

UMassFive News

For Immediate Release

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Greetings from Your UMassFive Hadley, Northampton, and Contact Center Managers

Hadley, MA – UMassFive College Federal Credit Union (UMassFive) is enthused to introduce the newest leaders of our Hadley and Northampton Branches, and Contact Center: Megan Lagoy, Eurika Boulay, and Katharine Lawton.



Megan Lagoy has expanded her role as Assistant Vice President of Retail Services. Megan began her career at UMassFive nine years ago as a Call Center Representative, eventually taking on other various Contact Center roles, and most recently held the title of AVP of the Contact Center and Interactive Teller Machine (ITM) Department. In her new position, she will now oversee the Hadley Branch in addition to the Contact Center and the ITM Department. In her spare time, Megan enjoys spending quality time with her husband Mark, their newest addition eight-month-old McKinley, and their Great Dane Mayhem. Pre-pandemic, you'd find Megan bowling on a Saturday night with friends, and attending family gatherings on Sunday for dinner.

"I am looking forward to continuing to ensure the delivery of the highest quality member service throughout the Credit Union, This includes advocating for members' needs through active listening, advising and counseling, and evaluating the best options to improve their financial lives" – Megan Lagoy.



Eurika Boulay has been promoted to Northampton Branch Manager. Eurika began her career at UMassFive five years ago as a Member Service Specialist in the Northampton Branch, eventually moving on to becoming the Branch Backup Supervisor, and most recently the Northampton VA Medical Center Branch Manager position. In her new role, she leads the Northampton Branch team in creating positive member experiences, maintaining branch compliance, and working with the Community Outreach Manager to develop UMassFive's presence in Northampton. Eurika enjoys spending her free time watching TV and movies, listening to music, reading, and baking.

"In my new role as Branch Manager, I look forward to welcoming new members to UMassFive and continuing to serve the Northampton Branch membership"- Eurika Boulay.



Katherine (Katie) Lawton has been promoted to Contact Center Manager. Katie began her career at UMassFive in 2016 as a Contact Center Representative and quickly progressed to Lead Contact Center Representative in 2017. In her new role, she will oversee new online membership fulfillment, onboarding, loan applications, phone system administration, and providing resolutions to ensure positive member experiences. In her free time, Katie enjoys yoga, hiking, cooking, interior decorating, reading, catching up on her favorite TV shows, and spending quality time with friends and family.

“In my new position, I’m excited to lead our talented Contact Center team in delivering the highest quality member service while putting the interests of our members first to

make a positive difference in their financial lives” – Katie Lawton.

The UMassFive College Federal Credit Union was established in 1967 and serves the University of Massachusetts as well as the Five College System and over 50 other non-profits, co-ops, and municipalities. As a non-profit financial cooperative, earnings are returned to UMassFive’s membership in the form of better rates, lower fees, and improved services. UMassFive has over 42,000 members, six branches, and assets of over \$550 million. For more information about UMassFive College Federal Credit Union, please visit www.umassfive.coop.