



TO: All Media
FROM: Sean M. Rathjen, President, Consumers Credit Union
RE: CCU Announces "Employees of the Year"
Date: For release on January 19, 2010

Consumers Credit Union Recognizes Employees of the Year

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

Waukegan, IL, January 19, 2010: Consumers Credit Union (CCU) recently held its fourth annual all-Employee Meeting at Keylime Cove in Gurnee. One of the highlights of the event was the announcement of the Member-owned credit union's 2009 Employees of the Year.

"Consumers Credit Union is successful in large part because of the outstanding performance of our awesome staff," said Sean M. Rathjen, CCU President. "One of the most important measurements of our success is how we're perceived by our Members. We monitor Member service levels on a regular basis and are very proud of the high-marks we receive from Members. "We are very proud that our Member satisfaction level improved to 97% in 2009, an amazing accomplishment in an era when many folks blame the problems in the economy on banks and other financial institutions."

"Fortunately for us, Members' impressions of the credit union and the service they receive reflect their interaction with our fabulous employees," continued Rathjen. "Our 2009 survey indicates our team is meeting and exceeding Member expectations. My personal congratulations are extended to our Employees of the Year, along with my appreciation for the great job by all CCU employees."

CCU has six (6) categories for Employees of the Year. The criteria for each category includes delivering superior service by living CCU's "Brand Promise," dedication to Members and the credit union, setting a positive example for peers and consistently meeting goals. This year's winners are listed below.

- **Counter Service Representative: Beatrice Rivas, Gurnee office.** Counter Service Representatives serve as Tellers in both the lobby and drive-up, handling thousands of transactions for Members on a daily basis.
- **Member Service Representative: Jazel Rowell, Mundelein office.** CCU Member Service Representatives open new accounts for Members, enroll them in new services and provide answers to a wide variety of questions and inquiries from Members.
- **Contact Center Representative (Kathy Petropoulos Award) Magaly Sanchez-Villegas, Contact Center.** Contact Center Representatives handle phone inquires for Members, regardless of which location they typically use, including loans, deposits, general inquiries and issues with accounts. The award is named in honor of the late Kathy Petropoulos, long-time Receptionist at Consumers Credit Union.
- **Lending Department: Khim Lee, Real Estate Loan Officer, Mundelein office.** The Lending Department includes employees in the credit union's Mortgage Department, Consumer Loans and VISA Credit Card Department.

- **Office: Polly Muehleman, Technology Department, Waukegan office.** Back Office includes all support departments, such as Accounting, Marketing, Human Resources, Technology, Adjustments, Greeters, Electronic Services and Share Drafts.
- **Manager of the Year: Derrick Jensen, Branch Manager, Gurnee office.** All Department Managers from all branches and all credit union departments were eligible for this award.

Each of the six winners received a plaque commemorating their selection, along with a \$500.00 cash award, at the awards ceremony. A photo of CCU's 2009 Employees of the Year is included below.

For more information about CCU's the Employees of the Year awards, 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, Round Lake Beach and Volo, Illinois.



(Pictured From Left to Right, followed by their primary location)

Office: Polly Muehleman, Technology Department, Waukegan

Counter Service Representative: Beatrice Rivas, Gurnee

Member Service Representative (front row): Jazel Rowell, Mundelein

Branch Manager (back row), Derrick Jensen, Gurnee

Lending: Khim Lee, Real Estate Loan Officer, Mundelein

Kathy Petropoulos Memorial Award (Contact Center): Magaly Sanchez-Villegas, Round Lake Beach