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A+ Federal Credit Union Wins 2020 Greater Austin Business Award

Austin, TX – A+ Federal Credit Union (A+FCU) was recognized as the winner of the Customer Experience Award (Large Category) during the 20th Annual Greater Austin Business Awards with the Greater Austin Chamber of Commerce on December 8, 2020.

"We're very honored to be recognized as a winner of the Greater Austin Business Award for Customer Experience," Eric R. Kase, A+FCU President and CEO, said. "There is no doubt that this year has been a challenge and a struggle for many. Pivoting the focus of our credit union and concentrating even more on member service, balanced with employee safety, was the key to success for everyone involved."

A+FCU's winning award submission focused on COVID-19 efforts, such as expanding drive-thru services to meet member needs, creating an online request system for in-branch appointments, increasing debit card spending limits, providing financial education through webinars and videos instead of in person, and more. It also included helping local business members receive \$10.1M in funds from 361 Payroll Protection Program loan applications.

"This year was unlike any other and these businesses prove that innovating through adversity is what makes us a more resilient community," Austin Chamber President and CEO Laura Huffman said.

The Customer Experience Award recognizes companies or organizations that are dedicated to an outstanding customer experience and satisfaction in all aspects of sales and services. A+FCU was also a finalist in the Community Relations category.

More information about the Greater Austin Business Awards can be found on the [2020 event page](#).

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A+ Federal Credit Union was founded in 1949 by 50 Austin, Texas teachers. Over seventy years later, A+FCU has over 170,000 members throughout the community, over \$2.0 billion in assets, over 440 employees, and 22 branches. A+FCU continues to have close relationships with local schools and provides free financial education curricula for educators, engaging financial education presentations for students, real-life money management simulations for youth, high school branch locations, and unique financial products designed for teachers. Learn more at aplusfcu.org.