



CONTACT: Marketing
(978) 975-4095

marketingdept@merrimackvalleyfcu.org

FOR IMMEDIATE RELEASE
November 16, 2016

MERRIMACK VALLEY CREDIT UNION NAMES ZOBEIDA DUARTE ANNUAL PASSION AWARD WINNER

Credit Union recognizes Call Center Team Leader for initiative and leadership

LAWRENCE, MASS. —Merrimack Valley Credit Union (MVCU) named Zobeida Duarte the Annual Passion Award Winner at its annual Passion Award Dinner earlier this month. At an event held at Salvatore's in Lawrence, Duarte, the Call Center Team Leader, was recognized by the management team for her initiative and leadership during a management transition earlier this year.

Duarte's selection was due to her integral role in the transition period when the former Call Center Manager left and when the new Manager joined the team. Duarte became the point-person for the other call center team members, meeting the challenge head on, thus ensuring a smooth transition.

Brett Terry, AVP of Retail Lending, presented Duarte with the award.



*Left to Right: Peter Matthews, President & CEO; Zobeida Duarte, Call Center Team Leader;
& Brett Terry, AVP of Retail Lending*

“Zobeida was unanimously selected by the committee for this award,” said Terry. “She exemplifies the qualities that we look for in a Passion Winner – when speaking with and assisting our members, she is upbeat, respectful, and positive. If she doesn’t have the answer at her fingertips, she will track down the information to help the member and follow up as needed. She continues to go above and beyond, which truly shows her passion and dedication.”

The Annual Passion Award winner is determined from 12 monthly winners, who are nominated and selected by members of management for their demonstration of the credit union’s core values of commitment, integrity, quality, initiative, respect, honesty, spirit, trust, community, and positive attitude.

About Merrimack Valley Credit Union

Merrimack Valley Credit Union is a \$575 million asset not-for-profit community credit union serving anyone who lives, works or worships in the Merrimack Valley region. MVCU offers a wide range of services to meet the financial needs of its members, and has branch locations in Haverhill, Lawrence, Methuen, and North Andover, Mass., and Plaistow and Seabrook, N.H. To learn more about Merrimack Valley Credit Union, please visit www.mvcu.com.

—end—