



FOR IMMEDIATE RELEASE
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LAFCU’s Morgan Pray promoted to West Lansing Branch assistant manager

New job brings new challenges, opportunities during pandemic



Morgan Pray

LANSING, Mich. — Morgan Pray has been promoted to assistant manager of LAFCU’s West Lansing Branch.

In her new position, Pray oversees branch operations, including teller and lending functions, and has staff supervisory responsibilities.

“Morgan’s proven dedication and her extensive experience in serving members has earned her this promotion,” said Chrystal Murphy, assistant vice president of operations, West Lansing Branch.

Murphy noted that Pray, who was promoted shortly before the COVID-19 pandemic, has been a key leader in restructuring service to protect members and employees. This included training branch employees to operate LAFCU’s network of interactive teller machines (ITMs) while working from home.

ITMs have audio-visual technology that enables virtual face-to-face banking, similar to an in-person visit to a branch. In 2019, the Michigan credit union converted all of its drive-thru lanes at all branches to ITMs.

“Morgan drew upon her deep knowledge of ITMs to provide enhanced training and troubleshooting that helped branch tellers to quickly transition from providing in-person service to remote service from their homes,” Murphy said.



In her new position, Pray helped LAFCU transition branch member service from in-person to interactive teller machines (ITMs) that connect members with tellers working from home.

Pray, with nine years of experience in the financial industry, had most recently served as an ITM representative at the LAFUCU Contact Center. She has also worked in member services at the LAFUCU DeWitt and St. Johns branches, and she has been a bank teller.

“I’m passionate about serving LAFUCU members,” Pray said. “It’s also amazing to be part of an organization that cares for its employees and pushes through obstacles to better member service. This type of positive energy encourages me to continue to learn and embrace new challenges.”

Pray holds an associate degree in human services from Baker College, Owosso, where she is pursuing a bachelor’s degree in business administration and management. For her associate degree, she completed internships at Recovery Pathways, Corunna, an addiction treatment center, and at Shiawassee Hope, Owosso, a community charity.

About LAFUCU

Chartered in 1936, LAFUCU is a not-for-profit financial cooperative open for membership to anyone who lives, works, worships or attends school in Michigan and to businesses and other entities located in Michigan. The credit union serves more than 67,000 members and holds nearly \$750 million in assets. LAFUCU offers a comprehensive range of financial products and services as well as an expanding complement of financial technology solutions. Members enjoy benefits such as low fees, low interest rates on loans, high yields on savings, discounts, knowledgeable employees and nationwide access to fee-free ATMs. A recipient of the national Dora Maxwell Social Responsibility Community Service Award for credit unions, LAFUCU enriches the communities it serves by supporting many organizations and causes. To learn more about LAFUCU, call 800.748.0228 or visit www.lafcu.com.

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