Wilson, Zachary

From: Popowich, Kristin L
Sent: Monday, September 25, 2023 12:40 PM
To: Otto, Ginnie M
Subject: FW: Pleasanton VFW Post 12162

Here you go.

Kristin Popowich
NCCO | MSODL | Assistant Vice President | Account Services
Security Service Federal Credit Union
O:210.877.3879| C: [redacted]

From: Popowich, Kristin L
Sent: Tuesday, January 15, 2019 5:22 PM
To: Otto, Ginnie M <[redacted]>
Cc: Romero, Shamzy L <[redacted]>
Subject: RE: Pleasanton VFW Post 12162

Thank you for the update.

From: Otto, Ginnie M <[redacted]>
Sent: Tuesday, January 15, 2019 3:16 PM
To: Popowich, Kristin L <[redacted]>
Cc: Romero, Shamzy L [redacted]>
Subject: RE: Pleasanton VFW Post 12162

Just FYI:

He became irate because we would not produce the letter. He would not allow us to suggest the notarized letter. He left.
It so happened that Mr. Shipley also returned my call during this interaction. I let him know what all we needed. He was content with the information, and he will relay that to the Austin Headquarters.
While talking to him he mentioned that he was just waiting for Mr. Mueller to surrender the debit cards to him, because if not the VFW would be filing criminal charges. (I did not tell him they surrender them to us)
Just thought that was interesting.

We have closed the cards at the request of Mr. Mueller.

Thank you,

Ginnie M. Otto
Branch Manager | Pleasanton Branch | Off: 210-476-4871 | Fax: 210-476-4874 | Email: g[redacted] | NMLS # 1627813

From: Popowich, Kristin L <[redacted]>
Sent: Tuesday, January 15, 2019 2:45 PM
To: Otto, Ginnie M <[redacted]>
Cc: Romero, Shamzy L <[redacted]>
Subject: Re: Pleasanton VFW Post 12162

Why would we need to produce such a letter?
How about he write a statement he surrendered them and notarize his signature?

Kristin Popowich
Assistant Vice President Member Service
Office: [redacted]

On Jan 15, 2019, at 2:40 PM, Otto, Ginnie M [redacted] > wrote:

> Just an FYI….the signer on the account is here. They are wanting a letter stating they surrendered the Debit Cards? We just need to be sure to close them correct?

From: Popowich, Kristin L <[redacted]>
Sent: Monday, January 14, 2019 4:23 PM
To: Romero, Shamzy L <[redacted]>
Cc: Otto, Ginnie M <[redacted]>
Subject: FW: Pleasanton VFW Post 12162

Just a heads up I was working with Ginnie on this account situation:

We would need letter of instruction from the VFW directly addressed to SSFCU requesting whatever they are wanting us to do (freeze the account for 90 days and provide bank statements to Mr. Shipley) Then we would need something in writing from the signer on the VFW account authorizing us to provide information to Shipley and freeze the account.

If you have questions give me a call.

Kristin Popowich
Assistant Vice President | Member Service
Security Service Federal Credit Union
9546 N US Highway 281 | San Antonio, TX 78216
O:210.476.4278| F:210.476.4274
[redacted]

From: Popowich, Kristin L
Sent: Monday, January 14, 2019 4:18 PM
To: Otto, Ginnie M <[redacted]>
Subject: RE: Pleasanton VFW Post 12162

Ginnie,

I spoke with Van regarding your member situation.

There are some issues

- The letters provided are not directly addressed to SSFCU
- Letters only outline what the investigation process will be

We would need a letter addressed directly to us with instruction.
Then, the current signer would need to provide us his approval in writing to allow us to follow the Post's request of providing Mr. Shipley information.

I would also inquire with Mr. Shipley if he will be replacing the current signer. The letter indicates they are investigating to determine if the Post will even stay open from what I gather. Furthermore, the other letter states "you are hereby relieved as Post Adjutant and Post Quartermaster….". That reads to me as though they are no longer allowed to represent the Post.

Kristin Popowich
Assistant Vice President | Member Service
Security Service Federal Credit Union
9546 N US Highway 281 | San Antonio, TX 78216
O:210.476.4278| F:210.476.4274
[redacted]

From: Otto, Ginnie M <[redacted]>
Sent: Friday, January 11, 2019 5:24 PM
To: Popowich, Kristin L <[redacted]>
Subject: RE: Pleasanton VFW Post 12162

No, He was expressively upset. He made a suggestion that it would be Vanessa error for not being able to take care of this on the spot.
She did explain that she was not the appropriate representative to handle his request. Which I have to agree.

Thank you,

Ginnie M. Otto
Branch Manager | Pleasanton Branch | Off: 210-476-4871 | Fax: 210-476-4874 | Email: [redacted]
| NMLS # 1627813

From: Cunningham, Vanessa M <[redacted]>
Sent: Friday, January 11, 2019 2:49 PM
To: Popowich, Kristin L [redacted]>
Cc: Otto, Ginnie M <[redacted]>
Subject: FW: Pleasanton VFW Post 12162

Hello Kristin,

I spoke to Ofelia in account services on behalf of the below request. Ofelia recommended to go through Legal Department. Can you give me guidance on how and if I am able to proceed with this VFW non member request?

Thank You,

Vanessa Cunningham
Assistant Branch Manager
Security Service Federal Credit Union
Pleasanton Branch
Phone: 210 476-4870
NMLS# 1627804
[redacted]

From: Cunningham, Vanessa M
Sent: Saturday, January 05, 2019 1:51 PM
To: DL_Acct Type Change <[redacted]>
Cc: Otto, Ginnie M <[redacted]>
Subject: Pleasanton VFW Post 12162

Good afternoon,

Mr. John Shipley, District 20 Commander of VFW visited the Pleasanton Branch requesting information on the below VFW account to include request of freezing the accounts due to Steve Mueller being relieved as Post Commander of Pleasanton Post. I informed Mr. Shipley that I would notify our Department on the request of the freeze and informed him I was not able to release any information regarding the account. He was upset that I did not release information being that he provided documentation.
Please let me know who I am able to redirect this request to on behalf of the freeze or procedures.
Thank you.

Informant: John Shipley, District 20 Commander of VFW
[redacted]

<image001.jpg>
Thank you,

Vanessa Cunningham
Assistant Branch Manager
Security Service Federal Credit Union
Pleasanton Branch
Phone: 210 476-4870
NMLS# 1627804
[redacted]g