

General company information

Consumers Credit Union

Headquarters: 7200 Elm Valley Drive, Kalamazoo, MI 49009 | Mailing: P.O. Box 525, Oshtemo, MI 49077-0525

269.345.7804 or 800.991.2221 (toll-free)

ConsumersCU.org

Online, in office, by phone, or @Work, Consumers Credit Union is ready to serve you. **Locally owned since 1951**, more than **132,000 members** across lower Michigan choose us to help them achieve their financial goals and dreams. By simplifying banking through exceptional service, education and convenient technology, we make it easy for our members to choose how they want to bank.

Consumers is a fast-growing organization and has accumulated more than \$2.0 billion in assets. This has allowed our team of over **400 staff members** to expand our foothold to **26 offices** across Kalamazoo, Battle Creek, Grand Rapids, the Lakeshore and Lansing with member access to 30,000+ free CO-OP Network ATMs nationwide.

But more than that, our members and employees really do like us! Yearly member satisfaction surveys result in 90 percent satisfied and highly satisfied ratings. In 2022, we were named both an Elite Best and Brightest Company to Work for in West Michigan and in Nation winner.



Consumers by the numbers



132K+
business & personal
members



1,482
checking accounts
opened per month



\$419 million
in home mortgage loans
in 2022



\$440+ million
in auto and recreational
loans in 2022

Member Eligibility

If you live, work or attend post-secondary school in the lower peninsula of Michigan, you're within the charter service area of Consumers Credit Union.



Municipal services

Did you know Consumers can help with your municipal accounts like checking, money markets, savings accounts and CDs? With a large array of services, we can also assist your municipal needs through ACH, remote check deposits, the ability to set user permissions in Online Banking and more!



Municipal Checking

simple and easy to use, plus earn interest on daily balances exceeding \$10,000



Municipal Specialist

access to a municipal relations specialist and direct contact with other local services



eBanking

- Online Banking
- Mobile and Text Banking
- Voice Access
- Bill Pay
- Payroll
- ACH debit/credit services
- Positive Pay
- Remote check deposit through your smartphone or a computer scanner
- Budget management software integration
- eStatements
- Mobile App
- User permissions



Consumers @ Work

on-site financial wellness education for your employees



Insured Fund Solutions

Learn how municipality deposit accounts at Consumers may be insured over \$250,000 through NCUA and Excess Share Insurance

Your dedicated rep

The go-to person for all your questions

The Consumers business development team is the arm of our organization that partners with local businesses to provide banking and lending assistance.

Your main contact is Chris Rusche, a five-year Consumers employee and experienced business development/office manager who has recently moved into our dedicated municipality support role.



Christopher Rusche has had worked across the spectrum of the banking world over the last 15 years since graduating with a finance degree from Grand Valley State University. After finding his home at Consumers five years ago, he has focused on the importance of member satisfaction and providing positive banking relationships and experiences.

"I love finding unique banking solutions to pain points and bottlenecks," said Rusche. "I see helping meet financial objectives and making day-to-day banking better while saving them money as vital to serving our members and municipalities."

When not out enjoying his favorite seasonal sport, Rusche serves as acting treasurer for the Northeast Business Association. He is also a member of the associate memberships of both the Kent County and Kalamazoo County branch of the Michigan Municipal Treasurers Association.

Chris Rusche

Municipal Relationship Manager

[e. christopher.rusche@consumerscu.org](mailto:e.christopher.rusche@consumerscu.org)

[c. 616.208.1166](tel:616.208.1166)

Our other business team leaders at your disposal



Darci Robinson

Director of Cash Management



Josh Pompey

Lansing Regional Manager



Sandy Bloem

Business Services Sales Manager

Locations

26 offices and growing

Consumers locations feature free coffee, online banking stations, Wi-Fi, document shredding bins, and coin counters and safe deposit boxes (at select locations). Stop in and say hello!

Office amenities



Office hours

M-Th - 9 a.m. - 5:00 p.m.
Fri - 9 a.m. - 5:30 p.m.
Sat - 9 a.m. - 12 p.m.



Drive-thru and TellerPlus+ hours

M-F - 9 a.m. - 7 p.m.
Sat - 9 a.m. - 1 p.m.



Access

Wi-Fi and computers
for Online Banking

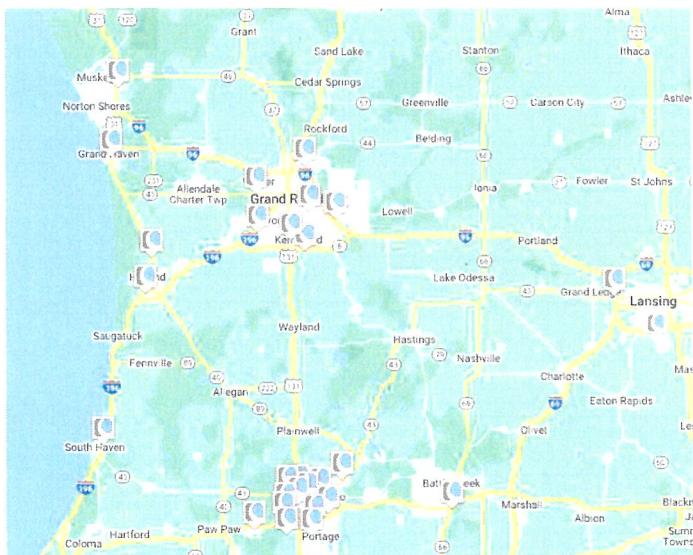


Free
coffee and
refreshments



Free
document shredding
stations

Office	Address	City
9th Street	6699 West Main Street	Kalamazoo
Corner@Drake	1900 South Drake Road	Kalamazoo
Downtown	125 South Kalamazoo Mall, Suite #104	Kalamazoo
Gull Rd	5940 Gull Road	Kalamazoo
Milwood	4023 Portage Street	Kalamazoo
West Main	5018 West Main Street	Kalamazoo
The Groves Corporate Headquarters	7200 Elm Valley Drive	Kalamazoo
Centre	1511 West Centre Avenue	Portage
Milham Avenue	1065 West Milham Avenue	Portage
Battle Creek	6081 B Drive North	Battle Creek
Coldwater	829 East Chicago Street	Coldwater
Mattawan	56109 South Main Street	Mattawan
Lawton	104 North Main Street	Lawton
54th Street	220 54th Street Southwest	Grand Rapids
Bretton Village	1835 Bretton Road SE	Grand Rapids
Cascade	5575 28th Street SE	Grand Rapids
Gaines Township	6770 Kalamazoo Avenue SE	Grand Rapids
Plainfield	3869 Plainfield Avenue NE	Grand Rapids
Walker	272 Wilson Avenue NW	Walker
Grandville	4350 44th Street SW	Grandville
Grand Haven	901 South Beacon Boulevard	Grand Haven
South Haven	1579 Phoenix Road	South Haven
Riley	12705 Riley Street	Holland
Washington	1037 Washington Avenue	Holland
Muskegon	1818 East Sherman Boulevard	Muskegon
Cedar	6935 South Cedar Street	Lansing
Delta Crossing	809 North Marketplace Boulevard	Lansing



Search Locations

