

# The Meridian *Monthly*

October 2026   Issue 10   For our 600 colleagues across 14 branches

A MESSAGE FROM OUR CEO

## Built for the season ahead

October is a month of change, and this year that’s especially true at Meridian. In a few weeks, our new mobile app reaches every member, the result of eighteen months of work by teams across the company.

What makes me proudest isn’t the technology. It’s how you’ve prepared our members for it: answering questions at the teller line, testing features after hours, and translating “digital transformation” into plain, reassuring language.

Thank you for the care you bring every day. Our members notice it, and so do I.



**Catherine Ames**  
President & Chief Executive Officer

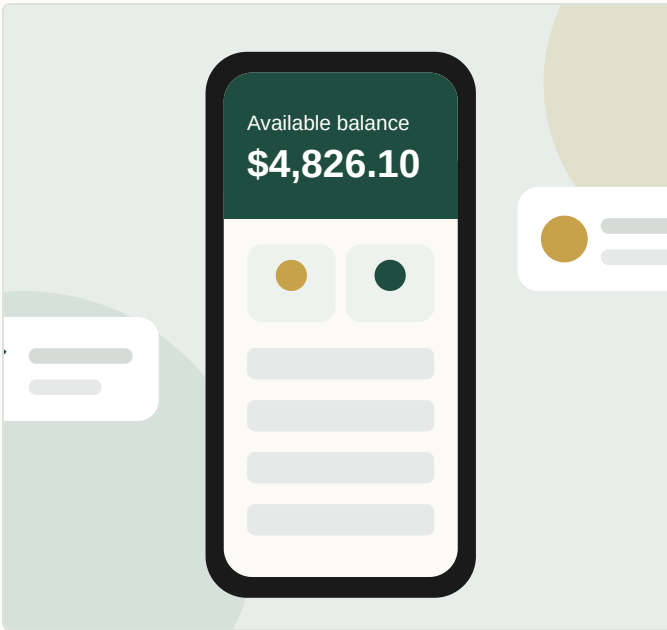
### Q3 at a glance

**\$1.42B**   Total assets, up 6.8% year over year

**4,180**   New member accounts opened in Q3

**92%**   Member satisfaction on branch surveys

**1,350**   Volunteer hours logged by employees



LAUNCHING OCTOBER 20

## Meet the new Meridian mobile app

The redesigned app gives members a faster, simpler way to bank. Here’s what changes on launch day:

- ✓ Mobile check deposit up to \$10,000 per day
- ✓ Card lock, travel notices, and alerts in one place
- ✓ Secure messaging with their home branch
- ✓ Face and fingerprint sign-in

Branch staff: complete the 15-minute “App Launch Ready” module in the learning portal by October 16.



EMPLOYEE SPOTLIGHT

Andre Collins

BRANCH MANAGER • LAKEVIEW BRANCH • 11 YEARS

Andre started at Meridian as a part-time teller while finishing his degree. Today he leads the Lakeview branch, which earned this year’s highest member satisfaction score at 97%. Outside work, Andre coaches a youth basketball team and teaches free budgeting workshops at the Lakeview Community Center.

*“The best part of this job is the moment a member realizes their goal is actually within reach.”*

1 Operations

Lobby hours at Riverside and Northgate extend to 6:00 PM on Thursdays beginning November 5, based on member feedback.

2 Lending

Home equity applications rose 22% this quarter. A refresher on the new appraisal process is scheduled for October 27.

3 Information Security

October is Cybersecurity Awareness Month. Report suspicious emails with the “Report phish” button. Last month, colleagues flagged 312.

4 Human Resources

Benefits open enrollment runs November 2–16. Join a live Q&A on November 4 at noon, or watch the recording any time.

Meridian Star Awards • Q3



Elena Vasquez • Member Services

Resolved a complex estate account for a grieving family in a single visit.



Marcus Bell • Information Technology

Led after-hours testing for 140 app features with zero launch-blocking defects.



Priya Raman • Lending

Mentored four new loan officers through their first quarter.

Service anniversaries

|                          |          |
|--------------------------|----------|
| Linda Okafor, Riverside  | 25 years |
| James Turner, Operations | 20 years |
| Sofia Martins, Lending   | 15 years |
| Kevin Doyle, Northgate   | 10 years |
| Hannah Lee, Marketing    | 5 years  |
| Omar Haddad, IT          | 5 years  |

Congratulations, and thank you for your years of service.

OCTOBER CALENDAR

| SUN | MON                                  | TUE                        | WED | THU            | FRI                          | SAT                    |
|-----|--------------------------------------|----------------------------|-----|----------------|------------------------------|------------------------|
| 27  | 28                                   | 29                         | 30  | 1<br>Q4 begins | 2                            | 3                      |
| 4   | 5                                    | 6<br>United Way<br>kickoff | 7   | 8              | 9                            | 10                     |
| 11  | 12<br>Holiday:<br>branches<br>closed | 13                         | 14  | 15             | 16<br>App<br>training<br>due | 17                     |
| 18  | 19                                   | 20<br>App<br>launch        | 21  | 22             | 23                           | 24<br>Fall<br>Festival |
| 25  | 26                                   | 27<br>Lending<br>refresher | 28  | 29             | 30<br>Costume<br>contest     | 31                     |

OCT  
20

**Mobile app launch**  
Extra floor support at every branch, 9 AM–1 PM.

OCT  
24

**Employee Fall Festival**  
Riverside Park pavilion, 11 AM–3 PM. Families welcome; chili cook-off at noon.

OCT  
6

**United Way campaign kickoff**  
Goal: \$120,000 and 100% participation.

OCT  
30

**Halloween costume contest**  
Submit team photos by 2 PM for the company vote.



ENGAGEMENT CHALLENGE

Fall Photo Challenge

Share your best autumn photo on the intranet by October 28. The top three, chosen by colleague votes, will be featured in November’s issue and win a \$50 gift card.

MERIDIAN TRIVIA

How well do you know us?

- 1. In what year did Meridian open its first branch?
- 2. How many branches will Meridian operate by year end?
- 3. What feature in the new app did members request most?

Answers: 1962 • 15 • mobile check deposit. Submit your own trivia question for next month.