www.cuanswers.com

6000 28th St. SE Grand Rapids, MI 49546

M-F 7:30 AM-12 AM ET

(On-call staff available after hours)

800-327-3478 | 616-285-5711

Executive Management Team	Administration and Accounting
Johnson, Geoff (CEO, CU*Answers)	Frizzle, Bob (CFO, CU*Answers)
Frizzle, Bob (CFO, CU*Answers)	Frankowski, Becky (VP, Finance)
Collins, Scott (EVP, National Sales & Marketplace Rel.) 183	Salamone, Joe (Manager, Accounting) 755
Maurer, Brian (EVP, Software Development) 561	Underwood, Stephanie (VP, Administration) 511
Moore, Dawn (EVP, Client Experience) 126	
Wordhouse, Dave (EVP, Technology) 185	Client Services
Beauchamp, John (VP, CMS)228	Main Client Support Line 255
Chesbro, Karen (VP, CU*Check21 & Item Processing) 127	Daniel, Kristian (VP, Client Services & Education)
Damstra, David (VP, Marketing Serv. & Creative Director) 207	Olchowski, Kasey (Manager, Client Services & Education) 388
Daniel, Keegan (VP, Professional Services) 209	Lowing, Lani (Team Lead, Education)
Daniel, Kristian (VP, Mobile Technologies Group) 371	
Frankowski, Becky (VP, Finance)	Conversions and Mergers
French, Heather (VP, Client Interactions) 253	French, Heather (VP, Client Interactions)
Gessner, Julie (VP, Inside Sales & BusDev)	Hammel, Melissa (Manager, Conversions)
Lawrence, Jim (VP, Business Continuity & Operations) 156	Collins, Doug (Conversion Coordinator)
Melder, Ashley (VP of Professional Services, Lender*VP) 326	Fulgenzi, Melissa (Conversion Coordinator) 204
Morse, Lorie (VP, Integrated Technologies) 117	Miller, Amy (Conversion Coordinator) 878
Overla, Amber (VP, ORD)	
Sawtell, Matt (VP, Managed Technology Sales) 177	Disaster Recovery
Shelton, Chris (VP, Network Infrastructure)	Lawrence, Jim (VP, Business Continuity & Operations) 156
Underwood, Stephanie (VP, Administration) 511	Schumaker, Patrick (Business Continuity Coordinator) 888
Van Antwerp, Mary (VP, Quality Control) 157	
Vaughn, Ken (VP, Mobile Technologies Group) 554	Human Resources
Welch-Vilker, Laura (VP, Client Services & Education) 144	Overla, Amber (VP, HR)
Anderson, Bob (AVP, Web Technologies)	Kinsley, Ashton (HR Administrator)
Colburn, Bob (AVP, Core Technologies)	Luce, Paige (HR Administrator)
Collins, Jerry (AVP, Contact Center Operations)	Peters, Lindsay (Recruiter) 876
Miller, Jeff (AVP, Operations & Business Development) 148	Runkel, Annalise (Recruiter)
Schalk, A.J. (AVP, AuditLink)	
	Item Processing
Sales	4695 44th St. SE, Ste.180, Kentwood, MI 49512
Collins, Scott (EVP, National Sales & Marketplace Rel.) 183	616.974.0458 or 800.362.1729
Gessner, Julie (VP, Inside Sales & BusDev)	Main Client Support Line500
Sawtell, Matt (VP, Managed Technology Sales) 177	Chesbro, Karen (VP, CU*Check21 & Item Processing) 127
Smigiel, Chris (Manager, Sales)	Haugen, Val (Assistant Manager, eCheck Processing) 547
Gowey, Nick (Regional Sales Representative) 526	
Gruber, Mike (Regional Sales Representative) 158	Marketing
Jesionowski, Ed (Regional Sales Representative) 215	Damstra, David (VP Marketing Serv. & Creative Director) 207
French, Autumn (Sales Trainee)	Camargo, Esteban (Manager, Content Marketing) 281
	Meyers, Peter (Manager, Marketing)
Network Services	
Main Client Support Line266	Production
Wordhouse, Dave (EVP, Technology)	Main Client Support Line 132
Shelton, Chris (VP, Network Infrastructure)	Lawrence, Jim (VP, Business Continuity & Operations) 156
Cohen, Tonya (Manager, Logistics)	Miller, Jeff (AVP, Operations and Business Development) 148
Hood, Andrew (Manager, NetOps)	France, Vanessa (Assistant Manager, Operations) 220
Sweet, Sarah (Manager, Client Supp. and Operations) 385	

Rieger, Steven (Asst. Manager, Client Supp. & Operations) ... 713

WHO'S WHO AT CU*ANSWERS?

Asterisk Intelligence		IRSC/Mobile Technolo
Daniel, Keegan (VP, Professional Services)	209	Daniel, Kristian (VP, IRSC/Mobile Vaughn, Ken (VP, Mobile Techno
AuditLink		Hall, Nicole (Account Executive)
Schalk, A.J. (VP, AuditLink)	435	
		Lender*VP
Business Continuity		Melder, Ashley (VP of Profession
Lawrence, Jim (VP, Business Continuity and Operations)	156	Collins, Jerry (AVP, Collections) .
Schumaker, Patrick (Business Continuity Coordinator)	888	
		OpsEngine
Conversion Support/B2B Contact Center		Lawrence, Jim (VP, Business Cor
Collins, Jerry (AVP, Contact Center Operations)	237	Miller, Jeff (AVP, Operations and
Wilson, Taylor (Team Lead, Conversions Support)	139	
		SettleMINT EFT
Developer's Help Desk		French, Heather (VP, Client Inter
Morse, Lorie (VP, Integrated Technologies)	117	Cooper, Nicole (Manager, Settle
Claflin, Kim (Manager, Custom Services Development)	338	Russell, Kaylee (EFT Account Ex
		Stearns, Linda (EFT Account Exe
Earnings Edge		
Daniel, Keegan (VP, Professional Services)	209	Web Services
Raven, Stephanie (Special Projects Coordinator)	113	Main Client Support Line
		Damstra, David (VP Marketing S
Imaging Solutions		Muka, Tony (Manager, Web Serv
Karnes, Kyle (Manager, Imaging Solutions)	226	, , , , ,
		CUSO Magazine
AdvantageCIO		Damstra, David (VP Marketing S
Wordhouse, Dave (EVP, Technology)	185	Camargo, Esteban (Manager, Co
Lawrence, Jim (VP, Business Continuity and Operations)		Meyers, Peter (Manager, Market
Sawtell, Matt (VP, Managed Technology Sales)		Claus, Emily (Junior Editor & Jou
, , , , , , , , , , , , , , , , , , , ,		, , , , , , , , , , , , , , , , , , , ,

IRSC/Mobile Technologies Group Daniel, Kristian (VP, IRSC/Mobile Technologies Group) Vaughn, Ken (VP, Mobile Technologies Group) Hall, Nicole (Account Executive)	371 554 239
Lender*VP Melder, Ashley (VP of Professional Services, Lender*VP) Collins, Jerry (AVP, Collections)	326 237
OpsEngine Lawrence, Jim (VP, Business Continuity and Operations) Miller, Jeff (AVP, Operations and Business Development)	156 148
SettleMINT EFT French, Heather (VP, Client Interactions) Cooper, Nicole (Manager, SettleMINT) Russell, Kaylee (EFT Account Executive) Stearns, Linda (EFT Account Executive)	253 413 437 770
Web Services Main Client Support Line Damstra, David (VP Marketing Serv. & Creative Director) Muka, Tony (Manager, Web Services)	
CUSO Magazine Damstra, David (VP Marketing Serv. & Creative Director) Camargo, Esteban (Manager, Content Marketing) Meyers, Peter (Manager, Marketing) Claus, Emily (Junior Editor & Journalist)	207 281 518 542