



“If there’s ever an issue with our mail solutions, it’s resolved quickly with one phone call. We never have to worry. Kelley has our back.”

Ginny Smith, Facilities and Purchasing Assistant
Peninsula Credit Union

Peninsula Credit Union is a community credit union with five local branches in Western Washington—in Shelton, Belfair, Port Orchard, Port Townsend, and Poulsbo. Member-owned and local-minded, they’re committed to helping their Olympic Peninsula community thrive.

“I love the credit union’s commitment to their membership and this community,” says Ginny Smith, a Facilities and Purchasing Assistant who’s been with the company for over 15 years. “Whether it’s donating gift baskets and handing out hot chocolate in the holiday parade, helping people cool off at the summer festival with cups of cold lemonade, or hosting chamber of commerce events, we’re always looking for extra ways to serve.”

This focus on service is paramount for Peninsula’s members. That’s why, several years ago, when Peninsula Credit Union was facing challenges with their mailing, they quickly realized something had to be done.

“At the time, we weren’t getting responsive enough deliveries to serve our credit union members. In our business, many letters and notifications are time-sensitive because of regulations and laws. We had to find a partner who could simplify things and move mail out the door swiftly.”

Shopping around to see what solutions were available, Ginny had an idea. Kelley Connect had been managing printers and copiers for them, and the experience was positive. Why not reach out to a service provider she already knew they could trust?

After calling their Kelley rep to see if the company offered mail solutions, Ginny was introduced to Terry Boyle, Kelley’s Mail and Distribution Sales manager.

“Once Terry demonstrated how Kelley’s mailing system worked and what they could do to help us serve our members more efficiently, the choice was easy.”

Ginny had been worried that switching their mailing over to a new system would be a headache. But after making the decision, she says, “Terry made the whole transition effortless and painless... No more frustrating delays or poor service. With Kelley Connect, no matter what the need is, there’s always somebody available to help.”

At Kelley Connect, we believe a company as committed to service as Peninsula Credit Union deserves a service provider that is equally committed. Thanks to our partners at Peninsula for giving us the honor.