

You need a network...



Xtend... Your portal to high level management resources.

Xtend provides your credit union a wide variety of managerial, operational, marketing, technical planning, and consulting services. In short, Xtend is an aggregation point for shared resources to provide credit unions the ability to deliver cost effective products and services. Your Xtend service choices include bookkeeping, inbound and outbound member contacts, back office mortgaging services, partnered liquidity opportunities, shared branching, compliance monitoring, and insurance services. Xtend is owned by 45 credit union partners, providing service to over 100 credit unions representing more than 800,000 members and \$6B in assets. Xtend...an extension of your credit union.

SRS BOOKKEEPING SERVICES

SRS (Shared Resources and Staff) offers a suite of services designed to help your credit union--all size credit unions--achieve greater productivity by outsourcing back office services. When you utilize the resources of a proven, cost-effective business partner for repetitive, and/or specialized tasks, you can focus your energy and your staff on higher level activities. Xtend provides back office services to nearly 100 credit unions across the US, and looks forward to doing the same for you.



CALL CENTER SERVICES

Inbound Call Center Solutions

Whether you need expanded hours, support for high volume peaks, or the ability to route all member service calls to a call center, the **Xtend Branch XT** team of agents can quickly become an integral part of your support team. Branch XT team members are trained to handle your calls consistently, accurately, and professionally, but they are also CU*BASE experts. Since they use the same tools your staff uses, they are able to provide a seamless flow of information that is transparent to members--a service that no other call center can match. Don't forget to ask about **Loan Fulfillment Center and affordable Web Chat Services when you inquire about Call Center Solutions.**



MEMBER REACH

Member Reach enables you to provide a consistent marketing effort at a reasonable cost. You can count on delivering professionally produced, targeted communications to your members at times selected to have the most impact. Your Member Reach Team has expert knowledge of CU*BASE, enabling them to provide you with targeted messages via email, online banking, and using the newest in technology, text to speech messages to CU*TALK.



Outbound Call Center Solutions

Take advantage of outbound call support and you'll get cost-effective solutions for member support, and the ability to make member contacts that take advantage of market opportunities. Your outbound call center solutions focus on targeted opportunity calls--taking advantage of defined moments in your members' relationships where a need is identified.





SRS MORTGAGE SERVICING

SRS Mortgage Servicing, in partnership with Lender*VP, offers you a unique new mortgage solution called Lender*RE. Lender*RE combines the power of CU*BASE servicing tools, your credit union team, and the SRS real estate servicing experts to make sure your members identify mortgages as a core service of the credit union. From origination to payment processing to escrow management to investor settlement, the combined teams offer you a support solution tailored to your credit union. Your member can now see their credit union as a one-stop shop for mortgage answers, from teller services, to online banking, to audio response.

SRS AUDIT LINK

One of the toughest challenges facing your credit union is compliance monitoring and reporting. Audit Link was developed to meet that challenge. The SRS and Audit Link partnership combines the power of the CU*BASE core processing system with the SRS team expertise to provide a comprehensive yet cost-effective solution. While SRS/Audit Link monitors the audited activities of members and staffs, you are free to focus on product penetration, member service, and other issues. Where applicable, SRS specialists monitor areas such as BSA, Reg D, OFAC, FIDM, Reg C, and employee accounts--at a price that is affordable to credit unions of all sizes.

Ask us about these other services!

- E-Newsletter Service
- E-Survey
- E-Communication Services

CROSS ENTERPRISE SOLUTIONS

Xtension allows you to leverage infrastructure that has been developed specifically to meet the needs of aggressive, customer service-oriented organizations. You can call on Xtension to "xtend" your staff--when you need consistent, professional customer support, or for working trade show follow up for your sales team. Xtend has a proven track record of delivering value to our partners.

PEER-TO-PEER NETWORKS

Your chance of success in today's competitive marketplace will improve significantly when you tap into the power of peer-to-peer network of partners. Xtend enables you to leverage several such network partners on a national scale. Working with these partners, Xtend is able to offer you similar services on a smaller scale and price point to encourage participation for all size credit unions.

SHARED BRANCHING

The CU*BASE core data processing solution from CU*Answers enables you to utilize "shared branching" relationships with your partner credit unions, and to offer expanded service options for your members. Xtend has taken that one step further--the Xtend CU Shared Branch network. This network, governed by its own advisory council, offers you a convenient, consistent environment for members with standardized, uniform policies and procedures.



**Proud Member of the
cuasterisk.com Network**