First Mutual Holding Co. Partners with LemonadeLXP to Level Up Frontline Bankers with Microlearning and AI Conversations

Holding company gains a consolidated view of training progress across its five mutual banks

OTTAWA, ON — November 4, 2026 — LemonadeLXP, the all-in-one learning and knowledge platform for financial institutions, today announced its partnership with First Mutual Holding Co. (FMHC), a mutual holding company headquartered in Lakewood, Ohio, with $3.2 billion in assets across five mutual banks.

FMHC sought to build on its retail training program with additional opportunities for ongoing learning and individual conversation practice. The holding company sought a modern learning platform that would keep bankers' skills sharp, prepare them for customer conversations and give leaders clear reporting across every member bank.

"LemonadeLXP gives our bankers a quick, engaging way to keep building their skills, and it fits into their workday," ***said Melinda Fellenstein, retail training manager at First Mutual Holding Co.*** "With AI Conversations, they can practice customer conversations on their own time and come into a live role play with their supervisor ready to go. The reporting gives us a consolidated view of training progress across our member banks."

The partnership marks another milestone in LemonadeLXP's ongoing expansion within the financial services sector. LemonadeLXP delivers a modern learning experience for frontline teams, bringing microlearning, game-based learning, technology walkthroughs, AI Conversations and performance reporting together in one platform.

"We're proud to partner with First Mutual as they bring more confidence to their frontline," ***said John Findlay, CEO and co-founder of LemonadeLXP***. "Their bankers sharpen their

skills with quick microlearning. They rehearse with AI Conversations on their own time and walk into customer conversations ready. And when sales and service is the top priority for every president and CEO across their banks, that's not a training win. That's a growth strategy."

For the full story, including why First Mutual Holding Co. chose LemonadeLXP and videos from their team, check out our blog.

About First Mutual Holding Co.

First Mutual Holding Co. (FMHC) is a mutual holding company headquartered in Lakewood, Ohio. FMHC supports independent mutual banks by providing resources, operational expertise and growth opportunities that help them serve their communities and prosper while preserving local leadership and mutual ownership.

About LemonadeLXP

LemonadeLXP is an AI-powered learning and knowledge platform for community banks and credit unions. It powers staff training, frontline enablement, and customer education through engaging, interactive learning experiences to drive growth across every channel. Learn more at www.lemonadelxp.com.

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