

PARTNER PULSE



MCUL partners continue to expand offerings focused on digital engagement, lending innovation, fraud mitigation and operational efficiency. As you consider partnerships in 2026, please reach out to your league representative for recommendations and resources.

MEMBERXP BEST OF THE BEST PANEL: TURNING INSIGHT INTO MEASURABLE RESULTS



Featuring:

- Jessica Sawyer, Chief Operations Officer - Advantage One Credit Union
- Adam Tonge, Vice President of Retail Services - Alliance Catholic Credit Union
- Jeff McDowell, SVP of Retail Banking - Allegacy Federal Credit Union
- Kurt Jourdan, VP of Sales & Service - IU Credit Union
- Moderator: Keith Holder, Navari

Hear directly from the credit unions setting the standard for member experience. In this panel, Best of the Best honorees share how they use MemberXP to find friction, get to root causes, and prioritize the improvements that matter most across the member journey. The conversation covers what it takes to build ownership of member experience across the whole organization, from leadership alignment and cross-functional collaboration to frontline coaching and accountability.

Tuesday, October 20th 2026 - 3:00 PM (EDT)



October 20th @ 3:00 PM ET

WEBINAR SERIES

Keith Holder, Moderator | Navari

MemberXP Best of the Best Panel: Turning Insight into Measurable Results

Featured Panelists:



Jessica Sawyer
Chief Operations Officer



Adam Tonge
VP of Retail Services



Jeff McDowell
SVP of Retail Banking



Kurt Jourdan
VP of Sales & Service

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GO BEYOND MEMBER FEEDBACK AND UNCOVER THE “WHY”



Mystery Shopper:

Go beyond member feedback and uncover the “why” behind the member experience. Navari’s Mystery Shopper program provides objective evaluations of real member interactions, helping credit unions identify service strengths, uncover improvement opportunities, and drive more meaningful coaching. **When paired with survey insights, Mystery Shopper delivers a deeper understanding** of the experiences shaping member satisfaction and loyalty.



[Learn More](#)



Engagement and Recognition App:

Most organizations hear the same message when they ask employees for feedback: employees want more recognition and clearer opportunities for growth.

The challenge isn't identifying the issue. It's taking action. Navari's Recognition App helps make appreciation part of everyday work, while the Engagement App provides ongoing insight into how employees are feeling. Together, they help organizations turn feedback into meaningful experiences that strengthen engagement, retention, and workplace culture.



[Learn More](#)



CUSG
is now
Navari

NAVARI
HR + MARKETING + FINTECH

[Learn More](#)

MICHIGAN SOLUTIONS: EVERYTHING YOUR CREDIT UNION NEEDS TO MOVE FORWARD

Your credit union's needs are always evolving, and you don't have to navigate them alone. Through the League you have access to a broad network of trusted partners and solutions designed to support your credit union in areas ranging from member experience and technology to fraud prevention, lending and more.

Explore the Michigan Solutions brochure to see the resources and partners available to you and discover solutions that can help your credit union move forward.

As we head into the fourth quarter, we encourage you to connect with your League Rep. **If you and your team haven't had an opportunity to have a one-on-one with your League Rep yet this year, now is a great time to get something on the calendar.** These conversations give us the opportunity to better understand what's happening at your credit union, where you may need support and how we can help. Your League Rep is your conduit to the many resources, solutions and connections available through the League, and we're here to continue being a strong partner and advocate for your credit union.

Take a look. Explore the solutions. And let us help make the right connections.

[Learn More](#)

REWARD THE RELATIONSHIP, NOT JUST THE TRANSACTION

In today's highly competitive financial landscape, deepening member relationships requires more than rewarding individual transactions. That's why MCUL's partner FIS offers Loyalty Engagement Solutions – Relationship Rewards, a flexible program designed to recognize and reward the entire member relationship.

Available to all credit unions, including those that do not process cards with FIS, Relationship Rewards goes beyond traditional card-based loyalty programs. Credit unions can reward member engagement across a wide range of products and services, including loans, HELOCs, share draft accounts, bill pay, mobile banking, and more. The result is a more personalized member experience that encourages deeper engagement, stronger relationships, and long-term loyalty.

For credit unions focused on increasing retention, growing wallet share, and creating meaningful member connections, FIS Relationship Rewards provides a powerful way to differentiate, engage, and win.

To learn more about how your credit union can leverage FIS Loyalty Engagement Solutions, contact Nangela Piersall at nkp@mcu.org.

UPDATE & RESOURCES: TRUSTAGE CYBERSECURITY INCIDENT**TruStage™**

TruStage continues to respond to its cybersecurity incident, with its investigation and restoration efforts still underway. Because information regarding the scope of the incident and potentially affected data remains limited, MCUL can only share information publicly communicated by TruStage.

To support Michigan credit unions, MCUL has assembled a resource hub with official incident updates, consumer FAQs, claims resources, member communication tools and additional guidance. Credit unions should remain vigilant for potential fraud or phishing attempts and look to TruStage's official incident page for the latest confirmed information.

[MCUL TruStage Cyber Incident Resource Hub](#)[TruStage Incident Updates](#)[Consumer Information & FAQs](#)[Partner Question Submission](#)[Claims Submission](#)

SCREENSTEPS TAKES BEST OF SHOW AT FINOVATEFALL 2026



ScreenSteps was recently named Best of Show at FinovateFall 2026, earning recognition as one of just eight winners among 70 demos.

Their message is a simple one: Financial institutions should expect more from their procedures.

Many financial institutions face similar challenges when it comes to procedures. Content teams need to create procedures that are clear and accurate, employees need to be able to follow them successfully, and organizations need to keep those procedures current as things change.

ScreenSteps approaches these challenges through a “Get It Right, Do It Right, and Keep It Right” philosophy, with a straightforward measure of success: Can an employee pull up a procedure while serving a customer or member and follow it successfully, without making them wait or needing to turn to a supervisor for help?

ScreenSteps reports that organizations using its solution have seen new-hire ramp time decrease from six months to less than two weeks and escalations to experts fall by 80%. The impact can extend beyond training, helping managers spend less time fielding questions, giving staff greater confidence as processes change, and supporting a better customer or member experience.

The recognition at FinovateFall highlights an approach centered on helping financial institutions build greater capacity to adapt, improve and serve while getting more from the people and technology they already have.

Interested in seeing ScreenSteps in action? Be sure to reach out to one of your League Representatives, who can help make the connection.

OUR TEAM



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Please reach out to your League Representative with any questions at leaguereps@mcu.org.