

# Your risk consultants

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## **Bob Bouvier | Massachusetts**

Bob has 30+ years experience specializing in corporate governance, policy development and administrative controls with an emphasis on managing employee dishonesty and fraudulent activity. He graduated from Fitchburg State University and holds multiple designations - CRM, CFE, CCUE, CFSA, CUSFE, and ALICE-certified trainer for active shooter incidents.



## **Jim Bullard | Georgia**

Jim has 10+ years experience in addition to a 23-year banking career in commercial lending and executive risk management. He holds a bachelors in business administration with a specialty in finance from the University of Georgia, in addition to completing the graduate school of banking at Louisiana State University. CUERME & CUBLP designations.



## **Becky Garton | Wisconsin**

17+ years of risk management experience with TruStage. Becky consults with credit unions throughout the country and specializes in the areas of payment transactions, card loss prevention, chargebacks, and compliance. She holds a bachelors degree in elementary education and previously held positions within the payment industry. Becky is also Lean Six Sigma (Yellow Belt) certified which prepares her for project and process improvement work.



## **Chris R. Gill | Maryland**

Chris has 11+ years TruStage experience. He provides the strategic leadership and guidance to the Risk Consultants. He also has multiple years working in the credit union, financial, and risk management sectors. Chris has significant experience in business resiliency, vendor management, internal controls and cybersecurity. He holds a bachelors and masters degree in business administration in addition to having the CUERME designation.



## **Brad Neumann | Wisconsin**

Brad has 35 years TruStage experience within risk management, business protection, strategic marketing, and training. Previously the Marketing Director at Heartland Credit Union in Madison, Wisconsin, he now provides strategic leadership for TruStage's go-to-market risk and compliance content including the well-known RISK Alert and virtual event programs. He holds a bachelors of science degree in business administration.

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## **Ken Otsuka | Illinois**

32+ years TruStage experience within risk management specializing in risks associated with payments, deposits, funds transfer/ACH, and fraud. Ken is a commonly-featured as an author for our RISK Alerts and a speaker throughout the U.S. He was previously was an insurance auditor. Ken resides holds a bachelors degree in accounting from Northern Illinois University and is also a Certified Public Accountant (CPA).



## **Michael Petrone | Maine**

37+ years of risk management experience with TruStage. Mike consults with credit unions throughout the country and specializes in the areas of workplace operations, physical security, internal controls, and employee safety. He has multiple designations – CFE, CFSA, and CUSFE – in addition to being an ALICE certified training instructor for active assailant incidents.



## **Brianda Rojas-Levering | Kentucky**

2nd year with TruStage. Brianda brings significant experience helping organizations with legal and regulatory issues including vendor management, contracts, risk, disaster recovery and business continuity, and cybersecurity compliance. Brianda was previously a compliance attorney for a nearly \$2 billion asset-sized credit union. She has a bachelor of arts degree in sociology and juris doctorate of law.




## **Holly Spiczenski | Wisconsin**

30+ years TruStage experience specializing in risks associated with payments/deposits, including funds transfer and ACH fraud. She spent several years as a fidelity bond claims adjuster; in addition to previously working at a Madison, Wisconsin-area credit union. Holly has a degree in accounting and holds an AIC designation.

## Helping you manage risk

Credit union executives, leadership and staff often tell us that they wish they knew more about a specific risk, could reach out about a recent RISK Alert, or had someone to have a 1:1 discussion with on loss controls. Well, it's possible and at no cost to TruStage Fidelity Bond policyholders.

This team of experienced Risk Consultants proactively supports credit union risk management efforts by sharing insights, guidance, and best practices through resources and consultations.

 They assist me with determining what enhancements we need to consider for our credit union.

### \$400M credit union

Contact us, today or anytime, to make sure you have up-to-date information and proven guidance on emerging risks and loss trends impacting credit unions.

## Looking for additional insights?



- Access the **Business Protection Resource Center** (User ID & password required) for exclusive risk and compliance resources to assist with your loss control efforts.
- Go to **Emerging Risks Outlook** for critical questions, answers, and resources to help build additional awareness and drive organizational action.
- If you'd like to discuss this risk in more detail, simply schedule a no-cost 1:1 discussion with a TruStage™ Risk Consultant by contacting us at **[riskconsultant@trustage.com](mailto:riskconsultant@trustage.com)** or at **800.637.2676**.

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