

FOR IMMEDIATE RELEASE

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Consumers Promotes Scott Sylvester to Chief Operations Officer

KALAMAZOO, MICH—Consumers is pleased to announce the promotion of long-time employee Scott Sylvester to Chief Operations Officer.

Sylvester joined the credit union as a teller in 1994. At that time, Consumers had only two offices with fewer than 20 staff. Sylvester moved into the accounting area after only two weeks and from there, took on additional IT responsibilities. Sylvester was promoted to Manager of Information Systems in 1996 and guided the credit union through the technology boom and year 2000 compliance.



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Five years later, Sylvester was promoted to Vice President of Technology. He was instrumental in relocating Consumers' corporate office and IT facilities from the original retail office on Cambridge Drive in Kalamazoo to their current location on Stadium Drive in Oshtemo. In 2008, he became Chief Financial and Technology Officer. He was the project leader as Consumers converted its core banking system to a new platform. Sylvester has also been involved with all of the credit union's facilities upgrades, whether new construction or office remodels.

With his new position of Chief Operations Officer, Sylvester will direct and coordinate a broad range of strategic and operational activities to achieve the credit

union's objectives. As the credit union grows, it is important for the supporting back office operations to continue to evolve. Sylvester will look to develop key areas in deposit and loan operations and bring all the operational units together to provide exceptional support to Consumers' staff. His team will also be responsible for managing the launch of new products and services to its members, keeping Consumers on the cutting edge in banking.

When Sylvester was asked recently how he feels about working at the credit union, he said, "I truly enjoy working with our members and staff to provide leading edge products and services, including state-of-the-art facilities. I'm very excited about these new opportunities and look forward to our future success."

Sylvester attended Michigan State University. He and his wife Lisa have resided in Texas Township the last 16 years. They have three children ranging in age from 3 to 8.

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Consumers Credit Union is headquartered in Kalamazoo, Michigan. With more than \$350 million in assets, Consumers has experienced 20% average growth for 26 consecutive years. Established in 1951, Consumers serves individuals and businesses through 13 offices and more than 200 ATM locations in Kalamazoo, Portage, Lawton, Coldwater, South Haven, and Holland. For details, visit www.consumerscu.org. Editors, please refer to Consumers Credit Union in short as Consumers, rather than CCU. Thank you!