



## Raddon 2022 Crystal Performance Awards Honor Top Performing Credit Unions

August 17, 2022

*Twenty-one credit unions receive Crystal Performance Awards from Raddon based on key performance metrics in the only nationwide benchmark of its kind*

**CHICAGO, August 17, 2022** – Raddon®, a Fiserv company and provider of innovative research, insightful analysis and strategic guidance to financial institutions, has announced the winners of the 2022 Crystal Performance Awards. Twenty-one credit unions from around the country, segmented by those under or over \$1 billion in assets, received the award this year. These institutions are among the top three percent of those whose results and metrics are analyzed by Raddon each year.

“We are proud of what we accomplished this year and honored to be included in this respected group of award winners,” said Tom Neumann, CEO of First Source Federal Credit Union, regarding the credit union’s first Crystal Performance Award. “This honor recognizes only the highest overall performers in the areas of service, member relations, sales and financial soundness. It is validating to have our organizational culture, including the team’s focus on providing the best value to our members, earn us a spot among the top credit unions in the country.”

Each recipient credit union was selected based on an analysis of key performance metrics focused on service, member relationships, sales and other areas as observed within the Performance Analytics program from Raddon. By benchmarking performance against their peers, credit union leaders can understand their competitive advantages, and develop more effective strategies and approaches to member service.

Community First Credit Union and Logix Federal Credit Union both received the award for the 14th consecutive year.

“We strive to help our members achieve their goals while maintaining financial wellness. Our partnership with Raddon has been key in our ability to deliver on that promise to our members,” said Catherine Tierney, CEO of Community First Credit Union. “The award is icing on the cake for us.”

“Our team is once again honored to be among the Crystal Performance Award winners,” said Ana Fonseca, CEO of Logix Federal Credit Union. “The Performance Analytics program enables us to constantly improve our performance and gives us objectives that are concrete, measurable and results oriented. Our members are the true beneficiaries of our Raddon partnership.”

This year’s Crystal Performance Award winners, more than \$1 billion in assets, are:

- Capital Credit Union, Green Bay, Wis.
- Community First Credit Union, Appleton, Wis.
- Idaho Central Credit Union, Chubbuck, Idaho
- Logix Federal Credit Union, Valencia, Calif.
- Navy Army Community Credit Union, Corpus Christi, Texas
- New England Federal Credit Union, Colchester, Vt.
- Numerica Credit Union, Spokane Valley, Wash.
- Randolph-Brooks Federal Credit Union, Live Oak, Texas
- STCU, Liberty Lake, Wash.
- Three Rivers Federal Credit Union, Fort Wayne, Ind.

This year’s Crystal Performance Award winners, under \$1 billion in assets, are:

- Capital Credit Union, Bismarck, N.D.
- Extra Credit Union, Warren, Mich.
- First Source Federal Credit Union, New Hartford, N.Y.
- Hoosier Hills Credit Union, Bedford, Ind.
- Marshall Community Credit Union, Marshall, Mich.
- Mid Oregon Federal Credit Union, Bend, Ore.
- North Star Community Credit Union, Maddock, N.D.
- Sacramento Credit Union, Sacramento, Calif.
- Utah First Federal Credit Union, Salt Lake City, Utah
- Vermont Federal Credit Union, Burlington, Vt.
- Westerly Community Credit Union, Westerly, R.I.

"The Crystal Performance Awards are a measure of individual credit union success, and also give a holistic perspective of the entire industry," said Bill Handel, general manager and chief economist at Raddon. "We see that even in the face of recovery from the pandemic and a whole new slate of challenges on the horizon, credit unions continue to adapt and embrace innovative ways of delivering financial services. Their commitment to delivering outstanding performance on behalf of their members is impressive, and recognizing their success is positive for Raddon and our industry."

#### **About Raddon**

Raddon, a Fiserv company, has been providing financial institutions with research-based solutions since 1983. Raddon works exclusively with financial institutions and has a unique understanding of the industry, resulting in the ability to apply practical know-how to the challenges and opportunities financial institutions face. Raddon combines best practices in research and analysis with consulting and technology solutions to help institutions achieve sustainable growth and improve financial performance.

#### **About Fiserv**

Fiserv, Inc. (NASDAQ: FISV) aspires to move money and information in a way that moves the world. As a global leader in payments and financial technology, the company helps clients achieve best-in-class results through a commitment to innovation and excellence in areas including account processing and digital banking solutions; card issuer processing and network services; payments; e-commerce; merchant acquiring and processing; and the Clover® cloud-based point-of-sale and business management platform. Fiserv is a member of the S&P 500® Index, the FORTUNE® 500, and has been recognized as one of FORTUNE World's Most Admired Companies® for 11 of the past 14 years and named among the World's Most Innovative Companies by Fast Company for two consecutive years. Visit [fiserv.com](https://www.fiserv.com) and [follow on social media](#) for more information and the latest company news.

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