

PRESIDENT'S MESSAGE

Dear Valued Clients,

Welcome to the Fall 2024 edition of our Connections newsletter. After a relaxing summer, we're entering a busy season as the temperatures begin to cool. Today I'm excited to share the latest updates from Wescom Resources Group.

WRG recently welcomed several new clients to the family, including our latest UNITRI managed services clients, **Texoma Community Credit Union**, **University of Nebraska Federal Credit Union** and **Oswego County Federal Credit Union**, and Tellerly branch automation client **Numerica Credit Union**.

I'm proud of WRG's strong financial results for the first half of 2024, as total revenues grew by 14.5% over the prior year. Income margins remained low, reflecting WRG's continuing strategy of reinvesting its returns in additional systems and staff. You can read more about our latest financial results in our August mid-year results press release.

We continue to invest heavily in our infrastructure to enhance our operational capabilities and ensure WRG will always provide the most reliable and secure service to our clients. We have completed installation of the Palo Alto Networks multi-site enterprise firewall solution, and recently launched our installation of Trustgrid, a provider of next-generation SD-WAN. We have also completed the migration of seven UNITRI Core Hosting for KeyStone clients from IBM AIX P-Series servers to Red Hat Linux-based servers, providing superior system response-time and redundancy.

To support these ongoing infrastructure investments, we continue to add to our expert team. Shivam Patel recently joined WRG as a Project Analyst, and in June, Song Chou joined the WRG family as Software Implementation Analyst II. We are excited to profile Song in this newsletter in our latest Employee Spotlight.

In this issue catch up on the latest WRG news, including our upcoming conference appearances and the results of our recent Backpack Drive in support of the Wescom Foundation's community partners.

As always, I am grateful for our amazing team, and deeply appreciative of the trust that our clients and industry partners place in WRG. We wish you and your members a productive and successful fall season!



Sincerely,

Dave Cerwinski

dcerwinski@wescomresources.com

SEE YOU AT THE CONFERENCE!

The busy Fall conference season is just getting started, and WRG is excited to meet our friends out on the road. You can catch us at this upcoming industry event, and make sure to stop by our booth and say hello!

Corelation CEO & CTO Forum

October 15-16, 2024

San Diego, CA



WELCOME TO THE TEAM

WRG is pleased to announce two new additions to the team. Welcome, Song and Shivam!



Song Chou

Software Implementation Analyst II



Shivam Patel

Project Analyst

WELCOME NEW CLIENTS



Wichita Falls, TX
\$274 Million Assets
25,626 Members



Lincoln, NE
\$173 Million Assets
11,135 Members



Oswego, NY
\$136 Million Assets
13,286 Members



Spokane Valley, WA
\$4.0 Billion Assets
173,989 Members



Englewood Cliffs, NJ

EMPLOYEE SPOTLIGHT

SONG CHOU, SOFTWARE IMPLEMENTATION ANALYST II

Song Chou joined WRG as a Software Implementation Analyst II in June of this year. We recently sat down with Song to learn about his WRG experience.

Q: Tell us about your current role at WRG.

SC: My main role is centered around helping credit unions implement and set up the Tellerly software and Verifone® devices in their branches. That entails everything from installation, upgrades and support to managing shipments and deployments. I'm also involved in resolving any hardware or software issues that may arise.

Q: Could you share a bit about your career journey before joining WRG?

SC: Before coming to WRG I worked as a software quality assurance test engineer at a very large tech company for the better part of a decade. The company went through a downturn and my position was eliminated, so I took some time off to spend with family. And then the opportunity to work at WRG came around. I was familiar with Wescom Credit Union, so I jumped at the chance to work at WRG.

Q: So far, what have you enjoyed most about working at WRG?

SC: It's a little cliché, but the work-life balance is far better than what I experienced at my last company. Also, I get to work more closely with our key stakeholders—namely, our credit union clients. In my previous role I was working with a small team at a big company, so I didn't really get too much access to our stakeholders. I felt more like a cog in the machine. At WRG, I feel like I really am making a big impact through my contributions, and it's very rewarding.

Q: What is your favorite part of working directly with WRG's client credit unions?

SC: Working directly with our clients, I can see that we share similar goals, like getting Tellerly up and running or getting an issue resolved right away. We all talk with each other and we're able to get projects done very quickly. I love making our clients happy!

Q: What are your favorite activities outside of work?

SC: I go to Disneyland a lot. I'm an annual pass holder, and my wife, three-year-old daughter and I visit Disneyland nearly every weekend. Even before our daughter came along, my wife and I would attend Disney's after-hour events regularly. It's close by and pretty convenient, so we don't have to plan ahead much.

Q: What message would you like to share with your WRG teammates and clients?

SC: I would say that we're always working to try to help everyone in the fastest and best way possible. As partners in the credit union community, we're all steering the ship in the same direction. For WRG and our clients, it all comes down to providing our member/owners with the best possible experience. They're the ones keeping our industry strong and vibrant, so it's really important for everybody to work together.



SERVING OUR COMMUNITY

Wescom Credit Union and WRG team members once again participated in the Wescom Foundation's annual summer Backpack Drive. This year, the team assembled and donated over 300 backpacks with school supplies to support Wescom Foundation nonprofit partners MEND and Thomas House Family Shelter. Both organizations do amazing work to help vulnerable members of our community overcome obstacles and thrive, and we are proud to support them.



THOMAS HOUSE
FAMILY SHELTER



Pictured, L to R: Raul Reyes, Administrative Services Specialist III, Wescom Credit Union; Shakoya Green-Long, CEO, Thomas House Family Shelter.