

December 17, 2009

RANKED TOP 10% NATIONWIDE – In the second quarter of 2009, the credit union industry continued its growth momentum and gained market share. Despite tight credit conditions and setbacks of other financial institutions, NorState FCU reported a steady growth in a number of areas. Pictured are Susan G. Cyr, COO and Senior VP of NorState FCU congratulating Denise Cote, Marketing Director and NFCU for the Second Quarter 2009 Callahan & Associates’s Member Service Award. The Award reflects the Return of the Member (ROM). The ROM is based on an index that measures how well a credit union is serving their members based on sixteen, member service metrics conducted by Callahan & Associates. NorState has remained very competitive amongst their peers nationwide, and continually rank in the top 10% nationwide for Return of the Member. The award reflects very well on the member service provided by NorState employees throughout all six branches located in Madawaska, Fort Kent, Presque Isle, Van Buren, Ashland and Eagle Lake.

