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FOR IMMEDIATE RELEASE

Wright-Patt Credit Union Opens New Member Center to Better Serve Englewood

Dayton, OH – Wright-Patt Credit Union (WPCU) expands their commitment to Englewood by investing in an upgraded member center. The newly constructed Englewood member center is now open to serve members at 950 Union Blvd. after moving from Hoke Road. The new member center provides better service for the credit union's Englewood members with its open floor plan, friendly service, and the addition of a drive-through ATM and two drive-through Personal Tellers.

"We simply outgrew the space we were in. We're excited to have a bigger and better member center that can provide more convenient services for our members," said Tammy Gillum, Regional Director, North Member Center Operations at WPCU.

The new 4,155 square foot building creates a friendlier experience by bringing WPCU "dialogue-style" tellers to Englewood. The dialogue-style model combines an open floor plan with a personal approach to service. Instead of traditional teller windows, the dialogue-style has freestanding service desks hosted by Member Experience Representatives (MERs). MERs greet their members and provide extraordinary service through friendly open dialogue. Each station is also equipped with a new display that helps members to conveniently view their own account information alongside the MER.

"With the dialogue-style, you'll feel the difference as soon as you step through the door of the member center," said Tracy Szarzi-Fors, WPCU Vice President of Marketing and Business Development. "Our goal is to be the best organization you have ever experienced, and that's why we're always looking for new ways to better serve our members."

The new location also means new drive-through options, with a drive-through ATM and two new personal teller machines (PTMs), providing more convenient ways for members to access their accounts. PTMs offer the same great services as traditional ATMs, with the added function to speak directly with a service representative through built-in live video chat. PTMs provide members with the option for a personalized, one-to-one experience similar to in-person tellers.

"Especially now during these uncertain times it's important to encourage our members to make the most of our technology and digital services," explained Szarzi-Fors. "Our ATMs, PTMs and our Mobile & Online Banking, provide convenient and secure alternatives for visiting a WPCU Member Center. And when members do visit our member centers, we have social distancing and safety measures in place."

The new ATM and PTMs help members avoid unnecessary trips into the lobby, while the larger floor plan helps make social distancing easier when visiting inside. The new member center is also equipped with safety barriers at all the teller stations.

"We've already had such a warm reception in the community with so many members letting us know how much they appreciate the new space," said Gillum.

To discover more convenient WPCU locations near you, visit www.wpcu.coop/locations. For media inquiries, please contact Tracy Szarzi-Fors at tszarzi-fors@wpcu.coop.

About Wright-Patt Credit Union

Established in 1932, Wright-Patt Credit Union is a member-owned, not-for-profit financial cooperative proudly serving Central and Southwest Ohio with more than 415,000 members and over \$5.8 billion in assets. As a cooperative, Wright-Patt Credit Union joins members together, pooling financial resources to meet the needs of all. The pooled resources provide the



capital to run a strong and efficient operation. Wright-Patt Credit Union is headquartered in Beavercreek, Ohio, and has convenient Member Centers throughout Central and Southwest Ohio. Wright-Patt Credit Union's mission is to help people through life by allowing members to achieve a greater degree of economic independence. Visit Wright-Patt Credit Union's website at www.wpcu.coop for more information.