



**FOR IMMEDIATE RELEASE**

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**DUPACO COMMUNITY CREDIT UNION  
JOINS CO-OP MEMBER CENTER FOR LENDING, MEMBER SERVICES**

***24/7 Call Center to Support After-Hours Inquiries***

**LAKESWOOD, CO** (*June 8, 2010*)—Dupaco Community Credit Union, with 57,000 members based in Dubuque, Iowa, will begin offering members call center support in the third quarter of this year. Utilizing CO-OP Financial Services' "Member Center", members will have 24/7 call center support for lending and member services.

CO-OP Member Center lending services for Dupaco focus on loan applications, loan processing, including recording applications and underwriting. Member Services covers after-hours and as-needed call center duties, including handling account inquiries, routine transactions and other member interactions specified by Dupaco.

"We have contracted with CO-OP Member Center, through CUSN, to deliver call center and lending services to our members following regular business hours," said Bob Hoefer, President and CEO of Dupaco. "As part of our due diligence, we spoke with a number of credit unions who currently work with the CO-OP Member Center and received strong reviews. This gives us confidence that our members will have their financial needs met and receive the same type of professional and courteous telephone service they are accustomed to receiving from their credit union—even long after our network of branch locations is closed."

The Dupaco agreement was secured through a combined effort of CU Service Network and the CO-OP Member Center.

"In today's world, 24/7 access to a credit union isn't a just a luxury, it's a necessity," said Mark Chatfield, Chief Operating Officer of CO-OP Member Center. "CO-OP Member Center will be helping Dupaco meet and exceed their loan and member service goals, without incurring additional staffing or operational costs."

Additional benefits of CO-OP Member Center include increasing profits by growing lending operations, cross-selling credit union products and services 24/7, enabling credit unions to focus on their core competencies and facilitating speedy adoption of new technologies such as mobile banking via CO-OP's Next Generation Network (NGN) Universal Hub.

For more information on CO-OP Member Center, e-mail [info@cusn.com](mailto:info@cusn.com) or call 1-888-500-CUSN (2876).

**About CU Service Network**

CU Service Network, LLC was founded in 1992, to help participating credit unions reach more members in areas outside of their office radius, offering products and services that connect members to their credit unions. Credit Unions own the network, and it has a volunteer board to govern the direction of the organization. Media representatives, contact our Marketing Consultant, Meghan Stewart, at 720-945-7244 or [mstewart@cusn.com](mailto:mstewart@cusn.com) for additional information.

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