



Marshall Community
Credit Union

Marshall Community Credit Union Designated a “Best of the Best” Credit Union

MemberXP, a credit union member experience measurement platform, has designated Marshall Community Credit Union as one of 2019’s “best of the best” credit unions.

The MemberXP Best of the Best designation is awarded to credit unions that consistently provide exceptional levels of member service during a calendar year. This prestigious award is given to fewer than one in five of the high-performing credit unions using MemberXP’s service evaluation platform. A credit union cannot apply for this award. It is independently granted by MemberXP based on specific criteria including member service and ease of use.

MemberXP is a voice of member platform that allows credit union members to provide immediate feedback on the service they receive. The platform utilizes mystery shops and member surveys to gauge the overall member experience across multiple delivery channels and specific experiences such as getting a loan or opening a new account.

“MemberXP gives us a platform for listening to members, answering questions, and improving the overall member experience,” said Heather Luciani, CEO of Marshall Community Credit Union. “We are delighted that our member experience is one of the best among high-performing credit unions. We thank our team for providing an extraordinary experience. We look forward to continuing to improve and to exceed the expectations of each member we assist.”

“MCCU’s top scores indicate a real commitment to doing what is right for members,” said Constance Anderson, founder of MemberXP.

About MCCU



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MCCU was established in 1951 and is a full-service financial institution proactively promoting the credit union philosophy of "people helping people." They provide high earnings on savings, low rates on loans, no annual fee credit cards, home financing -- the list of services are endless. The credit union also offers convenient services such as online banking, MCCU Mobile App, instant issue debit cards, mobile deposit and much more.

MCCU's Mission:

"Partnering with Members for financial success through service, solutions, and education"

About MemberXP

MemberXP provides actionable member research to credit unions via MemberView, its omnichannel voice of member platform and MemberShoppers, its mystery shopping platform. MemberXP serves credit unions across North America ranging in asset sizes of \$100 million to over \$9 billion. Learn more about MemberXP's Best of the Best Awards at memberxp.com/best-of-the-best-award/

Marshall Community Credit Union is a federally insured full-service financial institution with offices located in Marshall and Battle Creek – Coming soon to Coldwater. For more information on products, services or membership, please contact 269.781.9885 or visit marshallcommunitycu.com.

