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## CUAC Helps 1ST Gateway CU Gain a Competitive Edge in the Market

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**Houston, TX | April 3, 2023.** In 2019, 1st Gateway Credit Union began the search for a new partner for their indirect lending solution. The software they utilized at the time was slow and redundant. In addition to the technological issues, costs were escalating and their service deteriorating.

The credit union began the search for a provider that would significantly increase efficiency and accuracy while consistently delivering higher levels of service and expertise. After a careful review of multiple vendors, the credit union found that [CUAC had the most to offer](#). “With CUAC, we are receiving more functionality and better service, along with cost savings.” Said Angela Drury, Chief Operating Officer for 1<sup>ST</sup> Gateway CU when asked why they chose CUAC.

Since then, CUAC has proactively worked with 1<sup>ST</sup> Gateway CU to ensure they take advantage of all available technology and service level components to increase their overall value proposition. This gives them the competitive edge in the market they need.

And when it comes to customer service, “The staff is prompt to address issues and always courteous and conscientious. They are quick to let us know of potential problems and stay engaged until issues are resolved,” said Angela Drury. “Our team really enjoy the capability of being able to do the instant messaging with the dealers. Overall, the [CUAC team](#) always delivers excellent customer service.” Angela continued, “As we look back, we see that CUAC has delivered on every promise.”

Kurt Howard, COO of CUAC, had this to say about the relationship. “It is hard to believe it has been almost 4 years since I first spoke with Angela about their indirect solution needs. We are so proud that they chose us to help power their indirect offering and I am ecstatic to hear about their satisfaction with our service. At CUAC, our belief really is that our success will ultimately be determined by our credit unions’ success. I look forward to the next 4 years doing everything we can to help 1<sup>ST</sup> Gateway maximize their indirect program.”

About 1ST Gateway Credit Union: Established in 1953, 1st Gateway Credit Union currently has assets in excess of \$165 million and proudly serves 24 counties in Eastern Iowa and Western Illinois with seven full-service branches in Camanche, Clinton, DeWitt, Fulton, Morrison, Sterling, and Prophetstown. For more information visit: [www.1stgateway.org](http://www.1stgateway.org).

[CUAC](#), with years of experience and best practices, has proven to be the leader in indirect lending services for large and small credit unions. If you are interested in taking your credit union's indirect program to the next level, please reach out to Kurt Howard at [khoward@cuacuso.com](mailto:khoward@cuacuso.com) or online at <http://www.cuac.com/contact>.