



Fly into the future!

Aerospace 2024 is designed to expose participants to current opportunities and future trends in technology, service delivery, payments and people with the goal of arming leaders of bold and progressive credit unions with the confidence and knowledge needed to respond to changing conditions and propel their credit unions forward for decades to come.

We hope to leverage Seattle's best minds and facilities to deliver immersive experiences into the "now," and the future within the four walls of a five-star hotel.

KEY THEMES INCLUDE:

- Learn about the creation and end-to-end delivery of amazing member experiences from one of Seattle's leading Amazonians.
- Take a field trip to glance into a field of robots within an automated Amazon fulfillment center and learn more about how many of the world's leading consumer brands and financial institutions are leveraging data and automation tools to deliver superior member experiences while reducing costs.
- Look into the "Branch of the Future" where security, gaming and virtual reality technologies move traditional branch activities into member homes. See and feel how these experiences will impact aging and youthful membership groups while witnessing a virtually engagement with the hologram of a favorite CU team member.
- Experience next gen transportation including electric jets and hear from bold pioneers who are defining our futures,.
- Hear from experts on the how and from whom global consumers will choose to meet their banking needs. Learn how emerging disruptors are likely to take market share from ill-prepared credit unions while driving opportunity for progressive credit union that "lean in" to trends using "co-opetition" strategies.
- Gain new insights into the payments landscape with a deepened understanding of how FedNow, real Time Payments and other emerging payment technologies can disrupt or deepen your relationship with members.

Beyond the work, we hope to have lots of fun in one of America's finest cities. We will be unveiling our tour options that will include fishing during the seasonal salmon run, walking tours of the city & Pike Place Market, a float plane to the San Juan Islands, underground tours and a private yacht excursion on the Puget Sound or on one of our amazing lakes.

Hang on tight and have some fun as we emerge out of current uncertainty and into the great future that stands before us!

Greg Mitchell

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Teresa Campbell, President & CEO

First Tech[®]
federal credit union

 **San Diego County Credit Union**[®]