

FRONTBURNER

Welcome to the December edition of **The FrontBurner!** Christmas is right around the corner, and it truly is the most wonderful time of the year. For those of you who know me, you know this is one of the most important times of the year to me given all it represents and that nothing makes it better than spending it with family. My kids are 7 and 13 and the 7-year-old is saying things which lead us to believe she knows all about Santa and is just playing us to take full advantage of the extra gifts one last time. As such, Tami and I are entering into the Christmas season knowing it may be the last Santa Experience for our precious family and we must soak it up in case we are right. But, even if we are right, just celebrating the true reason for the season and doing so with family will still make every Christmas incredibly special.

The truth is, experiencing anything with family makes it more special. That really includes work, too, and is one of the reasons we try to maintain a culture here at VolCorp where we see our co-workers and our members as family. Doing things with and for family just changes things. Our VolCorp family has grown over the last couple of years, and we are excited to welcome the newest members to the family and to pursue the strategic initiatives we are pursuing in order to be able to deliver for you, our extended family. This month's edition of **The FrontBurner** speaks about the newest members of the VolCorp family and how critical each is to our success so we can help you be successful too.

From me and my family to you and yours, I wish you all a very very Merry Christmas and all of God's blessings this holiday season.

With that, I hope you enjoy this month's edition of **The FrontBurner**.


Jeff Merry, President/CEO

Have You Met Our NEW VOLCORP FAMILY MEMBERS?

When we think about the holidays, one of the things that comes to mind is family. Memories of long Thanksgiving dinners, followed by a fun (sometimes way too competitive) family football game. The thoughts of waking up on Christmas morning as a child, spending time with family around the tree as wrapping paper flies around the room. Visiting with extended family members you may only see once a year.

It has been said that family stretches much further than just our blood relatives. In a 2015 survey that explored what employees love most about their jobs, one of the key factors in enjoying the 9-5 gig is the company we keep

while at work. And, since some of us spend more time with our co-workers than we do with our actual families, the bonds we form at work can sometimes emulate those of a family.

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At VolCorp, we consider ourselves a family. Like most families, we get excited as new family members are added to the mix. Over the past two years, we have welcomed 19 new faces to the VolCorp family! While some new hires were brought on to fill vacated positions, others came to VolCorp to further advance initiatives set forth in our recent strategic plans. Let's meet our new family members!

Continued...

Operations

These are the people you may be most familiar with when calling VolCorp.

They are our “boots on the ground” for VolCorp members. While the Operations staff has many years of experience, we were fortunate to infuse some new blood into the department with three new Operations Specialists - **Zack Barter**, **Mary Hayes**, and **Savanna McEachern**. Zack, a graduate of Husson University, originally hails from Winthrop, Maine, but more recently lived in New Hampshire. Zack’s drink of choice is either Jack Honey or sweet tea. (Didn’t take him long to adopt some Southern habits!) Mary is a Tennessee native and graduated from Vol State. Mary enjoys



Mary Hayes



Savanna McEachern

photography and the outdoors and is in the process of planning her wedding. Savanna has lived in Tennessee for the past ten years and came to us from a local credit union. She loves horses and once rode competitively. One of our favorite things she told

us when she came on board was that “Chocolate milkshakes are life.” We like how she thinks!

Interns

Internships allow companies to invest in their own future success and possibly discover new talent and future leaders. We have worked with three interns since our internship program began in 2021.

Natalie Rittenberg, an intern from Vanderbilt University, worked with our Human Resources department in 2021. **Nicolaas Dato**, a junior from the University of Georgia, interned with VolCorp in 2022 and helped us prepare for Forum22 this past summer. **Kortney Wattles**, who is in the process of earning an MBA from Lipscomb University after majoring in Marketing, is currently interning with us, and rotating through Marketing, Finance, and Strategic Initiatives.

Information Technology

IT is a major component of everything we do at VolCorp. As we continue to bring new and useful

products and services to our members, the need for additional staffing in IT is critical.

Josh Yates, Manager, Software Architect, joined VolCorp in 2021 with an extensive background as a software developer. Josh has played a key role in many of the new application



Josh Yates

versions our members have seen over the past 18 months. Josh enjoys photography, traveling, hiking and game nights with his family. **Andrew Whittington** joined VolCorp in 2021 and is the Director, IT Systems Engineering. Andrew is a graduate of MTSU and



Rod Venem

enjoys working on projects in his shop and camping with his family. **Rod Venem**, Senior Business Analyst, has comprehensive experience in business analysis and project management roles. Rod enjoys spending time with his wife, Chris,

and their many grandchildren. He is a rabid football fan, and passionately cheers on the Minnesota Vikings and the North Dakota State Bisons. **Earl Marinus** joined VolCorp early this year as a Senior Network and Virtual Engineer. Earl spent several years as a Consulting System Engineer with HCA, and enjoys playing computer games, camping, fishing, and hiking.



Earl Marinus

Justin Stevenson is VolCorp’s Senior Helpdesk Engineer. Justin spent 14 years in the technology field and loves all sports, especially Tennessee teams. Justin is an avid collector of 80s and 90s wrestling memorabilia.

Business Development

Staying in touch with our members is very important to us. Talking with our credit unions to learn more about their business helps us know how we can best support them. We have been able to add two very seasoned individuals to our family over the past 18 months.

Dale Goode, our Regional Development Executive, comes to VolCorp with many years of experience in the credit union industry. Dale is an Auburn graduate and lives in Birmingham with his wife. He also became a proud grandfather to his beautiful granddaughter in 2021. **Jeff Panko**, Key Account



Dale Goode



Jeff Panko

Second-Timers

We were so happy to welcome back two VolCorp family members over the past year. Many of you may remember them both. **Marla Mackie** was VolCorp’s Internal Auditor from 2003 to 2013 and made the decision to come back to the same role in 2021. Marla and her husband, Mark, have four children and she enjoys gardening in her spare time. **Sandy Baker**, former VP, Marketing and Operations with VolCorp from 1991 to 2003, rejoined our family in May as a Project Specialist. Sandy has several years of experience with both corporate and natural person credit unions and has been particularly helpful with our faster payments’ initiatives.



Marla Mackie

Finance and Strategic Initiatives

Stability within a company can be affected whenever retirements occur. Fortunately, we have been able to fill the roles of recent retirees with new, highly qualified VolCorp family members.



Trevor Nelson

Trevor Nelson, Member Experience Liaison, is originally from Charleston, West Virginia, and has a

degree in Communications from West Virginia State University. Before joining VolCorp, Trevor worked as a Business Development Specialist for a West Virginia credit union. Trevor enjoys live music and exploring all Middle Tennessee has to offer. **Michael Wenzel**, Accountant, recently earned an MBA from John Carroll University. Michael previously worked in accounting with Pease & Associates. Michael is one of nine children, loves bar trivia, and was studying abroad in Italy when the Coronavirus began there.



Michael Wenzel

Consultants

After meeting with and hearing the needs of our members back in 2020, VolCorp created a new CUSO, **Symphony**, in 2021. Many of our members revealed the need for Supervisory Committee audits. Business has flourished to the point that we needed to add consulting staff to Symphony.

Walt Hobby, Symphony Consultant, has over 35 years of experience as an auditor and CFO with two different credit unions in Georgia. Walt and his wife are working on a bucket list item of visiting all the major league baseball parks. **Nancy Walker**, Symphony Consultant, comes to VolCorp with over 44 years of experience in the credit union industry. During her career, Nancy has served as a manager, consultant, CEO and as a former VolCorp Board member. After work hours, Nancy enjoys walking and visiting with family and friends.



Nancy Walker

Alex Haley once said, “In every conceivable manner, the family is a link to our past, bridge to our future.” We are proud of our history at VolCorp and our future looks bright as our family continues to grow. We hope you can get to know our new VolCorp family members very soon.



From all of us at VolCorp
Merry Christmas and Happy New Year!