

Laurie Walter

From: Russo, Nicole <Nicole.Russo@nypa.gov>
Sent: Tuesday, January 20, 2026 9:51 AM
To: Laurie Walter
Subject: Update on Key Account Management Leadership and Jerry McLoughlin's Retirement
NYPACRM:0152000287



Dear Ms. Walter,

I hope this email finds you well. I am writing to share some important updates regarding our team.

As of December 2025, our esteemed Senior Director of Key Account Management (“KAM”), Jerry McLoughlin, retired after more than 20 years of service. Jerry had been an invaluable part of NYPA, ensuring that the voice of our Muni-Coop customers were heard. We are deeply grateful for his many years of service.

With Jerry's retirement, we are maintaining serving your needs with our current team Director of KAM - Joe Crimi, Senior Key Account Executive - Ryan Grieco, and Key Account Executive - Nicole Russo; all continuing to report up to me as part of the Economic Development and Key Account Management group in Customer Solutions.

Our KAM team is committed to providing the highest level of support and ensuring that your needs are met with the same professionalism and excellence that you have experienced over the years. We look forward to continuing our partnership and working closely with you to achieve our mutual goals.

Should you have any questions or need further assistance, please do not hesitate to reach out to me directly or any member of the Muni-Coop KAM team.

Eric S. Bowers

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