



CONTACT:
Savannah Cruz
813.644.7443
pr@bkncreative.com

FOR IMMEDIATE RELEASE

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GTE FINANCIAL PROMOTES NYDIA HALL TO ASSISTANT VICE PRESIDENT OF MEMBER RESOLUTION

TAMPA, FL, December 2023: GTE Financial continues to promote from within by appointing Nydia Hall to Assistant Vice President (AVP) of Member Resolution. Previously Senior Manager of the Member Resolution Department, Hall has significantly contributed to the organization's success, leading to her promotion.

Hall began her career at GTE in November 2006 as a Member Resolution Representative, working her way up to Collections Supervisor, Manager, and Senior Manager, where she played a critical role in controlling delinquency, minimizing charge-offs, and ensuring that her team delivered exceptional service to members.

"Over the last two years, Nydia has taken on the considerable responsibility of developing and refining our loss mitigation processes for mortgage loans, including developing expertise in the many and complicated servicing requirements of Fannie Mae, FHA, and VA," comments John McLeod, Vice President of Fraud, BSA and Member Resolution. "Nydia has been integral to the success of our efforts to bring mortgage loan servicing in-house."

The credit union strives to promote from within, creating more advancement opportunities for employees at different levels in the financial institution. If you are interested in starting a career at GTE Financial, check out gtefinancial.org/careers.

About GTE Financial

GTE Financial is a not-for-profit financial cooperative located throughout West Central Florida with \$2.9 billion in assets and 24 Community Financial Centers. Chartered in 1935, GTE Financial is the official credit union of the Tampa Bay Lightning and is locally owned and operated in the Tampa Bay area, serving more than 230,000 individuals and businesses. For more information on GTE Financial, visit gtefinancial.org.

For more information, interviews, or media requests, please call (813) 644-7443 or email Savannah Cruz at pr@bkncreative.com.

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