

People in Focus

John Collins, Senior Vice President, Risk Management & Administration – Serving members since 2001



John is responsible for the Risk Management area that measures, reports and monitors risk associated with interest rates, credit and operations. He also assists the CEO in the general management and administration of the corporate by providing support and counsel in strategic and industry issues. In a recent conversation with John, he discussed Alloya's new contract process, the corporate's Enterprise Risk process, and his passion for travel and architecture.

What are the advantages of Alloya's new contract process?

Alloya is constantly striving to make its members lives simpler and easier, as well as to save time and money. Since Alloya is the result of 17 mergers, existing contracts were assumed at the time of each merger. After the conclusion of our last merger, we knew it was time to standardize our contracts. In addition, the contract process was paper-based, so we decided to move the administration behind Premier View and move to electronic signatures.

The new Master Membership Contract is now the only paper-based part of the process, and this step requires a physical signature. However, once this contract is signed, it is saved behind Premier View along with all member Product Operating Agreements. Going forward, all contracts can easily be accessed through Premier View at member's convenience for any reason, including audits. Another great feature is if a member wants a new service, it's a simple matter of going to Premier View and requesting the new product from the contract dashboard where all available products are listed. Execution of a new product contract is as easy as clicking a check box; members do not need to go through an arduous process of getting senior management and/or board signatures.

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Keynote Speaker: Bill Rancic Announced for the Credit Union Executive Leadership Symposium

Last month, it was announced that Bill Rancic will be this year's symposium Keynote Speaker. For those of you not familiar with him, we wanted to help you answer the question: *Who is Bill?*



T.V. Personality: Many are familiar with Bill as the season one winner of Donald Trump's reality show, *The Apprentice*, but he has also hosted several other shows, including *We Mean Business*, *Kitchen Casino* and *Giuliana & Bill* (co-starring his wife) to name a few. Bill also makes regular appearances on Today, The View, Rachel Ray and various CNBC programs.

Author: Bill has published four books, including a New York Times best-seller: *You're Hired: How to Succeed in Business and Life*. He is also the author of *Beyond the Lemonade Stand*, which is geared for young entrepreneurs (ages 7-12); *I Do... Now What*, which he co-authored with his wife; and *First*

Light, his most recent release and his first novel.

Business Owner: After graduating cum laude from Loyola University, Bill went on to become a successful entrepreneur when he founded Cigars Around the World, a monthly online subscription-based retailer that became a multi-million-dollar enterprise. Today, Bill owns restaurants in Chicago and Washington D.C.

Speaker: Bill is a sought after motivational speaker – sharing lessons that vary from his childhood, to his current ventures as a small business spokesman, restaurant owner and real estate developer. During this year's symposium, Bill's presentation: *How to Manage and Lead Your Team in Times of Uncertainty*, will entertain and inspire.

People in Focus ...continued

Finally, by having standard contracts, Alloya can modify the contracts (with notice) to meet changing business conditions, such as required regulatory updates. This means we will not need to get new signed agreements. In short, the new processes simplify, streamline and standardize an administrative task, saving everyone time, money and effort. It's also a great "green" process eliminating hundreds of thousands of printed pages.

What are some of the highlights of Alloya's risk assessment process?

Alloya's Enterprise Risk Management (ERM) process is charged with ensuring that Alloya understands the risks it takes, that those risks are consistent with its Board approved risk appetite and that it is adequately compensated for those risks. A cornerstone of the ERM process is to assess the risks that Alloya takes to create member value. Our risk assessment process is flexible to create a platform for debate and structured in its analysis to ensure consistent review and comparability of risks. This ensures that Alloya is taking risks consistent with its plans, that risks are well understood and that the organization has a clear picture of its risk profile.

You are known to have a passion for architecture and have traveled to some exotic locations. What has been your favorite so far?

I have been fortunate to travel a bit and have visited 48 of the states and about 15 countries (a list I hope to expand)! My wife is our adventurous vacation planner and does a great job. The U.S. has so much to offer and we have covered a variety of ground. However, my favorite trip was to Machu Picchu in Peru. The 15th-century Inca citadel located at 8,000 feet above sea level is remarkable. What makes it truly stunning is that it sits 5,000 feet straight up from the Urubamba river valley and is surrounded by the sheer Andes mountains reaching up to 15,000. The view takes your breath away.

For members attending this year's symposium in Chicago, what locations are can't miss?

I admit it, I am a homer. I think Chicago is the best city I have been to. About a 10-minute walk east from the InterContinental Hotel, you will find the 20-mile lakefront trail full of joggers and bikers each day. From the lakefront trail, you can go to Navy Pier (a converted pier with shopping, dining and the Chicago Shakespeare theater that is an exact recreation of the Globe in London), the museum complex buildings (Adler Planetarium, Shedd Aquarium or the Field Museum of Natural History) or Millennium Park (including the Bean).

If you turn right out the front door of the InterContinental Hotel, you can work your way up Michigan Avenue, the Magnificent Mile, arguably the best shopping in the world. Turn to your left from the hotel and stroll along the Chicago River, take an architectural boat tour that covers the Wrigley building or stop in at any of the world class restaurants. Going further south, you can visit the world-renown Art Institute of Chicago, an amazing building itself that contains works from major artists across the globe.

Did you know... Alloya's website has a Due Diligence Center?

This resource was created to aid your credit union as it performs due diligence research and obtains necessary documentation. The Due Diligence Center centralizes the items most frequently requested by members and required by regulators, including financial information, audit, business continuity and much more. Visit our Due Diligence center at:



www.alloyacorp.org/duediligence

Registration is now open!

Credit Union Executive Leadership
SYMPOSIUM

Early bird savings through July 14, 2017
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Member Services Center
*Helpful hints from our
Member Services team*

Calling Member Services:

Dial (800) 342-4328. Your call will be answered promptly without any options or delays. Please take a moment to replace previous numbers you may have on file. We can also be reached by email at:
memberservices@alloyacorp.org.

Account Audit Confirmations:

To help expedite your account confirmation forms, Alloya has created a new email process. Simply have your accountants, auditors and appropriate internal staff email confirmation forms to:
confirms@alloyacorp.org.