FOR IMMEDIATE RELEASE

Point West Credit Union Announces Next Chapter in Leadership

Portland, OR (November 12, 2026) – Point West Credit Union today announced a planned leadership transition that will carry the credit union into its next chapter while continuing the mission and community commitment that have long defined Point West.

Beginning January 1, 2027, CEO Amy Nelson and Chief Innovation Officer Steve Pagenstecher will serve as Co-CEOs. The two will lead Point West together until Amy Nelson's retirement on January 31, 2028, when Steve Pagenstecher will transition to CEO.

The extended transition provides more than a year for the two seasoned leaders to work side by side, ensuring continuity for Point West's members, employees and community partners.

This announcement reflects a deliberate succession planning process led by Point West's Board of Directors, including the decision to use a Co-CEO model during the transition and Steve Pagenstecher's selection as Amy Nelson's successor.

"Succession planning is one of the Board's most important governance responsibilities, and our decision to adopt a Co-CEO model reflects a thoughtful, deliberate approach to leadership continuity and our confidence in Steve Pagenstecher as a leader and Point West's next CEO," said Board Chair Oscar Porras.

"This is an exciting new chapter for our cooperative. We have plenty of work ahead of us, and I'm grateful we'll have the time to make this transition together," said Amy Nelson. "Point West means so much to me because of the people who make it what it is: our members, our Board and Supervisory Committee, our employees, and our community and industry partners who believe in our North Star, that everyone deserves the opportunity to build a brighter financial future."

After leading Point West through periods of extraordinary change, including economic uncertainty, the Great Recession and the COVID-19 pandemic, Amy Nelson said the decision to retire was deeply personal.

"I've spent almost 20 years as a collaborator and steward at Point West and as an ally to a community I love. Today, we are a thriving credit union with a caring, talented team, a strong financial foundation and a vibrant mission. That makes this the right time for a thoughtful and intentional transition, one that keeps the values and positive impact we've worked so hard to build moving forward. The time has also come for me to spend more time with my family. I'm forever grateful for their love, support and sacrifice, which have been foundational to my 30-year credit union career."

For Steve Pagenstecher, the transition is a natural continuation of 13 years of leadership at Point West and over 20 years of experience in financial services. Throughout his time with the credit

union, Steve Pagenstecher has helped shape the organization, its direction and its commitment to the members and communities it serves.

“Steve isn’t stepping into Point West’s future from the outside. He’s been helping build it alongside us for more than a decade,” said Amy Nelson. “He knows our members, our people and our mission. He understands where we’ve been, where we’re going and why the work we do matters. I couldn’t feel more confident about what’s ahead.”

“This next chapter isn’t about changing who Point West is,” said Steve Pagenstecher. “It’s about building on everything we’ve created together and continuing to find new ways to serve our members and our communities. For more than a decade, I’ve had the privilege of serving the Point West community, and I’m incredibly grateful for the trust Amy, our Board and our team have placed in me.”

Point West has successfully used a shared leadership model before. During the Great Recession, Co-CEO leadership helped the credit union navigate one of the most challenging periods in its history and emerge stronger. That experience demonstrated the value of collaboration and continuity during important moments of change.

“Amy’s leadership has helped shape Point West into the organization it is today, and the Board is very proud of what she has given to our members, employees and community,” said Oscar Porras. “Having Amy and Steve lead together through 2027 gives Point West the benefit of two experienced leaders who know this organization deeply and share a commitment to its mission. We believe that continuity positions Point West well for the future.”

For Point West’s members, employees and community partners, this transition represents continuity in both leadership and purpose. Point West will continue moving forward with the same commitment to its members, financial inclusion and the communities it serves.

About Point West Credit Union

Point West Credit Union is 100% not-for-profit, member-owned and headquartered in Portland, Oregon. With a bilingual staff ready to help its members achieve financial empowerment, Point West works with its community partners to bring inclusion and equity to the underserved and needed capital to local microenterprise businesses—all with an unwavering commitment to its members and cooperative development. Find out more and join Point West today at https://www.pointwestcu.com/.