

**United Federal Credit Union – Press Release**

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**United Federal Credit Union Promotes Two to Lead Member Experience and Personalization Efforts**

**ST. JOSEPH, Mich. –** United Federal Credit Union is excited to announce two promotions aimed at increasing member services. Kylie Glupker has been named Director of Personalization, and Justin Neu has been named Member Service Center Director.



*Kylie Glupker, Director of Personalization*

In her new role as Director of Personalization, Glupker will lead and influence the identification, implementation, and ongoing prioritization of enhancements surrounding personalization initiatives for credit unions members.

Glupker brings nearly 15 years of member service and credit union experience to her new position. She has been with United since 2010 and most recently spent six years as the Member Service Director. She studied Business Administration and Management from Lake Michigan College and Bethel College



*Justin Neu, Member Service Center Director*

Neu’s new role as Member Service Center Director will have him leading all activities in the Member Service Center to ensure exceptional service delivery at every remote touchpoint with members.

Neu has 13 years of customer service and credit union experience. Most recently, he was United’s Manager of Member Sales and Service. He has an MBA in Management from Andrews University.

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**About United**

United Federal Credit Union has served its Members since 1949 by helping them to build a sound financial future. United consists of more than 186,000 Member/owners worldwide and manages assets in excess of $3.8 billion. Its corporate office and main branch are in St. Joseph, Mich., with additional branches in Arkansas, Indiana, Michigan, Nevada, North Carolina, and Ohio. Federally insured by NCUA. Equal opportunity lender. Equal housing lender. For more information visit [UnitedFCU.com](http://www.unitedfcu.com)

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