FREQUENTLY ASKED QUESTIONS (FAQs)

Why did Family First Credit Union part ways with the outgoing CEO?

Section 381 of the Michigan Credit Union Act requires employment matters to remain confidential. Accordingly, Family First Credit Union and its Board of Directors are legally prohibited from discussing the circumstances surrounding most internal personnel matters, and specifically Jane Smith's departure.

We understand that members and the community may read different accounts in the media, and may have additional questions, and we appreciate their understanding that the Credit Union is obligated to abide by the legal limitations that protect employees in this type of situation. What we can confirm is that Jane Smith is no longer an employee of Family First Credit Union, and that Jason Acosta is serving as our interim CEO.

Why do Family First Credit Union's policies apply to activity on a personal account?

Employees have the right to maintain personal social media accounts, and the Credit Union outlines the acceptable use of social media for all employees. However, when online activity becomes public and is connected to an individual's professional role, it can affect colleagues, members, community relationships, safety and the reputation of the organization they represent. All employees are expected to exercise sound judgment, communicate respectfully, and follow the organization's established policies, because their words and actions can influence public confidence in the institution they serve.

Who is leading Family First Credit Union now?

Jason Acosta is now serving as Interim Chief Executive Officer. He currently serves as Family First's Chief Operations Officer and has been the Credit Union's second-in-command. Under Family First's existing succession plan, Jason is designated to serve as interim CEO if the need arises, for any reason. His knowledge of the organization, its day-to-day operations, employees and members provides important continuity during this transition. Based on their previous working experience, the Board is confident in his ability to work together with the Board, and to lead Family First Credit Union's staff during this interim period.

The Board has not yet determined its process or plans for selecting a permanent CEO. Once those decisions are finalized, the Board will identify the qualifications and leadership qualities it will prioritize and communicate the next steps as appropriate.

Are my accounts and funds secure?

Yes. Family First Credit Union remains financially and operationally stable. The Credit Union's existing leadership plan already has established procedures for uninterrupted operation and oversight, ensuring that our team is always prepared to carry on the day-to-day work of the Credit Union in the event of a departure or change in management personnel. With those plans firmly in place, this leadership change will not affect member accounts, funds or access to credit union services. All accounts remain insured by the National Credit Union Administration a federal agency.

Will branches and member services remain open?

Yes. Branches, digital banking, member-support services and normal credit union operations will continue without interruption.

How can members submit questions or concerns?

Members may contact Family First Credit Union through their Contact Us Form or speak with a branch representative. Employees will not be able to discuss confidential personnel matters, but member feedback will be documented and shared with the appropriate leadership.