

What Our Owners Say

MEMBERS
DEVELOPMENT
COMPANY



How does MDC drive growth?

“We have been owners of MDC from the time it was formed and continue to utilize MDC as an opportunity to pool resources and as a valuable source of idea collaboration and thought leadership. We can engage with others to address both business challenges and opportunities, and we get the benefit of a far larger research budget. We believe it is the ultimate win-win for us and the other MDC owners.”

> Tom Moore, EVP,
Baxter Credit Union (BCU)

“Being an owner of MDC and belonging to the network of progressive and innovative credit unions has provided significant value to Catalyst Corporate FCU. Access to outstanding research, expertise, and the timely topics discussed at the owner meetings have all provided our corporate credit union tremendous insight into improving our organization and innovative processes. I highly recommend joining MDC to any credit union considering it.”

> Kathy Garner, President/CEO,
Catalyst Corporate Federal Credit Union

“Collaboration and cooperation is at the heart of what makes credit unions so successful and relevant. Working alone, we fight a tough battle. Working together, we can leverage our collective talent and ideas to learn and explore how we get better at serving members and growing our organizations. That’s at the heart of what MDC is about. Our engagement with like-minded, innovative credit unions through MDC is a major part of our research and development program. We believe in growing, innovating, and winning, and we’ve found many similar friends and partners through MDC. MDC’s current focus on mobile payments and improving the member experience is a great fit with our current priorities. And the ROI on our annual investment is priceless.”

> Chuck Purvis, President and CEO,
Coastal Federal Credit Union

“At the most recent MDC owner meeting, we met another CU over lunch and found out that we were working on the same initiative and are now considering teaming up. That alone was worth the whole trip. The whole event was well executed, the rooms were very nice, and the food was yummy. Kudos to the MDC team!”

> Laura King, EVP and COO

“We have been members of MDC for a few years now, and we are very impressed with the team they have! They are insightful and inquisitive, and they love to dig into the gory details. The owner meetings provide a great opportunity to meet like-minded people, hear about what they are doing in their CUs, and just discuss what the future holds for our industry. MDC also has fantastic speakers that you don’t hear at other conferences, and they are very thought-provoking. As an owner, we have access to Tower Research papers that we couldn’t afford on our own and, of course, all of that research and the vetting of vendors performed by MDC itself. You can’t hire your own employee and do what they do for what they charge the owners! It is money well spent!”

> **Laura Campbell, President,**
FIGFCU

“MDC provides a great forum for owner credit unions to vet research ideas and concepts as a collective group before moving forward with any development work. This provides the owners an opportunity to spend research dollars once, evaluate the potential impact, and determine if MDC should pursue the idea further through a stage gate process. The MDC research and development process ensures a careful eye on cost and a thorough discussion on the benefits of taking the next step with a broader audience of credit union peers.”

> **Dan McCue , SVP for Corporate Administration**
Alaska USA Federal Credit Union

“Participating in an MDC joint project was a great experience. There was value in the collaboration and in learning new ways to identify gaps and respond with improvements for our members’ experiences.”

> **Patti Dixon, VP of Member Experience**
Baxter Credit Union

“It’s important to stay plugged into the latest potential disruptions taking place in financial services, and MDC helps us stay ahead of the curve. Larger credit unions need to invest some dollars into research and development in order to stay on top of developing technologies, and with MDC we get much more bang for our buck by leveraging our investments collaboratively.”

> **Frank Weidner, President & CEO**
Wings Financial Credit Union

“Being part of MDC has allowed Campus USA Credit Union to explore numerous subjects that we would not have normally had time to pursue. Being able to collaborate with MDC executives has provided value well beyond any amount of money. I would strongly recommend MEMBERS Development Company to any credit union looking to collaboratively tackle the challenges facing our industry today and tomorrow.”

> **Jeff Thieman, COO**
Campus USA Credit Union

“MDC consistently supplies our credit union with relevant, real-world information that we would have neither the time nor financial resources to obtain on our own. They always make us welcome and make it easy for us to involve multiple levels of our staff in their various projects. We also appreciate the opportunity to collaborate with industry experts and vendors in a non-sales environment. Probably above all, MDC’s two annual owner meetings provide ample opportunity to network and share ideas with the most progressive credit unions in the country.”

> **Mike Goodman, Chief Information Officer**
Alabama Credit Union

“The MDC owner meetings provide updates on current research activities and allow for input from the owners on the usefulness of projects and whether we should spend additional time and resources them. Owners are also given the opportunity to collectively decide and prioritize on future research and development ideas. The evenings also provide excellent networking opportunities with peers and other senior-level credit union decision makers.”

> **Carroll Scarborough, EVP and CFO**
Pen Air Federal Credit Union

“MDC is a great resource for our credit union to stay on top of industry trends and innovations. When a credit union engages in MDC project work, their findings are shared via the MDC Connect portal to benefit all MDC members. We have participated on a number of projects driven by MDC and Baker Tilly (one of their affiliated partners) and think highly of their teams. We also enjoy networking at their two semi-annual owner meetings, where we can compare notes and identify opportunities to partner with other MDC members.”

> **Willis Chang, VP for Innovation and Application Delivery**
Kinecta Federal Credit Union