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MSUFCU Receives Quality Service Awards from Visa

EAST LANSING, Mich. — The Card Services team at MSU Federal Credit Union (MSUFCU) recently received two 2020 Visa Global Quality Service Awards.

They are:

- **High Authorization Approval Rate – Card Not Present (Credit)**, which recognizes issuers that display a commitment to customer (member) service through high Card Not Present credit authorization approval rates while helping to control risk.
- **High Authorization Approval Rate – Consumer (Credit)**, which recognizes consumer credit issuers that display a commitment to customer (member) service through high authorization approval rates while helping to control risk.

“We are honored to be named one of Visa’s highest-performing card issuers,” said Sara Dolan, MSUFCU’s Chief Financial Officer. “Our team is dedicated to enhancing member experiences when they use their MSUFCU Visa cards, continually demonstrating excellence in innovation, operational efficiency, and providing superior service.”

Receiving Visa Global Service Quality Awards through Visa’s annual client performance program is a notable industry distinction.

Founded in 1937, MSUFCU has a national reputation for excellence and has received several top industry and workplace awards, including being named a Best Credit Union to Work For[®] by American Banker for the fifth year, a Top Workplace by the Detroit Free Press for 11 consecutive years, a National Best and Brightest Companies to Work For[®] winner for six consecutive years, and was named one of the top five Michigan credit unions in Forbes' Best-in-State Credit Unions 2021 list. MSUFCU was named a Best Workplace in Financial Services and Insurance by Fortune Magazine two consecutive years and has been certified as a Great Place to Work[®] for nine consecutive years. MSUFCU has been recognized by the Credit Union National Association, earning first place for the people-helping-people philosophy 2020 Louise Herring Award. MSUFCU is headquartered in East Lansing, Mich., has 22 branches, over 315,000 members, more than \$6.5 billion in assets, and nearly 950 employees. For more information, visit msufcu.org.

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