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CUSO Begins Construction of New Headquarters

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Xtend, Inc., a multi-owned cooperative CUSO based in Grand Rapids, Michigan, recently began construction of its new headquarters location. Although the address will not have to change much – staff will continue to operate from within the facility that houses credit union partners from CU*Answers, WESCO Net, eDOC Innovations, and cuasterisk.com – the new space will bring together all twenty-three (23) full-time and part-time employees for the first time.

Although the space was occupied as recently as 2008 by a major national mortgage company, it still required a major “demolition and reconstruction” project in order to meet the needs of a diversified and growing company. Scott Collins, President of Xtend says “Our Company is still relatively young but we have been growing steadily. This new center has over 7,000 square feet of space, which allows us to bring the entire operation together for the first time in our seven years. The team and I are excited to say the least.”

Xtend plans to move its SRS Shared Resources and Staff business unit (compliance, bookkeeping, and mortgage support), the Xtension Call Center, and Member Reach e-communication service to this new headquarters location as early as February 1st.

About Xtend (www.xtendcu.com): Xtend, Inc. is a multi-owned CUSO formed in 2002 and located in Grand Rapids, Michigan. Xtend provides an 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, 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 over 800,000 members and \$6B in assets. The CUSO is currently owned by 45 credit union partners.

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