

## Craig Killian

Vice President, Account Resolutions  
Belco Community Credit Union



Craig Killian oversees Belco Community Credit Union's Account Resolutions team, with the goal of ensuring positive member experiences under adverse situations. Through empathetic, respectful, and professional communication, Craig enjoys helping members that may currently be experiencing some financial, professional, or personal challenges. Working with members to resolve difficult situations is the driving force of his professional career.

In his role, Craig leads loan collections, negative share & overdraft privilege program administration, fraud, and loan servicing departments. Under his leadership, Belco's annual loan recoveries has more than doubled since 2017. Additionally, Craig heads Belco's fraud prevention efforts. This vital work helps identify and prevent losses for Belco members through identity theft, account compromise, elderly abuse, account takeover, money laundering and various other types of scams.

Assisting members through challenging times has never been more important than in recent times. In accordance with the March 2020 CARES Act, Craig, working collaboratively across departments, assisted in the creation of Belco's COVID-19 forbearance program for members directly financially impacted by COVID-19 pandemic.

Craig believes in professional and personal growth within his team. During his time with Belco he has promoted 3 new managers from within the organization, and fosters an open door, communication-focused atmosphere. His leadership style aims to avoid silos and greatly improves professional relationships and overall member experience.

Craig holds a Bachelor of Arts Degree from Indiana University of Pennsylvania (Political Science/ History & Criminology) and is currently completing his Master's Degree in Strategic Leadership (MSL) from Elizabethtown College (graduation date May 2022). He also holds certificates in CUNA Advanced Collections and Bankruptcy (10/2015) and Visible Equity (now called nCino) Performance Analytics (7/2015).