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Xtension Call Center Provides Disaster Recovery Response!

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The Xtend CUSO recently announced that its Xtension Call Center successfully aided the IBM Metro Employees Credit Union for serving members following a damaging fire.

On Saturday, November 22nd, the building housing the New York-based IBM Metro Employees FCU suffered significant fire damage. Even though the credit union was not yet an Xtend client, the Xtension Call Center immediately responded. After only 20 minutes, Xtension began handling inbound member service calls from its Grand Rapids, Michigan headquarters. This allowed the credit union time to relocate to another nearby building and serve its members with minimal inconvenience. Additionally, since the credit union's automated phone banking system was linked to wiring within the damaged building, it has not been operational since the fire. Members expecting to reach the credit union's phone banking system are being automatically connected with an Xtension representative to perform routine transactions. To date, Xtension has handled nearly 5,000 member service calls, and will continue providing this service as long as needed by the credit union.

Scott Collins, President of Xtend says, "While the opportunity to assist our partners at IBM Metro came about in an unfortunate set of circumstances, we were excited to take on the challenge. This was the first opportunity for us to test our disaster recovery stand-in service, and it was certainly a "trial under fire". The teams at the credit union, their core processor (CU*Answers), and local credit union partners helped cushion the blow from this potentially devastating situation. We were pleased no one was injured and that we could respond quickly to assist our partners."

About Xtend (www.xtendcu.com): Xtend, Inc. is a 100% credit union-owned CUSO formed in 2002 with headquarters in Grand Rapids, Michigan. Xtend provides a wide array of managerial, operational, marketing, technical planning and consulting services for credit unions of all sizes. In short, Xtend is an aggregation point for shared resources that allows credit unions to deliver products and services more cost-effectively. Their strategic offerings include bookkeeping services, inbound and outbound member contact services, back-office mortgage services, partnered liquidity opportunities, shared branching, compliance monitoring, and insurance services. Xtend provides services for over 100 credit unions representing more than 800,000 members and \$6B in assets. The CUSO is currently owned by 45 credit union partners.

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