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WISCONSIN'S LEADING CREDIT UNIONS

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Personal Service. Local Commitment. People Caring More.

At PCM Credit Union, relationships come first. The credit union believes banking should feel personal—built on trust, community, and genuine care for the people it serves across Northeast Wisconsin.

“Our purpose has always been bigger than banking,” says Shelly Mellenberger, President and CEO of PCM Credit Union (PCM CU). “We’re here to walk alongside our members through every stage of life, providing guidance, support, and solutions that truly fit their needs.”

Founded in 1958 to serve employees of Paper Converting Machine Company, PCM CU has grown into a community-focused credit union serving members throughout Green Bay, Howard, Marinette, and surrounding communities, with a Bellevue branch opening soon. While the organization has expanded over the years, its mission has remained the same: putting people first.

As a member-owned financial cooperative, PCM CU approaches banking differently. Every decision is made with members’ best interests in mind—not outside shareholders. Earnings are reinvested back into members through better rates, lower fees, improved technology, and personalized service.

“We’re not trying to be the biggest,” Mellenberger says. “We’re focused on being the credit union our members trust most. That trust is earned through consistency, relationships, and showing up for people every single day.”

That same philosophy drives PCM CU’s internal culture. Teamwork, accountability, and servant leadership are at the core of the organization, creating a workplace where employees are empowered to care deeply for members and each other.

“Our team is what sets us apart,” Mellenberger adds. “What other organizations are working toward, our employees live out every day. They genuinely care about helping people succeed, and our members feel that difference.”

Dedicated to Relationships

While PCM CU continues investing in modern digital banking tools and technology, the credit union believes personal connection still matters most. Conversations, understanding members’ stories, and taking time to listen remain central to the member experience.

Especially in lending, PCM CU takes a relationship-based approach that looks beyond a credit score alone.

“We take the full picture into account,” Mellenberger says. “Knowing our members personally allows us to make thoughtful decisions and respond quickly when they need us most.”

Giving Back to the Community

Community involvement is woven into the culture at PCM CU. Guided by the philosophy of “people helping people,” the credit union supports local nonprofits, schools, food pantries, community initiatives, and volunteer efforts throughout Northeast Wisconsin.

Whether through volunteer service projects, donations, or helping members directly during difficult times, PCM CU believes strong communities are built by people willing to step up and help one another.

“At PCM CU, caring is our superpower,” says Lesley Enz, Senior Director of Marketing and Strategic Partnerships. “We’re proud to support the communities we serve and build relationships that go far beyond banking.”

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