

C O N N E C T I O N S

NEWS | UPDATES | INFORMATION

NEW SIGNINGS

Fortera CU

Clarksville, TN

\$584 Million | 60,693 Members



TTCU

Tulsa, OK

\$1.8 Billion | 129,222 Members



Direct FCU

Needham, MA

\$735 Million | 32,812 Members



La Capitol FCU

Baton Rouge, LA

\$510 Million | 47,178 Members



WESTconsin CU

Menomonie, WI

\$1.2 Billion | 94,320 Members



Words From the President

Dear Valued Clients,

I hope this message finds you safe and healthy. After a year of significant transition in 2019, WRG is excited to enter 2020 with new goals and priorities for our business. Even before COVID-19, we were making significant changes in pursuit of our new business model. Then, in mid-March, all of our lives and organizations changed even more profoundly, in ways we had never expected.

The work you do in support of your members through this crisis is so crucial to their financial and emotional well-being. At WRG, we're proud to be supporting your back-office processes and systems, which ultimately help you stay focused on your more direct member needs.

As I write this in early April, all of WRG's staff, and many of the ancillary Wescom departments we work with, have just moved to a 100% home-based work schedule. In the midst of the pandemic, I'm proud and pleased to report that we are seamlessly continuing to support all that you need and expect from us, while at the same time protecting the health and welfare of our team members, their families and communities. Now more than ever, I'm reminded about our industry mantra of people helping people. We are in it with you together.



Sincerely,

Dave Cerwinski
President, WRG

WRG's integration project for KeyStone clients has kicked off. We are working to deliver a member centric addition of our Tellerly branch solution in conjunction with our partners Corelation and Verifone.

A congratulations shout out to UNITED Educators, now live on UNITRI production and HADR core hosting. We are thrilled to have supported your successful KeyStone conversion as a Corelation Certified Partner, and we look forward to supporting your Credit Union with excellence.



Employee Spotlight:

ALINA TAGMAZYAN, Senior Project Lead

Alina has over 15 years of credit union experience with an emphasis on back-office operations and earned her MBA from Woodbury University, Ca. She joined Wescom Credit Union in 2004 as a Sr. Member Services Trainer. She then joined WRG in 2013 as a Client Services Coordinator, later promoted to her current role as a Sr. Project Lead.

Our clients know Alina Tagmazyan for her sweet and friendly personality and the exceptional service she provides. Alina takes pride in her team's and clients' success and being part of it. She says, "We have a fantastic group of people working for and with WRG. I look forward to seeing and interacting with the team, our clients, and our partners daily. Going to work is easy when you enjoy working with the people you are surrounded by, are learning from them, and being part of their success. It is enriching."

Alina is very family-oriented, and when she isn't at work, she enjoys spending time with her husband and being the mom of two beautiful little toddler girls and taking them out and about to explore and experience new things on the weekends.

We're very fortunate to have Alina here at WRG, sharing her enthusiasm for making sure her clients are taken care of and doing a great job managing the conversion projects from start to finish.



Mark Your Calendars

Corelation Client Conference –

Originally Scheduled in May and deferred due to COVID-19.

The WRG team looks forward to seeing clients at the conference in San Diego this year. Watch for an impending invitation to our annual client dinner once the date is rescheduled.

Tellergy Webinar – May

Looking for a way to make your branches more relevant to your members? Learn how Tellergy can streamline your Branch operations and modernize your member's in-branch experience during this informative webinar event.

WRG Town Hall: An Inside Look at Core Hosting – 2nd Qtr.

Presented by author and podcast host, Todd Frazier. Todd will interview our team on the expertise, security and infrastructure that provides our clients with the performance, compliance and high-availability their members expect.

Watch for invitations to the Webinar and Town Hall meeting in your email inbox soon.



New Client Service Hours

In January, we updated our hours of operation to ensure that we deliver an optimized client experience. Our team continues our 24x7x365 availability as follows:

During Business Hours:

Monday – Friday, 6 AM – 5 PM (PT)
877-995-9000, ext. 8830

wrgclientservices@wescomresources.com

After-Hours:

Computer Operations
24 Hours x 7 Days/Week (after-hours only)
877-995-9000, ext. 5400

computeroperators@wescom.org

WRG Client Support Site:

24 hours x 7 days/week

<https://wrg.force.com/support/login>

We sincerely value your business and thank you for your continued support and collaboration! –Team WRG



Kerry Dolan Schiappa
Director of Sales & Marketing



Patti Quinteros
Director of Projects
& Implementations



Amy Nguyen
Finance & Administration
Manager



Mark Monsees
Product Manager



Sonia Safri
Client Services Manager

