



NEWS RELEASE

MeridianLink Appoints Tech Veteran Denise Cox as Chief Customer Officer

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Cox will lead MeridianLink's Services, Support and Customer Success teams to strengthen customer relationships and experience

IRVINE, Calif.--(BUSINESS WIRE)-- MeridianLink, Inc. (NYSE: MLNK), a leading provider of modern software platforms for financial institutions, has appointed Denise Cox as its Chief Customer Officer (CCO).

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Cox brings more than two decades of experience leading customer-facing post-sales functions and transforming customer experiences for global technology companies

including Olo, Omnicell, Cisco and NetApp. She brings innovative approaches to improving customer outcomes, customer loyalty, and customer growth. She has a multi-decade record of scaling global teams, improving customer NPS, and expanding portfolio adoption in complex, regulated industries.

In her role as CCO, Cox will oversee MeridianLink's services, support and customer success teams.

"When our customers succeed, we succeed. Denise is a passionate and experienced leader who understands how to build lasting customer relationships while enabling growth and scale," said Larry Katz, President and CEO designate of MeridianLink. "Denise brings a strong track record of transforming organizations to better meet customer expectations and we're confident that her focus on delivering exceptional customer journeys and outcomes will benefit our credit union and bank customers. We're excited to welcome her to the MeridianLink leadership team."

Prior to joining MeridianLink, Cox was the CCO at Olo, a leading SaaS restaurant technology platform, where she

introduced new professional services offerings, enhanced customer onboarding and helped drive broader product adoption. Prior to Olo she held senior executive roles where she led global post-sale services and support functions.

“So many financial institutions are at a pivotal moment where they are experiencing shifting consumer needs and an acceleration of the pace of innovation,” Cox said. “MeridianLink’s innovation and market leadership are matched by its dedication to building strong, lasting relationships with its customers. I look forward to working with the team to enhance every stage of the customer journey and help more community banks and credit unions succeed.”

Cox holds an M.S. in Information Systems from Pace University and a B.A. in Communication from the State University of New York at Albany. She is based in Apex, North Carolina.

About MeridianLink

MeridianLink® (NYSE: MLNK) empowers financial institutions and consumer reporting agencies to drive efficient growth. MeridianLink’s cloud-based digital lending, account opening, background screening, and data verification software solutions leverage shared intelligence from a unified data platform, MeridianLink® One, to enable customers of all sizes to identify growth opportunities, effectively scale up, and support compliance efforts, all while powering an enhanced experience for staff and consumers alike.

For more than 25 years, MeridianLink has prioritized the democratization of lending for consumers, businesses, and communities. Learn more at www.meridianlink.com.

FORWARD-LOOKING STATEMENTS

This release contains statements which are not historical facts and are considered forward-looking within the meaning of Section 27A of the Securities Act of 1933, as amended, and Section 21E of the Securities Exchange Act of 1934, as amended. Generally, these statements can be identified by the use of words such as “anticipates,” “believes,” “estimates,” “expects,” “intends,” “may,” “plans,” “projects,” “seeks,” “should,” “will,” and variations of such words or similar expressions, although not all forward-looking statements contain these identifying words. Further, statements describing our strategy, outlook, guidance, plans, intentions, or goals are also forward-looking statements. These forward-looking statements reflect our predictions, expectations, or forecasts, including, but not limited to, statements regarding our leadership plans, our strategy, objectives of management, and our future financial and operational performance. Actual results or events may differ materially from those described in the forward-looking statements and will be affected by a variety of risks and factors that are beyond our control including, without limitation, risks related to our business and industry, as well as those set forth in Item 1A. Risk Factors, or elsewhere, in our Annual Report on Form 10-K for the most recently ended fiscal year, any updates in

our Quarterly Reports on Form 10-Q filed for periods subsequent to such Form 10-K, and our other SEC filings. These forward-looking statements are based on reasonable assumptions as of the date hereof. The plans, intentions, or expectations disclosed in our forward-looking statements may not be achieved, and you should not rely upon forward-looking statements as predictions of future events. We undertake no obligation, other than as required by applicable law, to update any forward-looking statements, whether as a result of new information, future events, or otherwise.

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