

# CU\*ANSWERS LEADERSHIP CONFERENCE 2013

June 18-20, 2013

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## Life is a Construction Zone

Join us for several days of special events surrounding our annual CU\*BASE Leadership Conference. Designed for CEOs and senior credit union leaders from all CU\*BASE clients, Wednesday's Leadership Conference provides a unique opportunity to get together with your peers and hear CU\*Answers' vision for our partnership during the coming year.

We hope you will join us for what always proves to be a fun, energizing and inspiring time together!

### SUMMARY OF EVENTS



#### Tuesday, June 18 - NEW LOCATION

*Xtend Annual Stockholders Meeting* Afternoon (3:30 - 4:30pm)

*Open House Cocktail Reception Hosted by Xtend* Evening (4:30 - 8:30pm)  
All CU\*Answers & Xtend clients are welcome to attend

#### Wednesday, June 19

*CU\*BASE Annual Leadership Conference* All day (9:00am - 4:30pm)

*CU\*Answers Annual Stockholders Meeting* Evening (6:30 - 9:30pm)

#### Thursday, June 20

*CU\*Answers Annual Golf Outing* All day (8:30am - 4:30pm)

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Registration required for all events

**REGISTER ONLINE AT  
LC2013.CUANSWERS.COM**

Registration deadline: Friday, June 7



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## SCHEDULE

### Tuesday, June 18

**SPECIAL  
OPPORTUNITY**

#### 9:00am - 10:00am **CU\*Answers 28th St. Facility Open House Tours**

Check out the "CU\*Answers Construction 2012-2013" project and tour the new office suites on the 2nd floor.

CU\*Answers - 6000 28th St. SE, Grand Rapids, MI 49546

**SPECIAL  
OPPORTUNITY**

#### 10:00am - 11:00am **FEP/ING Sneak Peek**

Quick preview of our progress to date on the FEP/ING project, including a sneak peek at Teller, Phone Operator, and Member Inquiry tools showing loan balances of \$10 million+ and the new ING user interface. If you're itching to get an advance preview of how the FEP/ING changes will affect your staff next year, plan to stop by!

CU\*Answers - 6000 28th St. SE, Grand Rapids, MI 49546

#### 11:00am - 3:30pm **Free Time**

Lunch on your own

Free time. Meet with CU\*Answers and Xtend team members or explore our great city. <http://www.experiencegr.com/>

#### 3:30pm - 4:30pm **Xtend Annual Stockholders Meeting**

For CEO and/or Board Chairs of Xtend owners only. Hear about the CUSO's performance over the past year, and look ahead to the coming year. This meeting is also the official election to fill any open seats on the Xtend Board.

J.W. Marriott - 235 Louis St NW, Grand Rapids, MI 49503

#### 4:30pm - 8:30pm **Cocktail Reception**

Reception for all participants attending the CU\*Answers Annual Leadership Conference events hosted by Xtend, Inc.

J.W. Marriott - 235 Louis St NW, Grand Rapids, MI 49503



### Wednesday, June 19

#### 8:30am - 9:00am **Breakfast**

Enjoy a light continental breakfast before the day's events.  
J.W. Marriott - 235 Louis St NW, Grand Rapids, MI 49503

#### 9:00am - 4:30pm **Annual Leadership Conference**

Lunch provided

Designed for CEOs and senior credit union leaders from all CU\*BASE clients, the CU\*Answers Leadership Conference provides a unique opportunity to get together with your peers and hear CU\*Answers' vision for our partnership during the coming year. We hope you will join us for what always proves to be a fun, energizing and inspiring time together!

J.W. Marriott - 235 Louis St NW, Grand Rapids, MI 49503

#### 4:30pm - 6:30pm **Free Time**

Free time. Meet with CU\*Answers and Xtend team members or explore our great city. There are many great restaurants in downtown Grand Rapids for dinner.

#### 6:30pm - 9:30pm **Annual Stockholders Meeting**

For CEO and/or Board Chairs of CU\*Answers owners only. Hear from the Board Chair and the CFO about the CUSO's performance over the past year, and look ahead to the coming year with a quick report to owners from the CEO. This meeting is also the official election to fill any open seats on the Board of Directors.

J.W. Marriott - 235 Louis St NW, Grand Rapids, MI 49503

### Thursday, June 20

#### 8:30am - 4:30pm **Annual Golf Outing**

This fun filled golf scramble is held at the Saskatoon Golf Club ([www.saskatoongolf.com](http://www.saskatoongolf.com)). Check in at 8:30am with a shotgun start at 9:30am. Dinner and awards will begin around 2:30pm.

Saskatoon Golf Club - 9038 92nd St SE, Alto, MI 49302





photos courtesy of [ilovethejw.com](http://ilovethejw.com)



## HOTEL ACCOMMODATIONS

The J.W. Marriott Grand Rapids, situated in the heart of downtown, is meticulously designed for both business and pleasure. The J.W. has 340 smoke-free rooms and suites on 23 floors. Guest services include on-call housekeeping and a 24-hour Fitness Facility with steam rooms. The Executive Business Center offers 24-hour faxing, copying, printing, and shipping services. Enjoy inspired dining at the JW's signature restaurant, six.one.six, and our stylish cosmopolitan lounge, Mixology.

To book online go to: [ilovethejw.com](http://ilovethejw.com) or call (800) 971-4762

Be sure to mention the group code: **cuacuaa** – *the cutoff date for this discount code is May 29, 2013!*

**\$159/night + taxes**  
**(expires May 29)**

**Hotel Guests**  
**\$10/day self park or \$15/day valet**

**Visitors**  
**\$14/day transient or \$15/day valet**

If you need assistance contact PJ Haehnel at [phaehnel@cuanswers.com](mailto:phaehnel@cuanswers.com) (800) 327-3478, x104

## TRANSPORTATION



Rental car services for all of the major rental car agencies are available at the Gerald R. Ford International Airport. All conference locations and restaurants are within an easy drive of the airport and hotel, and maps can be provided upon request. J.W. Marriott does not offer shuttle service. If you do not wish to rent a car, we can also recommend several area taxicab services. The ride from the J.W. Marriott to the airport runs about \$35.

**Calder City Cab**  
**616-454-8080**

**Metro Cab**  
**616-827-6500**

**Yellow Cab**  
**616-459-4646**

## DIRECTIONS



Visit the Leadership Conference website at [lc2013.cuanswers.com](http://lc2013.cuanswers.com) to view maps and download directions.

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# VENDORS EXHIBITS



At Wednesday's Leadership Conference at the J.W. Marriott, vendor exhibits will be set up so that you can meet representatives from the following CU\*Answers business partners:

**AuditLink**

**Business Resumption**

**ChatterYak**

**Check 21**

**CU Mobile**

**CUSO Financial Services**

**eDoc Innovations**

**Fulvew Films**

**Gividends**

**Internal Audit**

**iPay -JHA Payment Processing Solutions**

**Lender\*VP**

**McQueen Financial**

**Money Desktop**

**Network Services**

**NMS**

**Sage Direct**

**SettleMint**

**Student Choice**

**TRUST**

**Web Services**

**Xtend including SRS Bookkeeping, Member Reach & Xtension Call Center**



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**CU\*ANSWERS**

6000 28th Street SE  
Grand Rapids, MI 49546  
(616) 285-5711 | (800) 327-3478  
www.cuanswers.com

