

***KELLY MENDENHALL AND JOY PORTER PROMOTED TO***

***SENIOR VICE PRESIDENTS AT CO-OP FINANCIAL SERVICES***

***Promotions Reflect Their Own High Performance and Rapid Growth of the Company***

***For Release on February 1, 2022:***

**RANCHO CUCAMONGA, California** – CO-OP Financial Services has promoted Kelly Mendenhall and Joy Porter to Senior Vice President, reflecting their own high performance in the Product and People (Human Resources) functions, respectively, and the continuing rapid growth of the company.

“In the past five years, CO-OP has launched more than 150 new products,” said Todd Clark, President/CEO. “This has certainly meant a monumental effort by our Product team, and also by Human Resources, to find and keep the talent we need to maintain this level of performance. The work of Kelly and Joy has helped us meet our goals and fuel the innovation needed for the future.”

**Kelly Mendenhall** is promoted to SVP, Innovation, Product Office, reporting to Bruce Dragt, Chief Product Officer. Mendenhall joined CO-OP in April 2017 with the merger of CO-OP and TMG, having joined that organization exactly one year earlier. Mendenhall is responsible for the PDLC (Product Development Life Cycle) process, and the process for defining the CO-OP roadmap. He is also responsible for innovation activities like “Innovation Day” and providing a clear direction so that innovation processes result in products that better serve the company’s credit union clients and their members.

**Joy Porter** is promoted to SVP, Total Rewards and People Operations, reporting to Cheryl Middleton Jones, Chief People Officer. Porter joined CO-OP in April 2019, and during her tenure has led the effort to improve the company’s compensation and benefits offerings. Additionally, she has implemented new work/life programs such as updated maternal, parental, family care and adoption leave programs. Porter is also responsible for HR Operations and the HRIS system, moving to one functional and self-service platform for all HR functions across the business.

During 2021, CO-OP invested $50 million in its product roadmap to ensure clients remain competitive. New products include Digital Card Issuance, expansion of the CO-OP Springboard card servicing application and the introduction of CO-OP Resolution Center, the company’s proprietary new disputes and chargebacks processing platform, designed with credit union input. In addition, CO-OP launched COOPER Fraud Score, a machine learning tool to detect, prevent and mitigate fraud.

Also in 2021, CO-OP was one of only three organizations in the credit union industry to be recognized as one of “2021 Achievers 50 Most Engaged Workplaces” by Achievers, a provider of employee voice and recognition solutions. CO-OP’s commitment to four core values – work as partners, communicate openly and honestly, demonstrate excellence, champion change – contributed to the recognition. Additionally, CO-OP’s Diversity, Equity and Inclusion Council launched a series of Engagement Resource Groups, including Women in Technology, Pride Alliance and Black Financial Technology Professionals.

More information about CO-OP Financial Services can be found by visiting [www.coop.org](http://www.coop.org).

**About CO-OP Financial Services**

CO-OP Financial Services is a payments and financial technology company whose mission is ensuring the success of the credit union movement. CO-OP payments solutions, engagement services and strategic counsel help credit unions optimize member experiences to consistently provide seamless, personalized multi-channel offerings, while delivering secure, sophisticated fraud mitigation service. For more information, visit [www.coop.org](http://www.coop.org).

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