

FRONTBURNER

Welcome to the December edition of **The FrontBurner**!

I don't know about you, but I felt like 2020 was NEVER going to end and somehow, in a blink, 2021 has FLOWN by. While I don't know why that is, there is one thing I do know – we have a lot for which to be thankful as we wind down this year and roll into 2022. Your corporate has accomplished a lot over the last two years and we carry a lot of momentum and excitement into 2022 as we keep our feet moving and keep working to make your lives easier. We have 40 years in the bag and we think the next 40 years are going to be even better. None of that is possible without the incredible staff we have here and their desire to serve you and each other and to do it well and, of course, without the support of our member credit unions. Without you, none of this even matters.

So, as we enjoyed Thanksgiving last week and we head into the Christmas season, I just wanted to take this opportunity to tell you that I am incredibly grateful for the staff here at VolCorp that serves you every day. I am incredibly grateful for the Board, ALCO, and Supervisory Committee members that volunteer and serve you and us every day. I am incredibly grateful for you who bless us with the privilege of serving you every day. And, I am incredibly grateful that we have a lot to look forward to as we head into 2022 and the next 40 years. It shall be a period *like never before*.

With that, I wish you all a very **Merry Christmas, Happy Holidays**, and a **Happy New Year**!



Jeff Merry, President/CEO



Transformation is a journey with no finish line. To be successful, a company must continually reinvent itself and its goals. While there may be failures along the way, each step backwards helps you learn how to take an even bigger step forward—maybe a pivot in a new direction—but always forward. At VolCorp, we are transforming... *like never before*.

VolCorp has proudly served the credit union movement for more than 40 years. In 2021, we took time to celebrate all the accomplishments that we had achieved since 1981.

We drew inspiration from our past innovations and our members have already noticed a change:

- Our new CUSO, **Symphony**, provides credit unions a source for Enterprise Risk consulting, Business Continuity consulting, Supervisory Committee Audits, and vendor contract optimization;
- A complete redesign of **member statements** and **invoices**;
- A successful **re-branding of VolCorp**, including a complete website redesign and a new **VolCorp Online** platform for members;
- New platforms, including enhancements, for both **vPortfolio** and **Safekeeping**.



**VOLCORP
LIKE NEVER
BEFORE**

As we look to the future, members and non-members alike will see a new VolCorp. More agile. More adaptive. Not just working with credit unions, but inspiring them to reach new heights. We are constantly exploring ways to help our credit unions serve their members more effectively and more efficiently. Here are a few of the projects we have planned for 2022:

- **Modernization of VolCorp Online Apps** – All **VolCorp Online** apps are being updated to provide a more consistent interface and easier navigation within the system.
- **Authentication Project** – Members will experience a true single sign-on environment for all VolCorp apps, including **vPortfolio** and **Safekeeping**. In addition to increased state of the art security, members will have additional hardware options to verify their identification.
- **Other Projects** – We have other projects that are in their early phases, and we look forward to sharing much more information with you over the coming months.

Swiss psychiatrist Carl G. Jung once said, "Life really does begin at 40. Up until then, you are just doing the research." VolCorp is honored to have served credit unions for more than 40 years. And we're just getting started.

It's more than a new logo. More than a change in color scheme. It's a partnership... *like never before*.

