



FOR IMMEDIATE RELEASE

March 19, 2026

LAFCU promotes longtime employee Kim Hengsbach to assistant collections manager

LANSING, Mich. — LAFCU continues to invest in internal leadership with the promotion of Kim Hengsbach to assistant collections manager, recognizing her longstanding commitment and contributions to the credit union’s operational strength.



Kim Hengsbach

Hengsbach has been with LAFCU for more than 17 years and advanced from her previous role as collector. In her new position, she supports efforts to preserve the credit union’s assets by helping oversee delinquent accounts, charge-offs, and fraud losses.

Prior to joining LAFCU, Hengsbach spent several years as a senior collector at another Lansing-based credit union. Throughout her career in collections, she has developed extensive experience in bankruptcy, repossessions, foreclosures, garnishments, and levies. Her background at LAFCU also includes serving as a departmental trainer, participating in multiple credit union mergers, and assisting with system testing to ensure accurate data transfers.

Additionally, Hengsbach played a key role in implementing recurring loan payments and helping develop and test core system enhancements that improved payment efficiency for both staff and members.

“Kim has shown a strong understanding of collections operations and a consistent commitment to protecting LAFCU while supporting our members,” said Justin Tuck, director of collections at LAFCU. “Her experience and leadership within the department position her well for this role.”

About LAFCU

Founded in 1936, LAFUCU (pronounced laugh-cue) is a not-for-profit, member-owned credit union open to all who live, work, worship or attend school in Michigan, and to Michigan businesses. LAFUCU serves more than 74,000 members and holds over \$1 billion in assets. With a particular focus on serving people of modest means, LAFUCU is committed to enhancing its members' financial well-being and creating long-lasting positive change across generations. Awarded the prestigious Dora Maxwell Social Responsibility Community Service Award, LAFUCU is known for its people-helping-people mission, which has led to award-winning financial literacy programs for all ages. A three-time honoree as a national 'Best Credit Union to Work For,' named a Best Place to Work for Women, and recognized globally for its diversity, equity, and inclusion initiatives, LAFUCU stands out for its commitment to creating an inclusive workplace. Learn more at www.lafcu.com.

###