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Consumers Promotes Sean Mansell to Loan Servicing and Collection Manager

KALAMAZOO, MICH—Consumers Credit Union announces the promotion of Sean Mansell to Loan Servicing and Collection Manager. Hired as Collection Manager in 2010, Mansell's duties have been expanded to include member servicing of performing assets, tax and insurance management, investor and regulatory compliance related to the servicing of loans, investor and PMI reporting, collections for all non-performing assets, foreclosure and bankruptcy management, and loss mitigation.

Mansell's long-term goal is to cultivate a department that will allow Consumers to achieve a high degree of investor/regulatory compliance while protecting and providing superior service to the members. He also hopes to continue to challenge himself through continued education.



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Under Mansell's guidance, Consumers' Collection Department has made huge strides in reducing delinquency rates that have resulted from the recession nationwide. Consumers' Collections Department embraces a unique culture of positivity and member service, working to coach members through periods of fiscal difficulty and create solutions beneficial to both the member and the credit union, including financial education and counseling. "The thing I love most regarding my position is the ability to genuinely help people in their time of need," says Mansell.

Mansell holds a Bachelors Degree from Western Michigan University in Music Composition with a minor in Audio Engineering. His work experience includes serving as a Loan Counselor and Loss Mitigation Supervisor for Old Kent Mortgage Company, Loan Servicing Manager for Heartwell Mortgage Corporation, and Senior Vice President and Director of Loan Servicing for Member First Mortgage. Mansell's entire professional experience has been devoted to the administration of both performing and non-performing loans. He is also a past state board member for the Michigan Mortgage Lenders Association.

Mansell and his wife of nine years, Sarah, have two children; Jakob, 13 and Savannah, 5. Mansell is still an active participant in the arts community, performing regularly.

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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!