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# Metro Credit Union Selects Tyfone's nFinia<sup>®</sup> Digital Banking Platform

*Massachusetts' largest state-chartered credit union to deliver  
advanced payments, seamless integrations, unified digital experience*

PORTLAND, Ore. – March 30, 2026 – Digital banking solutions provider [Tyfone](#), today announced that [Metro Credit Union](#) (Metro) has selected the nFinia® Digital Banking Platform to enhance its digital capabilities, strengthen member engagement and support future growth. The credit union cited nFinia's flexibility, faster payments capabilities, open banking architecture and scalable security as the decisive factors in its decision.

Headquartered in Chelsea, Mass., Metro is the largest state-chartered credit union in Massachusetts with more than \$3.2 billion in assets and 200,000 members. After a comprehensive evaluation, Metro selected nFinia for its ability to deliver real-time, secure money movement options, seamless self-service options for members and embedded third-party integrations within a unified, configurable digital banking experience. Additionally, platform flexibility is paramount for the credit union as it navigates the dual challenge of supporting its current business model, while building for the future.

“About a year ago, we realized we were at an inflection point in digital banking,” said Traci Michel, PMP, SVP Chief Operating Officer and Chief Strategy Officer, Metro Credit Union. “We have a lot of very differentiated solutions, however, we struggled to stitch it all together in the digital environment. Tyfone’s nFinia platform will allow us to do unique work with integrations and present those as Metro branded experiences within digital banking. Our members will not need to leave the nFinia platform to experience all of those differentiated products and services.”

The credit union also pointed to strong cultural alignment and Tyfone’s collaborative approach as key differentiators in the evaluation process. During the evaluation, Metro’s team presented Tyfone with a range of complex scenarios and edge cases. In each instance, Tyfone’s team identified a solution, either within the existing nFinia platform or through a custom approach, demonstrating the problem-solving ethos and industry expertise Metro requires in a long-term partner.

“One of the main factors that influenced our decision was Tyfone’s company culture and commitment to excellence,” Michel continued. “Tyfone is an extension of our team. Defining our exact needs over the next five years would be challenging given how fast the environment is changing, but with Tyfone, we are confident that our teams will collaborate to ensure we are prepared. Whatever business model we decide to innovate for in the future, we believe it will be supported through this platform and partnership.”

The nFinia platform will also deliver a dramatically improved employee experience. Today, Metro's staff must navigate multiple disparate systems to assist members. With nFinia's AI-powered admin tools and centralized portal, employees will have a single, intuitive interface that brings together the information they need to serve members quickly and effectively. Metro's operational teams can easily access data needed for day-to-day priorities, while strategically pairing data with broader member intelligence for more effective business decisions and marketing campaigns.

"Metro is exactly the kind of institution for which nFinia was built," said Siva Narendra, CEO of Tyfone. "The credit union has a clear vision for delivering differentiated, modern banking experiences, and we are committed to bringing that vision to life. Together, our teams are focused on deploying a flexible, secure platform that supports their current needs, as well as ensuring they are positioned to thrive in the future."

## About Metro Credit Union

Metro Credit Union is the largest state-chartered credit union in Massachusetts, with \$3.2 billion in assets. Metro provides a full range of financial products to more than 200,000 members in Barnstable, Bristol, Essex, Franklin, Hampden, Hampshire, Middlesex, Norfolk, Plymouth, Suffolk, and Worcester counties in Massachusetts, and Cheshire, Hillsborough, Merrimack, Rockingham, and Strafford counties in New Hampshire. Metro is the credit union of choice for employees at over 1,200 companies through its Metro@work program.

Founded in 1926, Metro currently operates branch offices in Boston, Burlington, Chelsea, Dorchester, Framingham, Lawrence, Lynn, Medford, Melrose, Newton, Peabody, Reading, Salem, Tewksbury, and West Roxbury. Metro is also a Juntos Avanzamos ("Together We Advance") designated credit union, an honor given to financial institutions for their commitment to serving and empowering Hispanic and immigrant consumers. Metro was recently named among the most charitable companies in Massachusetts by the Boston Business Journal; voted Top Credit Union in Banker & Tradesman's Best of 2025 awards; and recognized as one of America's Best Regional Banks and Credit Unions in 2026 by Newsweek. In 2026, Metro proudly celebrates its 100th anniversary, marking a century of service and commitment to the communities it serves. Learn more at [MetroCU.org](https://MetroCU.org).

## About Tyfone Inc.

Based in Portland, Ore., Tyfone is a leading provider of consumer and commercial digital banking services for community financial institutions throughout the U.S. We understand that an elegant, engaging, intuitive user experience is the minimum requirement for any digital banking provider. What differentiates Tyfone is our unwavering commitment to continuous innovation, exceptional collaboration, and superior execution. We consider each customer a true partner and place the highest value on every relationship. To learn more about Tyfone, visit [Tyfone.com](https://Tyfone.com) and connect on [LinkedIn](#).