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For immediate release

Wright-Patt Credit Union Bringing Dialogue-Style Member Center to Lane Avenue

(Columbus, OH) –As part of Wright-Patt Credit Union (WPCU)'s latest growth plans in the Columbus area, the credit union announced that it will be remodeling its Lane Avenue Member Center to a "dialogue-style" layout and moving the Member Center to a more convenient location. This dialogue-style WPCU Member Center promises a friendlier experience compared to traditional banking using an open floor plan and a personal approach to service. WPCU is set to open the upgraded Member Center at 1761 W. Lane Avenue sometime in early 2020.

"For us, this change is all about making life a little easier for more people in Columbus," said Todd Elliott, WPCU Market President – Columbus. "We're making improvements based on what our Columbus area members have been asking for. The new location will be much better for our members, it'll be easier to get to, have improved parking, and the dialogue-style setup will introduce a new way to bank for people in the area."

The updated Member Center will have a whole new layout with an 1836 square foot floor plan, and a much larger parking area with 18 dedicated parking spots on the property. With the dialogue-style plan, instead of traditional teller windows or Personal Teller Machines (PTMs), the new Member Center will have freestanding service desks hosted by Member Experience Representatives (MERs). MERs will greet members at the door and walk them to the freestanding stations for extraordinary service through friendly open dialogue. Each station will also have a display that can be shared so that members can conveniently view their own account information.

"With the dialogue-style, you'll feel the difference as soon as you step through the door of the Member Center," said Tracy Szarzi-Fors, WPCU Vice President of Marketing and Business Development. "Our goal is to be the best organization you have ever experienced, and that's why we're always looking for new ways to challenge ourselves and to proactively respond to member feedback."

Look forward to more information soon as WPCU continues growing in Columbus. To learn more about how WPCU sets itself apart, visit www.wpcu.coop/about-us.

About Wright-Patt Credit Union

Established in 1932, Wright-Patt Credit Union is a member-owned, not-for-profit financial cooperative proudly serving Central and Southwest Ohio with more than 390,000 members and over \$4.9 billion in assets. As a cooperative, Wright-Patt Credit Union joins members together, pooling financial resources to meet the needs of all. The pooled resources provide the capital to run a strong and efficient operation. Wright-Patt Credit Union is headquartered in Beavercreek, Ohio, and has 31 Member Centers throughout Central and Southwest Ohio. Wright-Patt Credit Union's mission is to help people through life by allowing members to achieve a greater degree of economic independence. Visit Wright-Patt Credit Union's website at wpcu.coop for more information.

