



First United Credit Union News Release

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First United Credit Union's relaxing member environment with children's area and online banking access.

First United Credit Union Completes Lobby Expansion Project in Grandville, Mich.

GRANDVILLE, Mich. – On April 24, 2014, First United Credit Union unveiled its completed 7,000-square foot lobby and member office renovation project at its main office, 3140 Ivanrest Avenue SW, Grandville, Mich. The redesigned and expanded member service area focuses on member needs – through a spacious new lobby, enhanced technology, and five private member service offices.

Other renovations included the development of a member waiting area which nearly tripled in size, convenient online banking center, free coffee bar, children's play area, and offices for new accounts and loans. Technologies, such as flat screen TVs, are strategically-placed throughout the area for member education and current promotions.

The office also features guest computer workstations for members to use for personal business or access to the Internet. An expanded staff education area and meeting center completes the project.



Additional private offices and expanded member service area.

“Members require much more than the usual routine when it comes to banking today,” said First United President and CEO Mark Richter. “Providing a comfortable, relaxing area for members to transact business was a priority with the expansion, so was providing secure, confidential member service offices.”

Members often have complex transactions and questions. To serve these diverse needs, staff must have access to state-of-the-art technology along with the ability to conduct business in a supportive, private environment.

“Our new office equips staff with the tools they need,” continued Richter. “The office is efficient, but comfortable and inviting, which is conducive to good business. It also positions us for future growth.”



New children's play area.

The expansion project included work done by several Michigan-based contractors, including BMA Architects P.C., headquartered in Muskegon, Mich. “We kept the business local to Michigan,” added Richter. “We believe in supporting area businesses and our communities.”

“Continuing to meet and exceed the needs of our members is important to all of us at First United,” concluded Richter. First United can serve anyone in Kent and the surrounding 22 counties. To learn more, visit www.FirstUnitedCU.org.

About First United Credit Union

Headquartered in Grandville, Mich., First United Credit Union is a full-service financial institution offering mortgages, home equity loans, vehicle loans, savings, CDs, business services, checking, and an array of online banking services. First chartered to serve the Leonard Refrigerator Plant, the credit union has been providing exceptional personal service to its members since 1937. Today, First United can serve anyone who lives or works in Kent and the surrounding 22 counties in Lower Michigan. Learn more at www.FirstUnitedCU.org.