



CHARTER OAK PROMOTES TWO IN LENDING AND BANKING OPERATIONS

Credit Union Announces New Assistant Vice President-Lending and New Call Center Manager

FOR IMMEDIATE RELEASE

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Waterford, CT – September 25, 2018 – Charter Oak Federal Credit Union has announced the promotion of two individuals to accommodate the continuing growth in its business lending and retail banking operations.

The Waterford-based credit union said that Dawn Sandvoss has been promoted to Assistant Vice President of Business Lending and Lyndsey O'Brien has been promoted to Manager of Charter Oak's Call Center operations.

"Both Dawn and Lyndsey are very talented individuals who have excelled in their positions with Charter Oak," said Brian A. Orenstein, Charter Oak's President and Chief Executive Officer. "In her new role as Assistant Vice President with our Lending team, Dawn will continue to broaden her management and lending responsibilities," he said. "Lyndsey's strong background in our branch operations gives her the essential tools she'll need as she takes on additional responsibilities managing our Call Center," he said.

Sandvoss joined Charter Oak in 2013 as a Senior Business Credit Analyst and was promoted to Commercial Credit Manager in 2016. The following year, she added to her responsibilities as a Charter Oak Business Lender. In her new role as Assistant Vice President, she will supervise Charter Oak's team of Credit Analysts in addition to her duties as one of Charter Oak's three business lenders.

Charter Oak continues to expand its Business Banking operations throughout New London and Windham counties. The credit union offers a full complement of business-enhancing products, from business checking to business lending including fixed-term loans, commercial real estate, lines of credit, and SBA loans. Charter Oak also offers a full suite of business eBanking services as well as employer-sponsored HSAs.

Sandvoss is a graduate of Eastern Connecticut State University in Willimantic and is a 2018 graduate of the Chamber of Commerce of Eastern Connecticut's Leadership Program. She is active in numerous civic and non-profit organizations and serves on the Finance Committee of the Children's Museum of Southeastern Connecticut as well as the Membership Committee of the Lawrence & Memorial Auxiliary organization in New London. She also is a member of the Southeastern Connecticut Women's Network and volunteers with numerous other local organizations.

O'Brien joined Charter Oak in 2005 as a Teller and then became a Member Service Representative before joining Charter Oak's Training Department in 2007. She returned to the credit union's branch operations in 2010, holding a number of positions including Teller, Member Service Representative and Work Leader. In 2016, she was promoted to Assistant Branch Manager and a year later was promoted to Branch Supervisor of Charter Oak's Montville Branch. Earlier this year, she was promoted to Branch Manager of the Montville Branch before assuming her new responsibilities with Charter Oak's Call Center.

O'Brien is a graduate of the University of Connecticut and is active locally in numerous organizations, including her role as Chair of the Montville Division of the Chamber of Commerce of Eastern Connecticut. She also serves as a Trustee of the eastern Connecticut chamber and is a Board



Member of the Montville Education Foundation as well as a member of the Young Professionals of Eastern Connecticut.

Charter Oak is eastern Connecticut's largest credit union with assets of \$1.095 billion as of June 30, 2018. Charter Oak offers an expansive and convenient network of 16 branches serving New London and Windham counties, providing one of the largest and most convenient branch networks of any financial institution serving eastern Connecticut. For more information about Charter Oak's broad range of products and services, please visit any of our convenient branches, or visit our website at CharterOak.org, or contact our Call Center at 860.446.8085 or 800.962.3237. Federally insured by NCUA. Equal Housing Lender.

Charter Oak Federal Credit Union is like a bank, just better! We've been proudly serving eastern Connecticut since 1939 and we offer great checking, deposit, lending, insurance and investment products. And because we're a credit union, we're owned by our members, not by shareholders. So we can offer lower rates on loans and higher rates on deposits. It's easy to become a Charter Oak member: simply live, work, worship, learn, or volunteer in New London or Windham counties. So join today and see why Members Bank Better at Charter Oak!