

Small Credit Union Roundtable

JANUARY 31, 2019 | RENAISSANCE HOTEL | CHARLOTTE, NC

AGENDA

THURSDAY | JANUARY 31

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|-------------------------|---|
| 9:30 - 9:50 a.m. | Registration |
| 10:00 - 10:50 a.m. | How to Use Member Experience to Drive Growth and Retention
<i>Haris Azmi, Chief Marketing Officer, SoGo Survey Consulting</i> |
| 11:00 - 11:30 a.m. | Resources and Solutions
<i>Susan Allred, Director of Business Solutions, CCUL</i> |
| 11:40 a.m. - 12:40 p.m. | Culture is the Key
<i>Mark Willmarth, Vision West Consulting</i> |
| 12:40 - 1:40 a.m. | Networking Lunch |
| 1:40 - 4:00 p.m. | Open Discussion |

Plan to take advantage of all activities in conjunction with
Carolinas Credit Union LAUNCH Conference January 31 - February 1, 2019