



Kristin Hannon
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Kristin Hannon has been a Minnwest Bank employee for 11 years and a Minnwest Prime Club director for 5 years, but had never attended an HCI Peer Group conference until this year. She has just returned from her first one and is “super excited” to know about all of the resources available to her through HCI. And, she isn’t just talking about the online tools – though there are many; she was blown away by the people and the knowledge that she can work with them to make her club better. She was nervous to attend at first, but says, “I left with thirty new best friends!” She was pleasantly surprised by how welcoming everyone was. “They encouraged me to join in their conversations and welcomed my participation. It was a wonderful experience.”

She can’t wait to get together with her Minnwest club director colleagues to share her excitement about HCI and the support that is available to them. These six club directors work together and take turns planning events for their members such as daytrips to theatres and museums, as well as education sessions like AARP Safe Driver courses and Stroke Detection medical assessments. Last Christmas Collette planned a “Christmas on the Riverwalk” tour in San Antonio for their members, and worked with them to make it go even with low attendance. This summer the Minnwest Prime Club will be heading to Alaska, and in November they will be going to Branson.

Kristin enjoys the relationships that she has formed with her members. She recalls one gentleman was became more active in the club after the passing of his wife. His overprotective daughters were concerned about him, but even they were impressed at how well taken care of he is while traveling with the club. “He loves traveling with us,” says Kristin, “and even though he lives in Iowa, he calls and asks me, ‘Where are we going next?’” It is great to be able to provide this service to our customers.