

# FIRST Edition

August 2018 • Serving the Twelve-County Sacramento Region and California Federal Employees

## Branch Manager Corner

**Name:** Serach Tansman

**Title:** J Street Branch Manager

Serach is one of our newest Branch Managers, serving members in our Downtown Sacramento branch – on J Street in the Army Corps of Engineers' building. She brings years of member service and branch management experience to First U.S., and we're thrilled to have her lead the team at our Sacramento flagship location. Welcome Serach!

We sat down with Serach recently, and asked about her favorite parts of the job. "Being able to strengthen relationships and member interactions, and developing a stellar team," are what she enjoys. She added that, "having the opportunity to help, educate, and make a member's day brighter is what I really enjoy."

Making a difference for her members, Serach focuses her team on superior service with coaching. "My team can stay focused on excellent service, and deliver it consistently, when we discuss interactions –the positive ones and the less than stellar," she said. "I like to have a brief conversation with a team member, sharing my impressions of a positive member service experience, or working with them to think about the pros and cons so that they can self-discover ways to bring the service to the next level." She concluded, "I also try to make our branch the place where everyone is eager to come to work. If they are happy to be there, they will want to deliver the best for our members."



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## Thank You for Your Membership

As a member owned financial institution since 1936, we recognize the importance each of you has as an owner of the credit union. It's more than just the relationship we have in terms of products and services, it's a recognition that our members truly mean much more than that.

As you may have seen through our emails, throughout the summer we held a Member Appreciation BBQ at each First U.S. branch. Thanks for joining us, and again, thanks for your membership. We hope you enjoyed not only the great hot dogs, but what we return to members in the form of better rates, lower fees, and a dedication to making a difference for you each and every day.

Here are just a few photos of the fun!



The offices and branches of First U.S. will be closed Monday, September 3, 2018 in observance of Labor Day.



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Phone Center hours: Mon–Fri, 7:30 a.m. – 6 p.m.; Sat, 9 a.m. – 2 p.m.

[firstus.org](http://firstus.org) • [firstus@firstus.org](mailto:firstus@firstus.org)

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