

# Consolidation

EXPERIENCE AND BEST PRACTICES FROM CREDIT UNIONS



**Guest Speaker**  
**Friday, October 22, 2010**  
**12:00 p.m.**

**Eric Dillon (MBA)**, Servus Credit Union,  
Chief Operating Officer

Eric Dillon is currently Chief Operating Officer and a member of the Executive Leadership Team of Servus Credit Union. In this role, Eric is accountable for delivering an exceptional member experience to 450,000 members in Canada's 3rd largest Credit Union. Today, Servus Credit Union has assets of \$10 billion, operates over 100 branches and proudly serves 63 communities across the entire Province of Alberta.

A passionate and energetic leader, Eric has been involved as a course facilitator with CuSource, the national credit union learning organization, and currently serves on the Board of Credit Union Central of Alberta. Eric has been previously recognized by Credit Union Central of Canada as the National Young Leader Award winner and was the inaugural Chairperson for the Credit Union National Young Leaders Committee. More recently, Eric was the thought leader and one of the primary architects behind Servus Credit Union's famous Young & Free Program that has won both national and international acclaim. Eric is currently a member of the Filene Institute's i3 Program, which develops new and innovative concepts for use in credit unions worldwide.

An advocate of lifelong learning, Eric has a Masters of Business Administration degree focused on Management Consulting and Enterprise Risk Management and is also a graduate of the Queen's University Leadership Program.