



## Conversion Team

Corporate One Federal Credit Union's Conversion Team consists of key individuals leading our Member Services, Member Solutions and Implementation departments. These team members are available to assist member credit unions going through the conversion process.

### **Brian Murphy – Assistant Vice President**

Contact Information – [bmurphy@corporateone.coop](mailto:bmurphy@corporateone.coop)  
Telephone – 1-866-692-6771, ext. 9307  
Direct – 614-825-9307

Brian has been with Corporate One for more than seven years and has more than 18 years of experience with customer service support, 11 years of which have been in the financial services industry. Brian oversees the Implementation, Member Services and Member Solutions departments.

### **Kathy Miesse, AAP – Member Implementation Team Leader**

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Telephone – 1-866-692-6771, ext. 9439  
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Kathy has been with Corporate One for more than 14 years, receiving her ACH Accredited Professional (AAP) designation in 1998. Kathy's team is responsible for completing all new implementations, mergers and data processor conversions for all of Corporate One's products. This includes: ACE, ACH, Vault Services, ATM, Credit Card and Share Drafts.

### **Donna Williams – Manager of Member Services and Member Solutions**

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Donna has been with Corporate One for more than 20 years. Her primary responsibility is managing Member Services and Member Solutions. The Member Services department handles all non-Investment member inquiries 30 days after products have been successfully implemented. The Member Solutions department handles any research, escalated issues and all fraud-related questions.

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