



**For Immediate Release:**

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**PSCU FINANCIAL SERVICES AND ONGOING OPERATIONS JOIN FSCC  
TO CO-HOST CREDIT UNION RETAIL DELIVERY CONVENTION**

*The three technology leaders will entertain credit unions on June 10-12, 2009 in  
Las Vegas*

Hagerstown, MD., St. Petersburg, Fla., and San Dimas, Calif.,—(October 15, 2008)—  
Officials at **Financial Service Centers Cooperative, Inc. (FSCC)**, **PSCU Financial  
Services**, and **Ongoing Operations (OGO)**, today announced that PSCU Financial  
Services and Ongoing Operations are on board to co-host the 2009 Credit Union Retail  
Delivery Convention. The event will take place in Las Vegas on June 10 – 12, 2009 at  
the Four Seasons Hotel.

“This is yet another significant opportunity we are utilizing to work with our partners,  
PSCU Financial Services and Ongoing Operations. We are in a position to maximize  
our strengths and design a valuable show for the credit union industry,” explained Sarah  
Canepa Bang, President/CEO, FSCC. “Through this partnership, we are united in  
providing a dynamic convention for credit unions.”

PSCU Financial Services joined the convention to help promote the continued expansion  
of retail services. “Credit unions are turning to technology and alternative retail channels  
streamline business operations and enhance member services,” said David J. Serlo,  
President/CEO, PSCU Financial Services. “Our extensive Contact Center operations is  
the delivery mechanism we employ for supporting retail services. This meeting provides  
a venue to network with peers and experts from various areas of the financial services  
industry and allows us to discuss advances in alternative models of retail service  
delivery.”

According to Kirk Drake, President/CEO of Ongoing Operations, “Our collaborative  
efforts have the power to expand and strengthen the Credit Union Movement. Sessions  
will focus on the necessary tools that credit unions need to compete in this struggling  
financial marketplace, from membership growth to Disaster Recovery and Business  
Continuity Planning.”

Last June, FSCC hosted the highly attended event in Chicago, entertaining credit union  
attendees and exhibitors from coast to coast.

Hotel block and group rate information are currently available on [www.fsc.com](http://www.fsc.com), under  
the “Events” tab. Information on registration, speakers and sessions will be announced  
in the upcoming weeks and posted on [www.fsc.com](http://www.fsc.com).

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**About Financial Service Centers Cooperative, Inc.**

FSCC is the nation's largest and most convenient credit union Shared Branch Network providing over 5,500 full service deposit-taking locations in the U.S. and four foreign countries. FSCC's innovative use of technology allows it to offer 24/7 access for financial services at more than 2,000 7-Eleven® Vcom® Units. FSCC credit unions represent \$141 billion in assets. Since 1999, FSCC has returned over \$13 million to its members through patronage dividends, rebates and return of capital. For more information, please visit [www.fsc.com](http://www.fsc.com) or call 888-372-2669 ext. 1235.

**About PSCU Financial Services**

Based in St. Petersburg, Florida, PSCU Financial Services is the nation's largest credit union service organization (CUSO) and serves more than 1,100 financial institutions nationwide. As a non-profit cooperative, the company is owned by more than 500 member credit unions representing over 11 million cardholder accounts and more than 700,000 online bill payment subscribers. Its Contact Center handles more than 14 million inquiries a year. PSCU Financial Services maintains an Eastern operations center in St. Petersburg, Florida, and a Western operations center based in Phoenix, Arizona. The cooperative's wholly owned subsidiary, Digital Dialogue, operates two 24/7 call centers in Detroit, Michigan that specialize in member services, new member acquisition, cross-selling and automated lending solutions.

**About Ongoing Operations, LLC**

Ongoing Operations, LLC , a Credit Union Service Organization (CUSO) is a leader in software and processing solutions for the credit union industry nationwide. Ongoing Operations ensures that millions of credit union members world-wide will have access to their accounts, under any circumstances. There are many pieces to the business continuity puzzle and each credit union must be able to choose the options that best fit their risk tolerance levels and information technology infrastructure. Ongoing Operations can be considered a back-up office where employees can come to for any interruption big or small. Credit unions can utilize any or all of the CUSO's business continuity services including comprehensive planning, to ensure compliance as well as access to their entire operation. Email, phones, ATMS and other important member contact points stay up and running. Visit [www.OngoingOperations.com](http://www.OngoingOperations.com) to learn more.

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