

THE CORPORATE

SCOOP

SEPTEMBER
OCTOBER
2025

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SURVEY SAYS

2025 Membership Survey Results

Millennium members have spoken – and the results are cause for celebration! Our **2025 Membership Survey**, sent out mid-August, revealed a sky high **NPS (Net Promoter Score) of 89!** For context, industry averages for NPS typically range between 37 and 69 for B2B companies and 16 to 80 for B2C companies, with scores above 70 placing a company in a world-class category. The **89** isn't just world-class, it's a leap above last year's already-impressive **82! Woo-hoo!**

What's more, when asked to rank several benefits of a Millennium membership, many agreed that Millennium **"eases operational demands"** and **"supports long-term sustainability"**, which is a success in our book! Glowing reviews are enough to make our day, but we're not stopping there – we're aiming to keep delivering exceptional service that continues to improve year by year!

NUMBERS TO KNOWLEDGE

Data Analytics Research Begins

Millennium Corporate is pleased to announce that **data analytics** will be a central focus for research and innovation, empowering our member credit unions to transform raw data into actionable insights! Data analytics give credit unions a newfound visibility into member patterns, which can directly inform their strategic decisions and facilitate personalized marketing outreach that drives member satisfaction. As our research begins, watch for more information from us regarding up-and-coming data analytics companies that can help your credit union transform **numbers into knowledge!**

CORY'S STORY

Presenting Cory Gleason, Our Newest Financial Analyst

Just when you think AIM couldn't get any better, **Cory Gleason** joins the team! Part-time college student and part-time **Financial Analyst**, Cory is currently working toward his Bachelor of Business Administration at Friends University and is set to complete his MBA by December 2026. Cory kicked off his Millennium journey as a summer intern, but thanks to his quick learning and can-do attitude, he became a Financial Analyst in record time!

Not only is Cory exceptionally bright – he is proudly following in the footsteps of his father, **Kent Gleason**, who, alongside **Larry Eisenhower**, helped launch the **Asset & Investment Management** Department in 1992. Outside of the office, Cory loves a good game of golf, an intense workout, and getting out on the field to show off his soccer skills. His two years playing soccer for Wright State University in Ohio are testament to just how committed he is to the sport.



It's clear that Cory invests – **no pun intended** – himself entirely into any pursuit he takes up and his new path at Millennium is no exception. Cory is enthusiastic, eager to learn and welcomed wholeheartedly with open arms. **We're giving you all the glory, Cory!**

Want to welcome Cory to the Millennium family?

You can reach him at cory@aimcutionsolutions.org. If you'd prefer to give him a call, you can give him a ring at **800.721.2677 ext. 101**.

IT'S SWELL TO BE WELL

Be Well. Live Well. Conference in Bozeman, Montana

Abbriel Hadley, Hannah Roderick, Ian Trebilcock, and Tanner Goertzen attended **Montana's Credit Unions'** outstanding fall conference, themed '**Be Well. Live Well.**,' from **October 28th to October 30th** to highlight the importance of wellness in the workplace and beyond. Attendees were inspired by keynotes such as Hall of Fame inductee **Bill Stainton**, who inspired listeners to make more intentional connections, and **Amy Vetter**, who led participants through yoga stretches and mindfulness shifts with her session, "*Disconnect to Connect.*" The conference, held in **Bozeman, MT**, featured a variety of engaging activities, including a group mountain stroll, a lively music bingo night, a memorable reception hosted by **Rocky Mountain Credit Union** and much more! Millennium Corporate was grateful to be an event sponsor and for the opportunity to deepen existing relationships with our Montana credit unions. Thanks to Montana's Credit Unions, attendees left the **Be Well Conference** with new connections and newfound chair yoga routines!



SYNG'N OUR HEARTS OUT

Cornerstone Foundation's ELEVATE & SYNG Recap

Step aside, Village People – this is pure Millennium magic that will have you making your way to your local YMCA asap! Picture the scene, **Garrett Glidewell** hammering it out as a construction worker, **Bob Jewett** keeping the groove as a police officer, and **Ian Trebilcock** reporting for duty a military man, performing the classic YMCA dance like never before. Their dazzling performance was just one highlight at **Cornerstone Foundation's SYNG** event, where the **"CU at the Grammy's"** theme brought a red carpet's worth of glitz, glam, and credit union superstars to the stage. The real sparkle? The night raised over **\$50,000** for **Cornerstone Foundation's** mission, ensuring that the impact of each performance extended well beyond those in attendance. With energetic performances on the red stage, opportunities to converse with fellow credit union professionals, and a rich environment for education and connection, the **ELEVATE Conference** was undoubtedly impactful and a glittering success!



Garrett Glidewell, Bob Jewett and Ian Trebilcock give a show-stopping YMCA performance.



Bob Jewett and Tracy Florida stop to smile at ELEVATE.



Bob Jewett, Ryan Dold, and Caroline Willard pose for a photo at ELEVATE.



Bob Jewett, Garrett Glidewell and Ian Trebilcock rock their YMCA costumes. Waterguns and all!



Bob Jewett and Garrett Glidewell spread some YMCA joy to SYNG attendees!



The trio snaps a quick selfie before the big performance!



Looks like waterguns weren't the only guns in this iconic trio's performance!



Bob Jewett gives the crowd quite the performance by doing his classic worm – Bobby J style!



Watch out! Officer Bobby J is reporting for duty!

PLANNING IN THE OZARKS

2025 Millennium Planning Session Held at Big Cedar Lodge

Millennium board members, staff and credit union friends traveled to **Big Cedar Lodge** in **Ridgedale, MO** for a **2025 Planning Session** that was **equal parts business and adventure!**

Attendees gathered to take a look at the previous year, set new objectives for 2026, and make key decisions that will benefit Millennium members in the long-term. Between brainstorming new goals, this group had their fair share of the great outdoors! Attendees enjoyed zipping around on golf carts to enjoy a stunning nature trail and letting their competitive spirit run wild in a thrilling lakeside scavenger hunt – complete with a coveted Pirate Hunt Champion trophy! After a day of fresh air and fresh ideas, everyone gathered at Top of the Rock to soak in the sunset and look ahead to a Millennium future that promises to be just as bright.



DIVID-END-OF-THE-YEAR

Millennium Pays Dividends to Credit Unions

Just like you and your credit union members, Millennium Corporate members reap the benefits of partnering with a not-for-profit cooperative too! In 2024, Millennium Corporate paid members a shade over **\$63.4 million** in dividends. By the end of this year, members are projected to receive more than **\$77.5 million** in dividends – an increase of nearly \$14 million compared to last year, all thanks to Millennium's great rates, certificates, and shares! We are committed to being excellent stewards of our members' funds, ensuring that we return the value in a way that supports the prosperity of our member credit unions. It's the end of the year, but for us, it's the **divid-END-of-the-year!**



Know a friend who knows a friend who would like to receive the benefits of being a Millennium Corporate member too? Send em' our way – engage@millenniumcorporate.org!

STOP, ROCK & ROLL

Oklahoma Central Foundation Rock N Roll Trivia Night

Garrett Glidewell, Abbriel Hadley, Hannah Roderick, and Tanner Pauls rock and rolled into Tulsa, OK for the Oklahoma Central Credit Union and Oklahoma Central Foundation's 2nd Annual Rock N Roll Trivia Night on October 2nd. The historic Cain's Ballroom set the perfect stage for a night of live tunes from Mark Gibson and his band, delicious food, and music-themed trivia, all raising funds to benefit Oklahoma students and financial literacy programs in the local area. The electric night was complete with a **"best-dressed rocker"** contest that our very own Garrett Glidewell won with his spot-on Axl Rose getup! Millennium kept the rockstar spirit going, taking on the name **"Born to Be Wild Guessers"** in the trivia match. Although, we didn't take home the crown in trivia, we were proud to serve as a Superstar Sponsor and contribute to making a difference in the educational well-being of Oklahoma students!



Garrett Glidewell, in his Axl Rose getup, poses after winning the "Best-Dressed Rocker" Contest and receiving concert tickets.



Abbriel Hadley, Hannah Roderick, Garrett Glidewell, and Tanner Pauls pose for a group photo.



From the moment Millennium entered the venue, the crew was ready to rock!



Mark Gibson and his band kick things off and get the rock and roll energy flowing throughout Cain's Ballroom.

PUMPKIN PICASSO

Millennium Staff Holds Pumpkin Decorating Contest

The air is crisp, the leaves are falling, and the folks here at Millennium have welcomed the season with some truly **gourd-geous** creations! Teams across Millennium unleashed their creativity in a month-long pumpkin decorating contest, transforming ordinary gourds into



spectacular masterpieces. Watching each team's vision take shape was the highlight of October for staff! So, we know what you're all wondering, who was crowned as the winning **Pumpkin Picasso**? **Drum roll, please...** The winning team included **Kip Poe, Heather Seiler, Valerie Grass, Allyson Bolton & Ryan Parsons**! Their **Whispering Willow Sanctuary** wasn't just a pumpkin - it was an entire tiny world! These **Golden Pumpkin** winners turned their pumpkin sideways, carved a hole, and with miniature trees, houses, animals, and every other magical object you can imagine, created the tiniest whimsical universe! The team's creation was complete with a flowing stream, a lamplit bridge, a squirrel sanctuary, and even a few dinosaur inhabitants! **Congrats to all!**



View the entire **Gourd Gallery** on **Page 8!**

LUNCH ON US

Celebrating International Credit Union Day with Members

For Millennium, **October 16** was not just any 'ol Thursday, it marked **International Credit Union Day**, a celebration of the global credit union movement's spirit, history and many achievements. Since 1948, this day has highlighted how credit unions, owned and operated by their members, embody the **"people helping people"** philosophy. This year, we celebrated by rolling out the red carpet, opening our doors, and inviting local member credit unions to Millennium for an afternoon feast courtesy of **Face Stuffers**. And what a feast it was! Face Stuffers truly had something for everyone, from Cajun chicken and Irish nachos to onion rings and burgers – if you craved it, they had it! The afternoon was filled with stories, laughter and a celebration of the great contributions each credit union brings to the broader cooperative movement. Here's the truth – our members are the heartbeat of International Credit Union Day. Without them, we're just a building with balance sheets. With them, we're a movement that's been going strong for decades. If honoring our members means bringing everyone together for food truck fare, we couldn't think of a better way to celebrate!



Fun Fact | International Credit Union Day happens to fall on National Liqueur Day. Coincidence? We think not. Drinks on us next year!

Staff Shoutout from Our Members

"Account Specialist, **Sandy Bladdick** delivered all-star member service to **Bothwell Employee Credit Union**! We had a member that had tried to send funds via ACH for a home closing, only to find out that the title company only accepts wires and they had to have it by five o' clock on Thursday. Thanks to Sandy's quick action and teamwork with Bothwell CU, the funds were rerouted the same day, and the home closing went through without a hitch! I am new to the credit union world, but if this is what it's like, I'd be thrilled to be a part of it! I am very glad you have someone like Sandy on your team." – **Grace Sims** | **Bothwell Hospital Employees Credit Union**



Sandy Bladdick
Account Specialist

THE CHOICE IS YOURS

coreCONNECT Multi-Factor Authentication Update

As coreCONNECT updates its **Multi-Factor Authentication (MFA)** system, users are now able to choose from three multi-factor authentication methods: Fingerprint scan, FIDO Key (Fast Identity Online) or TOTP (Time-Based One-Time Password). MFA Authentication forms will be available on coreCONNECT starting **November 6th**. Any One-Time Password (OTP) users will need to convert to one of the new options by **December 1, 2025**. **The choice is yours!** Having a hard time deciding? No worries – we'll give you a brief definition of each MFA option to help you choose!

Fingerprint scan | Utilizing biometrics, the fingerprint scanner picks up the unique patterns and ridges of an individual's fingertips as a quick and secure means of verifying their identity.

FIDO Key | The FIDO Key employs public key cryptography for authentication. During login, the service sends a cryptographic challenge that the FIDO Key signs with its private key.

TOTP (Time-Based One-Time Password) | TOTP involves generating a one-time password that changes at regular intervals. Users must enter this password along with their primary credentials to authenticate their login.

A member from our **Operations Department** will reach out to coreCONNECT users using OTP authentication to assist in setting up one of these three multi-factor methods. If you have any questions throughout this process, please don't hesitate to reach out to memberservice@millenniumcorporate.org or call **800.721.2677 Option 1**.

Trick or Treat Question: Can you guess who these frightfully spooky Millennium folks are?



1



2



3



4



5



6

Read the answer here, if you dare!

A: 1. Abbiel Hadley, 2. Hannah Roderick, 3. Tanner Goertzen, 4. Kip Poe, 5. Walter Thompson 6. Tanner Pauls

Holiday Closings

Veteran's Day | November 11

Thanksgiving | November 27

Christmas | December 25

New Year's Day | January 1

Core Value Spotlight

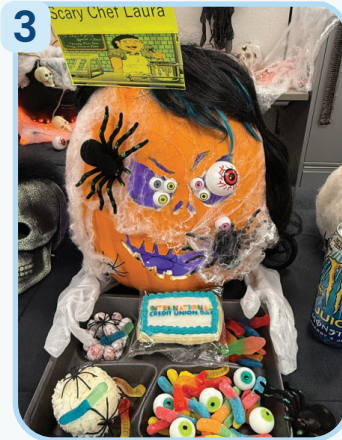
To highlight how our core values shape our culture, we invited staff to share real examples of how their teammates exemplify Millennium's five core values (Reliability, Commitment, Cooperation, Excellence and Integrity) in their daily work.



Guess who has proven to promote our Core Values for over 3 decades? Mr. Kip Poe! Kip is our super-hero. He is committed to helping with "all things I.T."...and beyond! Whether it's trouble-shooting or forward-planning, he brings priceless experience and job knowledge to the task...with a splash of humor like no other.
– Lyn Hollenbeck

Kip Poe, our Co-Interim CEO & VP of IT displays **Commitment**

GOURD GALLERY



1. Walter Thompson, Chris Hageman, Tanner Goertzen, Ian Trebilcock, Ryan Younger, Jacob Cole, Cory Gleason, Tanner Pauls & Mika Mitchell | **Millennium Swoosh**

2. Robert Jewett, Abbiel Hadley, Hannah Roderick & Garrett Glidewell | **Van Gogh's Starry Night**

3. Neil Evans, Chris Zoellner, Dreia Watts & Laura Crow | **Scary Lunch Lady**

4. Lynette Borntrager, Barbara Wilson, Kale Zimbelman, Courtney Knight & Haley Whitmer | **The Great Wartlock Frogurson**

5. Kip Poe, Heather Seiler, Valerie Grass, Allyson Bolton & Ryan Parsons | **Whisper Willow Sanctuary**

6. Wendy Joy, Kasi Tellez, Ashley Bell, Anna Whitehead, Dana Burnham & Melinda Bennett | **The Cheesy Chase**

7. Marilyn Lee, Beth Neighbors, Nita Byrd, Laura Grate & Julie Chapin | **Super Kip**

That's The Scoop...

Questions or Suggestions?

Email engage@millenniumcorporate.org