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Xtend Adds Two Call Center Clients

Grand Rapids, Michigan – December 15th, 2010

Xtend, Inc., a Grand Rapids, Michigan-based multi-owned CUSO, recently announced the addition of two credit unions as partners of its Xtension Call Center business unit. The credit unions, both located in the Pacific Time zone, became the first west-coast institutions to engage the Xtend call center for inbound member support calls. Portland, Oregon-based United Advantage NW Federal Credit Union (9K members; \$43M in assets) and Seattle, Washington-based Puget Sound Federal Credit Union (7K members; \$27M in assets) began directing overflow member service calls to Xtend in October.

“We are excited to bring both UANWFCU and PSFCU on board with our *Branch XT* call center service,” says CUSO President Scott Collins, “especially because they become our first West coast clients. Engaging our call center should allow both credit unions to reduce expenses without sacrificing the high level of member service they are both known for.”

Collins also noted the two credit unions represented Xtend’s first inbound clients who work with CU*NorthWest, Inc. (the Spokane, WA-based data processing CUSO) as their core data processor. “Xtend and CU*NorthWest have been great partners and active members of the cuasterisk.com (www.cuasterisk.com) network for several years, so this is a win for the entire network.”

With the addition of UANWFCU and PSFCU, Xtend now supports partners in all four US time zones from their call center operation in Michigan.

News Release...

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 more than 120 credit unions representing more than 800,000 members and \$6B in assets. The CUSO is currently owned by 52 credit union partners.

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