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## Democracy FCU CEO Interviewed on CU Insight Podcast

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**Alexandria, VA**– *"Save people money, increase their buying power, and enhance their lives,"* stated Ken Cahoon, Democracy FCU CEO.

Recently, The CUInsight Experience podcast with host, Randy Smith, co-founder of CUInsight.com, interviewed Democracy FCU CEO, Ken Cahoon. In the podcast, Ken and Randy discuss how members are opting to conduct their banking transactions virtually and how the credit union is realigning their efforts to provide great member service. Ken also discusses the many changes he has seen in credit unions and what he thinks we all need to do to stay relevant in this disruptive time, both from a member service and employee standpoint.

While relatively new to the CEO position, Ken shares the challenges of leading through a crisis and what he believes is the best way to keep everyone calm and focused. They also discuss Ken's journey to CEO and what he has learned from each step along the way. He talks about why he took the position at Democracy FCU, the phrase his team hears him say all the time, and some of the mistakes he's made in the process. He also shares an important life lesson that he learned from his father that has stuck with him to this day.

In the rapid-fire section of the show, we find out that Ken was an NFL player for a day and that he wanted to be a lawyer when he grew up! Ken's passion for the credit union really comes through during this conversation.

