



PCMCU is known for exceptional member service. It's not just something we say, our culture lives around going above and beyond for others.

Brittney and Melanie are exceptional examples of the high standard we set. When you call PCMCU or stop in, you will be greeted by their beautiful smiles and knowledge to make a difference in your day. They are both contributors to our success and are valued for all the uniqueness they bring.

Working WITH our members and FOR our members is what we do best.



**Brittney Francois - 11 years
Senior Loan Officer**

Brittney's day consists of helping our members with their loan needs-whether for a car, boat, ATV, camper, debt consolidation, or to refinance their mortgage or take out a home equity loan, she is at their service!

Brittney grew up right here in Green Bay, WI--born and raised! Family is #1 and the



**Melanie Brunette - 3 years
Member Experience Team**

Melanie is approaching her 3-year anniversary! She started as an MSR and moved to our Member Experience Center in 2021, which was developed to support PCMCU's effort and priority to continue to answer all phone calls from our members, while also having experts ready to provide solutions. Melanie has proven to be an exceptional choice in this new role for

majority of her family still lives in the area.

She is married 5-years to her high school sweetheart and they have a two-year old son who keeps their life fun and exciting!

Her friends say she is very generous and always giving. She is most known for making a home-cooked meal, usually a pan of lasagna when a friend or co-worker hits a milestone or tough spot in their life and a good meal is just what they need.

Her co-workers say she is very clear and concise with her communication and her files, and that she's not afraid to dig into a challenging project. She has been a leader in creating efficiencies for the team.

Brittney is very talented at her work and makes the loan process simple. Mixing that with great service fits into our PCM culture of going above and beyond for our members. She knows how to offer additional suggestions which provide better options for our members, and in return they are very grateful. Brittney shared, "The best part about working in my role is the appreciation from our members. They are the reason I love what I do and why I sleep easy at night knowing I have done my job well to help people."

Brittney added, "PCM Credit Union is truly a special place, and I will forever be grateful I get to come to work here every day with the amazing people." Brittney is an important part of our team and is always dedicated to going above and beyond.

PCMCU with her care and compassionate personality.

The majority of her work-day has been helping members with their debit card and e-service needs. Whether a member has fraud on their account or needs help with online or mobile banking she is there to provide guidance and solutions.

Melanie was born in Marinette, but grew up in Green Bay. She and her husband live in Suamico and are celebrating 13-years of marriage! They have two amazing kids; a 16-yr old daughter and a 13-yr old son.

Melanie's friends say that she is a great mom, always smiling and fun to be around!

Her co-workers say that she is hard-working, dedicated, and always wanting to learn more.

Melanie shared, "I love what I do and get to work with the best team ever!"

As of this month, she will be transitioning to a new position with PCMCU as a mortgage loan processor. In this role she will be diving into mortgage files and processes, working with our lending team to guide our members through a home purchase or a refinance.

Melanie is a true asset to PCMCU. Her positive demeanor is experienced by both employees and members. She has a high commitment to excellence!

The average length of employment for our staff at PCMCU is 9 years and 15 years for our leadership team. Watch for more of these connections in the coming months.

We are real people just like you, with a passion to impact your life!

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Connecting Us with YOU!

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