



TRAILNORTH PLANS FOR LEADERSHIP TRANSITION



The Board of Directors of TrailNorth Federal Credit Union has concluded a succession planning process begun over a year ago and is pleased to announce that Marcy Eichen has been selected to lead TFCU as its next President & CEO when Shawn Hayes retires from the post in August of 2025.

With nearly 22 years of service at TFCU, Marcy started as a Loan Officer in 2002 and was promoted to Branch Manager in Port Henry in 2008. With another promotion in 2015, Marcy successfully created our Compliance & Risk Management Program serving with distinction as Compliance & Risk Management Officer. Since May 2023, Marcy has been serving as TFCU's Director of Lending and has also served as a member of the Senior Leadership Team for several years. Marcy came to TFCU with significant experience in the banking industry, including Administration, Branch Supervision and Commercial Lending Support. In addition

to her experience, Marcy holds a degree in Business as well as the NAFCU Certified Compliance Officer (NCCO), Credit Union Compliance Expert (CUCE) and Bank Secrecy Act Compliance Specialist (BSACS) designations.

Marcy will soon assume the role of President while Shawn Hayes retains the role of CEO. Working together, transition of duties and authority will occur over the coming months until Marcy assumes the President & CEO role in Mid-August 2025 when Shawn retires.

TFCU Board Chairman Patrick Ida had this to say about the pending transition: I am proud of our Board for its dedication to the succession process over these many months and for the executive succession program at TFCU that encourages employees to prepare themselves for increasing responsibility. Marcy has demonstrated such commitment. Having observed her for some time at Board meetings and working through a vetting process, the Board recognizes Marcy's accomplishments, credentials, experience and leadership ability and is confident she will continue to lead TFCU into the future.

Marcy Eichen has well-rounded experience in lending, compliance, leadership, and management. This, combined with her member focus, strategic thinking, temperament, and ability to work well with members, our volunteers and staff alike, make her an ideal choice for this position. I have the utmost confidence in her ability and have no doubt that she will continue to make significant contributions toward the continued success of TFCU long into the future. I am looking forward to working with her on the transition process in the coming months said current President / CEO Shawn Hayes.

It is a great honor and privilege to serve as TrailNorth Federal Credit Union's next President & CEO. The Board's confidence in my abilities drives my determination to lead with integrity and vision. I'd also like to acknowledge the enormous amount of support I have received from my family on this remarkable journey.

When I began my career in the financial industry over 30 years ago, I never imagined that I would someday be offered such a pivotal role. I am dedicated to upholding TrailNorth's long-lasting commitment to not only our members, but to the communities in which we serve. I am also incredibly proud to be the first female President/CEO in TFCU's 70-year history. I am acutely aware of the significance of this milestone, and I hope to inspire future generations, said Marcy Eichen.

