

CU*ANSWERS
A Credit Union Service Company
2009

Leadership conference & golf outing

JUNE 2009

mon tue wed thu fri
15 16 17 18 19

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. And you never know just what Randy Karnes will do...previous years have involved eggs, chickens, teeter-totters, magic boxes (and big clown shoes?!?).

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

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summary of events

tue

16

Optional Education Sessions

Morning and afternoon
See P.4 for details

← Location change! (see P.4)

Xtend Annual Stockholders Meeting

Afternoon (3-4:30pm)

Open House Cocktail Reception

Evening (5-7pm)

wed

17

CU*BASE Annual Leadership Conf.

All day (9am-4:30pm)

CU*Answers Annual Stockholders Meeting

Evening (5-8pm)

thu

18

CU*Answers Annual Golf Outing

All day (8:30am-3:30pm)
See separate invitation for details

event details

mon	tue	wed	thu	fri
15	16	17	18	19

COCKTAIL RECEPTION

If you will be arriving on Tuesday, please join us for an open house and cocktail reception.

Tuesday, June 16, 2009
5:00pm-7:00pm

CU*Answers

6000 28th Street SE
Grand Rapids, MI 49546

Directions: From I-96, take 28th St. eastbound. We're on the south side of the road just past Kraft, less than a mile from the freeway. Look for the bright blue sign.

mon	tue	wed	thu	fri
15	16	17	18	19

XTEND ANNUAL MEETING

Annual Stockholders Meeting and Board Member Elections for Xtend Owners

Tuesday, June 16, 2009
3:00pm-4:30pm
(after the Xtend Board Meeting at 1:00pm)

CU*Answers Learning Center

6000 28th Street SE
Grand Rapids, MI 49546

*Limit of 2 per CU, please;
Xtend owners only*

WHEN

Tuesday through
Thursday,
June 16 - 18, 2009

WHO

CEOs/Managers &
Senior Credit Union
Leaders

registration

To allow us to plan for seating, materials, and food, please register for all events. Seating is limited. Except where noted, no more than 2 participants per CU, please. There are two ways to register:

- Return the enclosed card

OR

- Register online at
cuanswers.com/education/special_events

Registration is **required** no later than Friday, June 5, 2009.

If you have special dietary needs for any of the meals, please contact PJ Haehnel at 800-327-3478, ext. 104.



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15	16	17	18	19

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15	16	17	18	19

ANNUAL LEADERSHIP CONFERENCE

CU*BASE Planning Session for 2009 for all CU*BASE Clients

Wednesday, June 17, 2009

9:00am-4:30pm

(lunch provided)

Frederik Meijer Gardens & Sculpture Park

1000 E Beltline NE
Grand Rapids, MI 49525
www.meijergardens.org

Limit of 2 per CU, please

ANNUAL STOCKHOLDERS MEETING

Annual Stockholders Meeting for CU*Answers Owners

Wednesday, June 17, 2009

5:00-6:30pm cocktails

6:30-7:00pm dinner

7:00-8:00pm meeting

"Eve" at The B.O.B.

20 Monroe Ave NW, 4th Floor
Grand Rapids, MI 49503
(downtown, corner of Fulton St.)
www.thebob.com

Limit of 2 per CU, please;
CU*Answers owners only



ANNUAL GOLF OUTING

18th Annual Golf Outing

Thursday, June 18, 2009

8:30am registration

9:30am shotgun start

2:30pm (approx.) dinner & awards

Saskatoon Golf Club

9038 92nd Street
Alto, MI 49302
www.saskatoongolf.com

Refer to the separate Golf Outing invitation for details and registration instructions.



accommodations & general information

HOTEL ACCOMMODATIONS

The Hilton Grand Rapids Airport (28th St. at Patterson SE) is one of the closest to our office and is a short freeway drive to the Meijer Gardens.

Contact Janet Wilson at 616-957-9072 or janet.wilson@hilton.com and ask for our corporate rate of \$89 per night.

If you need assistance, contact PJ Haehnel at 800-327-3478, ext. 104.

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.

Shuttle service from the Hilton will be limited this year. If you do not wish to rent a car, we can also recommend several area taxicab services. The ride from the Hilton to the B.O.B. downtown runs between \$25 and \$30.

Calder City Cab	616-454-8080
Port City Cab	616-243-5314
Yellow Cab	616-459-4646

ATTIRE

Please dress casually for all events. If you want to explore the Meijer Sculpture Park during lunch on Wednesday, wear comfortable walking shoes.



education sessions

tue

16

During the day on Tuesday we will be offering education sessions at the ~~CU*Answers Learning Center~~ Centennial Country Club (3361 Charlevoix Dr SE, just down the road from our main office).

← Location change!

Seating is limited to ~~20-50~~ per class, so please be sure to register for all classes online at cuanswers.com/education/special_events

10:00-11:00am

Xtension Call Center

Making a Difference, One Call at a Time

1:30-2:30pm

Audit Link

A Focus on Compliance and Auditing

3:00-4:30pm

Get a Lending Tune-Up from Lender*VP

Improve Your Lending Engine

vendor exhibits

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

CU*ANSWERS

CU*Archives, Collaborative Marketing, Check 21 Item Processing, Web Services

EDOC INNOVATIONS

E-Receipts, Document Imaging Solutions

FULVEW PRODUCTIONS

Professional, National Quality Film and Video Services

LENDER*VP

Lending Products and Services, Online Credit Cards, ID Authentication with Experian AS1

MEMBER REACH

Member Outreach Services from Xtend

NEIGHBORHOOD MORTGAGE SERVICES (NMS)

Mortgage Services CUSO

SAGE DIRECT

Statement Processing/Mailing Services

WESCO NET

Network Solutions, Security, Internet Access

XTEND INC.

Financial Services CUSO, SRS Bookkeeping Services, Xtension Call Center, Audit Link

6000 28th Street SE
Suite 100
Grand Rapids, Michigan 49546
616.285.5711 ■ 800.327.3478
www.cuanswers.com

CU*ANSWERS
A CREDIT UNION SERVICE ORGANIZATION

Vendor list is tentative and subject to change.