



We are now able to provide a solution/resource to our members who ask us for help with their financial situation. As much as we would love to sit down with members and go over all their bills and accounts with them to create a plan, we just don't have the staff or time to do that. By offering GreenPath to our members, they still feel they are getting the help and attention they need and are grateful we offer something to help them.

One perfect example was a member who was denied for a loan with us. He had previously filed bankruptcy and had lots of unsecured debt. He reached out because he was angry about being denied. He said that it was our job to sit down with him and go over all of his financials in order to tell him exactly what to do to be approved. Not only is that a liability for us because if we tell him to do X,Y,Z to be approved and he does those things but still might not get approved, but we also don't have the staff or time. I was able to reach out to him to tell him about GreenPath and the resources you provide. He was so thankful that we didn't just tell him "sorry too bad", but provided him a solution to his problems. He was just frustrated about his situation but is now looking forward to improving it and applying again later.

— Megan Pieper, VP Marketing, WestStar Credit Union

Source: Megan Pieper, VP Marketing, WestStar Credit Union

✓ Validated

Published: Oct. 27, 2022 TVID: 46F-7FA-29F



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