 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.

John Bissell, President and CEO

CDFI grant funds also help support Greylock's community development initiatives by ensuring a team of highly trained and certified financial literacy coaches are available to meet the needs of the credit union's membership and the community. In 2023, 1,797 local residents attended 137 free financial educational seminars and 1,611 free financial coaching sessions were provided by our 38 on-staff Certified Credit Union Financial Counselors.



Greylock members enjoying a community lunch.