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FOR IMMEDIATE RELEASE

Centris Federal Credit Union Hires Dumont

OMAHA, Neb., -- Centris Federal Credit Union has hired **Chad Dumont** as the new assistant vice president of their contact center. **Dumont** will oversee and lead the credit union's contact center operations and staff, focusing on enhancing member experience and operational efficiency. In his role, he will continually assess member feedback, track key performance indicators, analyze data, and act on insights to ensure a high-performing team.



Dumont

With 30 years of banking industry experience, Dumont brings extensive expertise in contact center operations, consumer loan servicing, and customer care management. He has a bachelor's degree in business administration with a focus on marketing from the University of Nebraska-Omaha. Additionally, Dumont holds a graduate certificate from Pacific Coast Banking School at the University of Washington.

"We are thrilled to welcome Chad Dumont to our team. His extensive experience in contact center management and customer service aligns perfectly with our commitment to providing exceptional member experiences," said Julie Strohfus, vice president, retail financial services. "We believe Chad's leadership will be instrumental in elevating our contact center operations and supporting our continued growth."

Centris Federal Credit Union, founded in 1934, is one of Nebraska's largest federally chartered community credit unions. With a billion dollars in assets, Centris serves Cass, Dodge, Douglas, Lincoln, McPherson, Sarpy, Saunders, and Washington counties in Nebraska and Harrison, Mills and Pottawattamie counties in Iowa. Centris has 15 branches located in Omaha, Grand Island, North Platte and Tryon, Neb., and Council Bluffs, Iowa.

For more information, visit www.centrisfcu.org.