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CONTACT:

Mike Lawson

michael@dmlcommunications.com

760.845.8146

Cooperative Teachers Credit Union Ends Long Search for Ideal Core Processor -- Selects Corelation's KeyStone

SAN DIEGO - September 28, 2020: After using the same core system for more than 40 years, Cooperative Teachers Credit Union (CTCU) (\$114.2 million assets; 6,200 members; Tyler, TX) didn't take their decision to switch to a new core processor lightly. They spent three years researching and comparing various core platforms before deciding on [Corelation's KeyStone](#) as the right fit for their organization's culture and the environment in which they operate.

"As educators, neighbors and friends, our members are an integral part of our community and we pride ourselves on delivering to them transparency, integrity and a commitment to their best interests," affirmed CTCU President & CEO Tim Miller. "This means everyone we partner with has to be able to demonstrate an ability to provide our members with a consistent, personalized experience that meets the quality of service they have come to expect of us. Corelation and their KeyStone product exceeded our expectations over an extended period."

As part of their exhaustive search process, CTCU reached out to other credit union leaders in East Texas and discovered that many of them, each with different hosting models and operational requirements, successfully implemented the KeyStone core to serve their members' varying financial needs. They also spent time getting to know the Corelation team and reviewing the existing partnerships Corelation has with third-party service providers.

What ultimately won over CTCU is KeyStone's robust and open API, KeyBridge. Its flexibility empowers the credit union to define and select their own third-party vendors allowing them to continue delivering personalized and reliable services to their membership.

“In nearly two years of speaking with the team at Corelation, we never felt pressured or rushed into a decision. They were patient, answered all of our questions, and showed us how the product can evolve to fit the rapidly changing and growing needs of our membership base. They also have an extensive library of KeyStone documentation that details system functionality and release enhancements,” added Miller. “Through our continued open communication, and as an organization that prides itself on honesty and transparency for our members, we greatly appreciate how forthright Corelation is with how they operate as a company.”

CTCU is scheduled to convert in April 2021.

“Educators are American heroes and they are facing historically immense challenges right now,” acknowledged Corelation President/CEO Theresa Benavidez. “It is an exceptional honor for us to be able to serve this population and the people of Tyler, Texas who support them. In working with Cooperative Teachers Credit Union, we look forward to helping alleviate some of their members’ stress through seamless service of their financial needs and personal goals.”

About Corelation, Inc.

Based in San Diego, CA, Corelation is the innovative core processor for today’s credit union. This solution is a person-centric system that empowers credit unions to offer the best member service possible, enhancing their value for member attraction and retention. In terms of industry experience, Corelation’s staff has dedicated their careers to creating core systems and providing unparalleled client service. For more information, visit www.corelationinc.com.

About Cooperative Teachers Credit Union

At Cooperative Teachers Credit Union (CTCU), our mission is to be a thriving cooperative financial institution that helps our members achieve their goals by offering comprehensive financial products and services which they can receive in person, online, or wherever they may be. Since 1953, we have committed ourselves to consistently serve our members in an honest manner that will benefit them and the community we live in. Founded by teachers, and for teachers, CTCU has grown into a community credit union open to the community at large, yet we still maintain our passion for educators throughout East Texas.

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CTCU President & CEO Tim Miller