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CUSO Enters Fifth Year of Back Office Support

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Xtend, Inc., a multi-owned cooperative CUSO headquartered in Grand Rapids, MI, has entered its fifth year of providing back office bookkeeping services for credit unions utilizing the CU*BASE core data processing system from CU*Answers, Inc.

Xtend formed a new SRS (Shared Resources and Staff) business unit in the spring of 2005 in an effort to provide cost-effective back office support for its credit union partners, and today their bookkeeping service remains the CUSO's largest revenue producer. "The SRS bookkeeping service was our entry into the shared resources business," says Xtend President Scott Collins, "and it remains one of our most popular and successful endeavors. We are a trusted partner to the back office staff of more than three dozen credit unions on a daily basis, and we are proud that several have been with us since that first day." The CUSO has seen the bookkeeping service grow from three clients to forty during that four year period.

Collins credits the bookkeeping service deployment four years ago with "paving the way" for several more successful shared staffing offerings, including mortgage servicing, marketing, e-communications, call center, and compliance monitoring.

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, 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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