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FOR IMMEDIATE RELEASE

Fox Communities Credit Union Welcomes Dan Grawe – Vice President of Member Experience Optimization

APPLETON, Wis. (October 22, 2025) – Dan Grawe has joined Fox Communities Credit Union as their new VP of Member Experience Optimization. This newly created position will provide strategic leadership and operational oversight to our member support center and will champion creating lasting member experiences while serving as the lead for key experience technologies.

Grawe has significant experience in both call centers and customer relationship management (CRM) and joins Fox with a unique skillset and ability to collaborate cross-organizationally with a deep understanding of technology integration. His recent experience at Transamerica includes roles as Sr. Director of Business Planning, Director of Business Transformation and Director of Customer Care.

"It felt like a perfect fit to join Fox Communities Credit Union. The culture is as genuine as advertised by those inside and outside the organization. My role leading the member service center as well as being tasked with optimizing current processes has me excited for what the future holds building off the tremendous culture within. The success Fox has experienced over 88 years is a true testament to the team members we have; my job is to enhance that success by providing a more robust and forward pushing toolset for all our operations team to leverage. I am thrilled to be here at Fox and making a difference for the experience of our team members and our credit union members!" says Grawe.

With over 85 years of experience, Fox Communities Credit Union proudly serves more than 130,000 members across 22 locations. As a member-owned financial institution, Fox prioritizes people over profits, ensuring members receive exceptional service and support. With a dedicated team of over 480 professionals and assets exceeding \$3 billion, Fox is well-equipped to meet the financial needs of members. Fox is a Gold-Certified Fox Cities Employee Friendly Workplace. In 2024, Fox was recognized as the Green Bay Chamber's Next Generation Best Place to Work was named Community Partner of the Year from Fox Cities Habitat for Humanity. In the 2025 Community Choice Awards, Fox was voted Best Credit Union in the Fox Cities, Best Financial Planning in Green Bay, Oshkosh & Lakeshore.

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