



Payments
Innovation Alliance®

NATIONAL VOLUNTEER WEEK

APRIL 19-25

Why is volunteering for the Alliance important to you?

From a Navy Federal perspective, being active in the Alliance gives us early insight into how emerging payment technologies are evolving— not just from a technological standpoint, but from a governance, risk, and operational lens. Those conversations help inform how we think about strategy, partnerships, and readiness long before changes show up at scale.

At the same time, I see real value in being able to contribute the voice of a large, member-focused credit union. Helping shape sessions ensures the conversation stays grounded in real use cases and real constraints— things that are important to our members like compliance, trust, and operational excellence. That balance of measured innovation is critical, and the Alliance is one of the best places in the industry to have that dialogue.

What value do you and your organization get from volunteering in the Alliance?

What I value most about the Alliance, is that it creates space for honest, practical conversations. Volunteering gives me the opportunity to help separate hype from reality and to bring my institution perspective into discussions about new payment models, but also (and maybe even more important), hear how other organizations are working to solve similar challenges. The recent winter meeting reinforced just how valuable it is to bring together banks, credit unions, fintechs, processors, and regulators to talk openly about where these technologies add value today, where they're still early, and what needs to be in place to scale them responsibly.



Matt Freeman
SVP, Digital Payments
Navy Federal Credit Union

What volunteer activities have you been doing for the Alliance?

Navy Federal has been involved with the Payments Innovation Alliance for several years; however, I recently joined the Emerging Payments Committee. While my involvement has been brief, I've found the Alliance to be a great forum for rolling up our sleeves and digging into what's happening across the payments landscape—not just what's getting headlines, but talking to payment leaders from different organizations about what's working (and not working) in practice. Most recently, I helped plan and shape the agenda for the Alliance's Winter meeting and volunteered to serve as leadership representative for the Emerging Payments Advisory Committee.