Mai Lor

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Affinity Plus Federal Credit Union
St. Paul, MN

Re: Teller

Dear Hiring Manager,

Many of the customers I help at my window each week are Hmong-speaking families from the East Side who also hold accounts at Affinity Plus. Several have told me they would bank in one place if someone there could explain a check hold or a CD in Hmong. I would like to be that person at your branch.

I have been a teller at Midway Community Bank since January 2025. On a normal day I handle about 110 lobby and drive-up transactions, and I balanced within tolerance on every shift last year. The three small variances I had were each under $10 and traced before close. I file CTRs on cash over $10,000 and bring anything that looks like structuring to our BSA officer. Last spring I stopped a $2,400 altered payroll check after the ID didn't match and the payee line looked altered; my manager confirmed it was fraud.

I also referred 64 customers to our personal bankers in 2025, and 23 of them opened a CD, HELOC or business account. Before banking I worked the service desk at Cub Foods for two years, where I sold money orders, cashed payroll checks and counted down the registers at close. I am also a Minnesota notary.

I would welcome a chance to talk about the opening, and I am available for an interview on any weekday afternoon.

Sincerely,

Mai Lor