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## **Network Partners Combine Services**

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Two multi-owned CUSO partners – Xtend, Inc., based in Grand Rapids, Michigan and CU\*Northwest, based in Liberty Lake, Washington – recently consolidated their bookkeeping services business units into one service delivery team. The consolidation allowed for the smooth transition of daily back-office support processes from CU\*Northwest to Xtend for a group of Washington and Oregon credit unions.

By the first of March, Xtend's SRS (Shared Resources and Staff) business unit will complete the transition of client support from the CU\*Northwest support team. Scott Collins, President of Xtend said of the consolidation, "CU\*Northwest has been a great partner of ours since their CUSO was formed several years ago, and Greg (Smith, CEO of CU\*Northwest) and I have had many conversations about how we can effectively leverage the resources of both companies to support our credit union owners. In this case, CU\*Northwest was comfortable that we had the capacity and experience to support their clients effectively, and perhaps more importantly, that the transition would allow them to focus on developing other strategic core business solutions. I won't speak for Greg, but I think we are both confident that this will not be the last time we leverage each others' resources." As a result of this consolidation, Xtend now handles a variety of back office support tasks for sixty-five (65) credit unions in thirteen (13) states.

Both CUSOs are part of the cuasterisk.com network ([www.cuasterisk.com](http://www.cuasterisk.com)).

**About Xtend ([www.xtendcu.com](http://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.

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