

From the desk of:

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Press Release

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FOR IMMEDIATE RELEASE

Rewarded For Their Caring Efforts for CU Members

MADAWASKA – Susan G. Whitehead, President and CEO of NorState Federal Credit Union along with Senior Account Executive at Insurance Trust / CU Alliance, Paul Michaud are pleased to announce that two NorState loan officers, Mindy Braley and Kim Hebert, were recently recognized for their excellence in sales of Auto-Exam, a product offered to credit union members through a partnership with the Insurance Trust and their Vision warranty Auto-Exam product.

When buying any vehicle, there is always a chance of having a mechanical breakdown. Mechanical breakdowns can be very expensive to repair.

“With a vehicle service contract (warranty), you can add protection against the unexpected high costs of vehicle repairs, and in some cases, eliminate the cost altogether. Both Braley and Hebert won themselves a weekend away to Las Vegas, Nevada for exceeding sale expectations, according to Michaud.

The Insurance Trust could not be more proud of these loan officers.

After an intense year of training the loan staff who fully embraced the value of offering Vehicle Service contracts to NorState members and understanding the value and protection it provides.”

Susan Whitehead, NorState’s CEO added, “NorState was able to hit their respective goal set forth by Auto-Exam, and also surpassed it by 17%, and NorState was the only credit union in Maine to surpass their sale goals set by Vision. That’s dedication and commitment, and proves we have put into practice all of the training and experiences our loan officers are equipped with.



Mindy Braley and Kim Hebert, NorState FCU loan officers being recognized statewide as top sales for the CU’s Auto-Exam warranty product.

“NorState was able to hit their respective goal set forth by Auto-Exam, and also surpassed it by 17%.”
Susan G. Whitehead , CEO

We have an amazing team of over 18 loan officers who care about member’s experience and financial well-being.”

“I’m anxious to meet new people from other credit unions around the country, states Mindy Braley, one of the lucky winners. Offering our members an excellent product such as Auto-Exam to add on to their auto loans helps to protect our members from unexpected auto repair

bills in the future, giving members peace of mind from having to worry about break downs and costs involved.”

Kim Hebert, adds, “Nowadays, most of us live paycheck to paycheck, and have no extra funds for unexpected vehicle breakdowns. Auto-Exam doesn’t give you the run around and they pay claims by telephone.

I’m looking forward to some sunshine and meeting new people at the event.”

For more information about NorState auto loans and Auto-Exam coverage visit us online at www.norstatefcu.org; call us at 1-800-804-7555 or stop by any of our 6 convenient locations. Serving members since 1941.

-NorState photo (attached)