Welcome to Featherstone

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Reader group: All staff
In a live knowledge base, only signed-in Featherstone employees would see this page. It's public in this demo so you can explore.

Welcome to Featherstone! Whether you're joining the teller line, the lending desk or the back office, you're now part of a cooperative that has looked after Featherstone Falls since 1952.

How we serve members

- **People first.** Members own this credit union. Treat every conversation like you're talking to a part owner, because you are.
- **One right answer.** Members should get the same answer at the teller line, on the phone and online. When in doubt, check here before you answer.
- **Protect members.** Verify identity every time, and speak up when something feels off.

Your first two weeks

1. Confirm your required reading. It shows in a banner at the top of the page until you've signed off.
2. Complete BSA/AML, Reg E and elder financial exploitation training. See the annual training calendar.
3. Shadow an experienced colleague for at least three days before working on your own.
4. Learn who to call and the branch opening and closing routine.

Using this knowledge base

- Search first, even mid-conversation with a member. Short titles are written to be found fast.
- Ask the chatbot a plain question and it will point you to the right procedure.
- Spot something outdated? Leave a comment on the article. Every procedure has an owner who reviews it at least once a year.