



5700 Cleveland Street
Virginia Beach, VA 23462
☎ (800) 678-8765
🌐 chartway.com

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CONTACT

Vanessa Coria, VP of Communications

Chartway Credit Union Announces Leadership Promotions and Strategic Organizational Alignment

Leadership updates strengthen enterprise focus, member experience, and long-term growth

Virginia Beach, VA (February 17, 2026) – Chartway Credit Union today announced leadership promotions and organizational updates that reflect the credit union's continued growth and intentional alignment to better serve members, support teams, and strengthen enterprise performance.

As Chartway evolves, these leadership changes reinforce a clear focus on responsible growth, disciplined risk management, exceptional member experiences, and strong financial stewardship across the organization.

Rob Keatts has been promoted from executive vice president and chief strategy officer to executive vice president and chief growth officer. In this expanded role, Keatts continues to lead Chartway's enterprise strategy, innovation, and corporate development efforts while assuming responsibility for mortgage and consumer lending. His scope includes aligning growth strategies across lending, digital, marketing, technology, and strategic initiatives to drive sustainable performance and strong member outcomes. This new role is designed to strengthen connections across teams, accelerate execution, and ensure growth priorities remain closely tied to member needs and long-term business performance goals.

As part of this alignment, Chartway also announced that commercial lending will now report to Melissa Moffa, the chief risk officer & general counsel. This change brings commercial lending, risk, and due diligence together under a single area of leadership, strengthening focus, accountability, and disciplined execution while supporting sustainable business growth.

"Our members place their trust in us every day, and we don't take that responsibility lightly," said Brian Schools, president and CEO of Chartway Credit Union. "These strategic updates reflect how intentionally we are aligning our organization, investing in our leaders, and positioning Chartway to continue serving members with clarity, confidence, and care as we grow."

In addition to organizational updates, Chartway announced the following leadership promotions:

Ross Dundlow has been promoted to senior vice president of risk management. In this role, Dundlow provides enterprise-wide leadership across credit risk, fraud, compliance, enterprise risk management, information security, and business continuity. He partners closely with executive leadership to strengthen risk governance, support regulatory readiness, and enable responsible growth while protecting member and organizational assets.

Stephanie Harney has been promoted to senior vice president of member experience. Harney leads Chartway's member care and contact center operations across key service channels, including voice, chat, video banking, and interactive teller machines. Her role focuses on delivering consistent, intuitive experiences that strengthen member satisfaction, loyalty, and retention while supporting membership growth and enterprise performance.

Daniel Drehoff has been promoted to vice president of financial planning. Drehoff leads enterprise financial planning, forecasting, profitability analysis, and long-term financial modeling. Serving as a strategic advisor to executive leadership, he translates financial insights into actionable guidance that supports disciplined investment decisions, balance sheet strength, and sustainable growth.

Jill Edsall has been promoted to vice president of talent growth and readiness. In this role, Edsall leads enterprise learning and development, leadership readiness, and workforce capability strategies that support Chartway's people-first culture and long-term organizational performance.

"Strong growth requires strong alignment," said Keatts. "These updates reflect a thoughtful approach to how we lead, how we collaborate, and how we ensure our teams are positioned to deliver meaningful value to our members today and into the future."

Together, these leadership promotions and organizational updates reflect Chartway's continued commitment to building a resilient, people-first organization focused on delivering exceptional experiences for members, communities, and team members. They support the credit union's purpose of helping individuals and families thrive.

Learn more about Chartway Credit Union at www.Chartway.com.

Get the latest news about Chartway by visiting our [media center](#).

About Chartway

Since 1959, Chartway has been unlocking the potential of individuals and families so they can thrive. Member-owned and values-driven, our \$3.2 billion credit union proudly serves more than 265,000 members with branches in Utah, Texas, and Virginia. We've been recognized by Forbes as one of America's Best-In-State Credit Unions, included on American Banker's Top Credit Union to Work For list, and received numerous other top workplace and best credit union accolades. Reflecting a bright way forward, our charitable arm – the Chartway Promise Foundation – has granted \$17 million to provide medically fragile children and their families memorable experiences that bring joy, hope, and smiles. For information on our vibrant organization, please visit www.Chartway.com and follow us on [Facebook](#), [Twitter](#), and [Instagram](#).

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