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TDECU's Anthony Warden Named Chief Member Experience Officer



Pictured: Anthony Warden, TDECU Chief Member Experience Officer

Anthony (Tony) Warden has been promoted to [TDECU's](#) Chief Member Experience Officer. In his new role, Warden will improve how Houston's largest credit union connects with its more than 366,000 Members and help employees to have a voice and leverage their expertise in that process as well.

"Tony is a proven leader who exemplifies our 'One Team' motto," said TDECU CEO & President Isaac Johnson. "He has already shown he can improve Membership experiences and employee engagement and we anticipate great things for the future."

Warden first joined TDECU in 2016 and since then has served in several roles including VP of Loan Resolutions, VP of Contact Centers, and most recently Head of Operations. Warden says this new position supports the \$4.5 billion organization's commitment to creating an integrated effortless member experience in their channel of choice.

"We meet our Members whenever, wherever they need us. We serve those who are looking for ways to save money through better rates and lower fees as well as those who seek professional guidance or

simply want to be heard and have a greater say in their financial wellbeing. I applaud TDECU's continued commitment to help people navigate their financial journeys," said Warden.

Before coming to TDECU, Warden held executive leadership roles with USAA, Washington Mutual Bank, Bank One, GE Capital, and Discover Card. Warden is a decorated combat veteran, having proudly served as Staff Sergeant in the U.S. Army's 82nd Airborne Division. A graduate of the American Bankers Association Bankcard School, Anthony also graduated from the Consumer Bankers Association Executive Banking School, earning top honors and distinguished Tem Wooldridge award. He now serves on the faculty helping to develop the next generation of banking and credit union executives and represents TDECU as an active member of Consumer Bankers Association Payments and Deposits Committee.

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About TDECU | Founded in 1955, TDECU is a not-for-profit financial cooperative with more than 366,000 Members and over \$4.5 billion in assets. TDECU currently has 37 service locations, including 33 Member Centers, and offers a complete selection of convenient, innovative, and competitive products and services, including a full suite of deposit products as well as mortgage, auto and personal loan products, online and mobile banking. TDECU also offers, through its subsidiaries, retirement planning and wealth management, personal and business insurance products. Members can also access a worldwide network of over 55,000 surcharge-free ATMs. For more information visit [TDECU.org](https://www.tdecu.org) or call (800) 839-1154.