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TO: All Media  
FROM: Sean M. Rathjen, President, Consumers Credit Union  
RE: CCU Announces "Employees of the Year"  
Date: For release on January 22, 2008

## **Consumers Credit Union Recognizes 2007 Employees of the Year**

### **Six (6) employees earn top honors at Member-owned credit union**

Waukegan, IL, January 22, 2008: Consumers Credit Union (CCU) recently recognized six employees as its 2007 Employees of the Year. The winners were introduced at the historic credit union's annual Employee Awards & Recognition Banquet, held Saturday, January 19, at the Round Lake Beach Cultural and Civic Center, attended by more than 150 employees and members of the Board of Directors.

The Employees of the Year in the six categories for the Member-owned credit union, along with a brief description of each position, are listed below. The criteria for each category included delivering superior service by living CCU's "Brand Promise," dedication to Members and the credit union, consistently meeting goals and setting a positive example for peers.

- Contact Center Representative (Kathy Petropoulos Award): Ruth Lopez, Contact Center. Contact Center Representatives handle phone inquiries of every description: loans, deposits, general questions and issues with accounts. The award is named for the late Kathy Petropoulos, long-time receptionist at Consumers Credit Union.
- Lending Department: Debbie Bukantis, Loan Officer, Waukegan office. The Lending Department covers employees in consumer loans, mortgages and VISA Credit Cards. Ms. Bukantis serves as a Loan Officer for the Member-owned credit union.
- Member Service Representative: Amy Lopez, Mundelein office. CCU Member Service Representatives open new accounts for Members, enroll them in new services and assist with a wide variety of questions and inquiries from Members.
- Counter Service Representative: Kevin Mueller, Mundelein office. Counter Service Representatives serve as Tellers in both the lobby and drive-up, handling thousands of routine transactions for Members.
- Back Office: Ilona Castillo, Training Specialist, Round Lake Beach office. Back Office includes all support departments, such as Accounting, Marketing, Human Resources, Information Systems, Adjustments, Greeters, Electronic Services and Share Drafts. Ms. Castillo serves as the Training Specialist in the Human Resources Department.
- Manager of the Year: Roseanne Welsand, Adjustments Department, Waukegan office. All Department Managers were eligible for this award. The Adjustments Department is responsible for working with Members who are past due on loans.

"Consumers Credit Union is extremely proud of our diverse, dedicated Team of 165 employees," noted Sean M. Rathjen, CCU President. "Our Employees of the Year represent the cream of the crop – those who consistently go above and beyond their normal responsibilities and consistently exceed expectations. Consumers Credit Union relies on employees like Ruth, Debbie, Amy, Kevin, Ilona and Roseanne. I extend my personal congratulations to the winners and my sincere appreciation to all staff for making 2007 an outstanding year!"

Photos of CCU's six employees of the year are enclosed. For more information about CCU's 2007 Employees of the Year, please contact Karen Jarrett, Human Resources Manager, at 847.265.5517. Consumers Credit Union is Member-owned, with offices in Waukegan, North Waukegan, Gurnee, Mundelein and Round Lake Beach.



(Pictured From Left to Right)

Member Service Representative: Amy Lopez, Mundelein

Lending: Debbie Bukantis, Waukegan

Back Office: Iona Castillo, Training Specialist, Round Lake Beach

Roseanne Welsand, Adjustments Manager, Waukegan

Counter Service Representative: Kevin Mueller, Mundelein

Kathy Petropoulos Memorial Award (Contact Center): Ruth Lopez, Round Lake Beach