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CUSO Support for Bill Pay Solution Enters New Chapter

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Xtend, Inc., a Grand Rapids, Michigan-based multi-owned cooperative CUSO, recently helped more than fifty (50) credit union partners transition to a new release of electronic bill payment. All partners had been users of the CU*EasyPay! brand from CU*Answers, Inc., which delivers Fiserv's CheckFree electronic bill payment and presentment solution to home banking users. During the transition, the clients were moved from Fiserv's CustomerCare support solution to their new PartnerCare service. A total of fifty-seven (57) credit unions were migrated to the new platform.

"Our CUSO provides first-level support for credit unions using the CU*EasyPay! solution from our partners at CU*Answers," says Xtend President Scott Collins. "Our support team worked closely with both Fiserv and CU*Answers to prepare for the move to Fiserv's new PartnerCare platform, and early reports indicate that the transition has been very smooth. My team tells me that the new platform is clean, concise, and easy to navigate so we could not be happier from both an efficiency and effectiveness standpoint."

Xtend provided extensive client training prior to the transition, including five web conferences in the month of March alone.

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 120 credit unions representing more than 800,000 members and \$6B in assets. The CUSO is currently owned by 46 credit union partners.