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Honor Credit Union Announces Hire of VP of Member Experience

BERRIEN SPRINGS, MICHIGAN – OCTOBER 24, 2022 – Honor Credit Union is proud to announce the hire of Jennifer Patrick as VP of Member Experience. With 17 years in the credit union industry, Patrick is no stranger to the credit union, its values, and its mission to serve the community and its members.

Jennifer holds a Master's and Bachelor's in Business Administration, is a graduate of CUNA Management School and is nearing her completion of a Master's in Human Resources. She brings a wealth of experience with her, with previous positions held, including Executive Vice President, Vice President of Operations, Vice President of Human Resources, Branch Manager, Assistant Branch Manager, and most recently, Vice President of Branch Service Delivery, and Vice President of Branch Operations.

As VP of Member Experience, Jennifer will oversee Honor's 29 member centers across the state, including its Virtual Member Center, and ensure our members can interact with us how and where they want to.

"Our goal is to ensure a WOW experience, regardless of the channel our members utilize, and work with others across the organization to make that vision a reality," stated Patrick.

She will focus on the pillars of customer experience as she works to ensure it is easy to do business with Honor and that we can deliver on our promise of "Providing Solutions for Your Financial Success."

"I love the focus Honor places on employee and member experience. Coming to Honor was an easy decision because the organization's values are so aligned with my personal values. I could tell on day one that Honor lived the values as the team has been so open and welcoming," commented Patrick. "I am excited to work more closely with each of them."

Outside of Honor, Jennifer enjoys many hobbies, including reading, spending time with family, and hanging out at the beach. She resides in Stevensville, Michigan, with her husband, James. Together they have two daughters (Jasmine and Mia), two dogs (Sam and Milo), and four cats (Maxcito, Myrtle, Bailey, and Boo).

ABOUT HONOR CREDIT UNION

Honor Credit Union is a non-profit, full-service financial institution serving over 100,000 members in 28 member center communities throughout western and northern Michigan. Providing solutions for financial success and giving back to the communities we serve remain the driving forces behind Honor Credit Union. For more information, call 800.442.2800, or visit www.honorcu.com.

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