

Financial Plus Credit Union

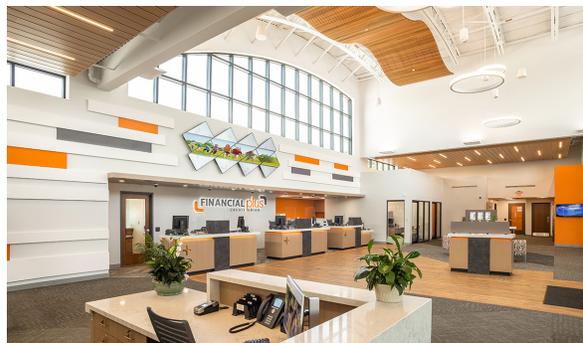


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We knew we wanted to create a buzz with a bold, technology focused and retail inspired interior at our new branch. The team at Redmond went above and beyond! They listened to our ideas and incorporated them strategically and consistently to the design to create a beautiful space that reflects our brand. They also used their extensive knowledge of the financial services industry to improve member service and added operational efficiency. The new branch is truly a unique and exciting experience for our members.

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**Tim O'Donnell
President**



The Redmond Company was proud to partner with Financial Plus Credit Union to design and build a new, state of the art, retail inspired 7,200 sf, branch. The new branch enhances the member experience in Morris, Illinois. The building design will also become the new prototype for Financial Plus Credit Union and will be used in other markets as they continue to grow.

The building was designed with a double height eyebrow feature that allows interior branding to be visible from the exterior of the building. This architectural feature creates a unique, interactive interior, drawing members into the branch. As the industry moves forward with technology, Financial Plus Credit Union also wanted to incorporate technology into the design of the new branch to improve Member Service and operational efficiency.

The Redmond Company took pride in creating unique solutions to the client's objectives throughout the project process. Needing the existing branch to be fully operational throughout construction, the placement of the new building was key. Redmond was able to achieve this by strategically placing the building in a highly visible location on the site, while not disturbing the existing facility.



Financial Plus Credit Union new headquarters in Ottawa, Illinois, currently under construction:

Veridian Credit Union



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With extensive knowledge of financial and retail design, The Redmond Company was easily the best choice for our projects. A main objective of our new branch prototype was to incorporate retail strategies. Redmond's years of experience with major retailers like Walgreens, Starbucks, and Panera proved they know what they're doing. Redmond has incorporated many of the retail sales concepts and strategies into our new prototype to provide a unique experience for our members. We are so pleased with Redmond that we have already hired them for our next projects.

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Mark Koppedryer
Vice President of Branches



Veridian Credit Union wanted an eye-catching building design that not only stood out with its unique architecture, but that was entirely different from any existing bank or credit union facility in its new market of Council Bluffs, Iowa. The Redmond Company's architectural team responded with a retail-inspired branch concept featuring an attractive V-shaped roof line with plenty of daylight and natural elements that will be utilized in all future branches.

The colorful interior of the Veridian Credit Union prototype balances natural textures with vibrant hues, tying into the credit union's brand while creating visual interest and a retail experience unlike other financial facilities. Through detailed interviews and research, The Redmond Company helped to create an exclusive design not only for the building itself, but for the interior to appropriately match the needs of the credit union employees and appeal to the target demographic. The member experience is infused with advanced financial technology at every touchpoint while considering and capitalizing on traditional consumer purchasing patterns.

The creature comforts of the branch prototype, including comfortable seating, a coffee and snack station, and innovative banking technology, are complemented by standardized lifestyle graphics that are used throughout the branch and across all credit union branches, creating a uniform brand.

Evansville Teachers Federal Credit Union



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Our new corporate center is the pride of ETFCU and will satisfy our needs for years to come. It truly is a manifestation of the collective success of this organization. Our staff is proud to work in our new facility and our members look forward to coming in to transact their business with us. We hear comments from our members who say 'this is by far the nicest building in town' and our staff will make comments such as 'I never dreamed I would be working in a facility as nice as this'. There is no doubt that happy and satisfied workers perform on a higher level which translates into an improved business environment. Member retention will increase due to their positive experience transacting their financial business here.

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Bill Schirmer
President & CEO



Evansville Teachers Federal Credit Union's (ETFCU) new 82,915 square foot Main Office and Administration building, is a state-of-the-art facility featuring advanced technology and cutting-edge design. Since 2012, ETFCU has more than tripled its membership, and due to this growth, enlisted the professional services of The Redmond Company to help them design and build a new main office that could offer its members and employees more efficient and convenient financial experiences.

Redmond made it a priority to implement the science and technology of building design and construction into the credit union's new main office. One of the essential design elements that Redmond incorporated is Daylight Harvesting. ETFCU's building features a towering 3-story glass front which overflows the interior space with natural light. Enhanced workplace lighting solutions reduces absenteeism by 15% and increases productivity by an average of 11%. Collaborative Work Spaces and Dynamic Flexible Spaces, which are also a part of the essential design elements, are fused into ETFCU's Main Office. ETFCU employees now enjoy a variety of workspaces, which helps boast the most productive work environment. These essential design elements, along with others, ensure ETFCU attracts and retains the best available talent in the market.

After enlisting the experience and expertise of Redmond, the ETFCU now has a main office facility that is a working instrument helping to make their members and employee's day-to-day activities and transactions more productive, efficient, and enjoyable.

UnitedOne Credit Union



Taking on a remodel project is a big investment of time and money. When UnitedOne's Board of Directors decided to remodel our two Sheboygan branches, it was important we find a partner who understood us. After working with two design/build firms, it was decided to go with The Redmond Company, and we are very pleased with the results. We were impressed with their knowledge of credit unions and branding, their quality of work, professionalism, communication and transparency. We felt Redmond only wanted what was best for the credit union and our members! Redmond exceeded our expectations, at a cost that was substantially less than the other firm's bid. I would recommend The Redmond Company - they helped us strengthen our brand, while saving the credit union, and our members, a substantial amount of money.



Kim Rooney
President



UnitedOne Credit Union is committing to change and providing a better customer experience. Their new branch standard reflects that commitment and they selected The Redmond Company to design the remodel of their 6,300 square foot branches – one on the north side and one on the south side of Sheboygan, Wisconsin. Redmond implemented emerging technologies and design to support their commitment. 3 main objectives UnitedOne had and Redmond is designing: replace 'traditional' teller staff with Personal Teller Machines (PTMs), make parking more convenient for members, and update to the 'branch standard' finishes and architectural look to match their new downtown Sheboygan branch.

Understanding the new trend in banking and technology and how to implement them within a retail setting was key. The primary technology included in the renovation are the PTMs. PTM's allow a member to not only complete cash deposits and withdrawals but to also complete other transactions typically done at a teller window. These new machines facilitate live face-to-face interaction on the screen, letting the member ask questions and experience the personal service but it permits the bank to help customers at multiple locations by remote interaction.