

Client Success STORY



About Patriot Federal Credit Union

With \$715 million in assets, Patriot Federal Credit Union, which is federally insured by the National Credit Union Administration offers a full line of savings and loan services to its over 75,000 members in Pennsylvania and Maryland. Patriot FCU has become one of the largest credit unions in Pennsylvania and plans to expand to Virginia. They attribute their growth to cooperative efforts focused on leadership, technological advancements, and the training of their employees and volunteers within their community.



The Challenges

To reduce risks, Patriot FCU needed on-site bulk shredding services that could support each and every branch location, provide appropriate shredding services, and supply reliable service to handle the high volume of documents that contained confidential and important client data, such as account information or loan documents.



The Solutions

When searching for solutions, Patriot FCU chose Higher Information Group to provide their on-site shredding services because they offered both the best price and could accommodate each and every branch in Pennsylvania and Maryland with secure document shredding.



The Results

For the last 10 years, HIG has been providing Patriot FCU with on-site bulk shredding at all their branch locations with individualized services such as weekly on-site shredding for the larger branches. HIG also provides Patriot FCU with added security protection when shredding all sensitive documents by providing a Destruction Certificate.

Project HIGHLIGHTS

- Protect Customer Privacy
- Ensure Compliance
- Boost Employee Productivity
- Supply Convenient Scheduling



“The on-site service is HIG’s most valuable feature. It eliminates the risk for compromised data.”

Diana Diaz

Manager of Administrative Services at Patriot FCU