

May 2024

www.galecu.net



No time to rest...I can't even get a vacation!

One of the things that I am most proud of with our Staff, Board of Directors, and the organizational culture is that we emphatically avoid the status quo—we are told that this a rare culture not found in many other financial institutions. We are always looking for more ways to make it even better for our Members.

What does that mean? It means that we are hungry for the next project, the next improvement, the next great service—we keep looking for new and improved for YOU.

Yes, that means it makes it hard for me to take time off—but our Members are worth it. Here are just a few of the “projects” we have going now:

- ◆ New Digital Sign in Peoria being installed now which will help us grow and communicate to everyone.
- ◆ A new print-statement provider with an all new look to make it easier to read and understand.
- ◆ Completing the VISA credit card conversion so that all credit card Members can enjoy the special promotions Gale VISA offers.

- ◆ A new security camera system installed in Peoria to provide better security for Staff and Members. Coming soon...
- ◆ Nine new Debit Card designs for Members to choose from to fit your taste.
- ◆ Conversion to the Shazam network for the Gale Debit Card holders which will give them Tap-A-Pay (contactless payments), Apple Pay, Google Pay, and Samsung Pay features.
- ◆ A new digital sign for Pekin which will be key to growing our business there.
- ◆ Land acquisition preparing for a future drive-up in Peoria
- ◆ And...hang on, I am going to take just a little bit of vacation here...be right back.

Sincerely,
Randy McElwee
President/CEO of the most wonderful set of Staff.



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What kind of employer is Gale Credit Union?

That is a strange question, right? Not to us! You see, we care about our Staff just like we do our Members and we like to give our Staff many opportunities to play a key role in our organization by using their specific talents.

For example, one of many talents that Tim and Chris, both Tellers in Pekin, have is audio tech knowledge. So, these two "Producers" are now in charge of recording and editing our telephone on-hold music and voices. Give us a call...take a listen to their work!

So, yes, we allow and encourage our Staff to do more than just their "job"...they are part of the TEAM!

Staff Spotlight

Teresa is well-deserving of the spotlight this month. She came to Gale via the merger 1 year ago as a part-time Teller in Peoria. Teresa helps with a variety of projects and has been a great trainer for new staff. We give many thanks to Teresa for working extra hours during times when we needed extra help...so much for retirement.

Ketra, a part-time Teller in Galesburg, has been with us going on two years now. Over this time, Ketra has learned many key aspects not only in Teller work but also in the Back Office. Just recently, Ketra is taking the opportunity to utilize her marketing education by joining the team who completes all of the advertising. We are excited to see her use those talents as well.

Happy Mother's Day!

We wish all of our Member's that are mothers a happy Mother's Day!



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