



DECEMBER 14, 2004

CREDIT UNION 24 EARNS "WORLD-CLASS" SATISFACTION RATING

Dec 14, 2004, Tallahassee, Fla. – Credit unions participating in the Credit Union 24® Network have rated the network as "World Class," in the words of Jim Stachura, director of Aelera Analytics, who recently presented the findings of CU24's comprehensive member satisfaction survey.

The web-based survey, conducted by Aelera Corporation of Alpharetta, Ga., measured opinions of Credit Union 24 network participants in areas such as customer service, CU24's surcharge-free CU HERE program, CU24's Card Services program, patronage awards and more. Overall satisfaction with the ATM/POS network came in at nearly 95 percent, with the CU HERE surcharge-free program leading the way. Respondents also gave high marks to Credit Union 24 for the "attitude and responsiveness of staff."

"We're very pleased with the high rating, but we still have some work to do," said CU24 president and CEO Jim Park. "Part of our mission is to be a flexible, dependable partner to the credit union community. Obviously our credit union partners feel that we perform at a high level, but we won't be content until we achieve 100% satisfaction levels in all areas."

Credit Union 24 is a strong, flexible, member-owned, full-service ATM and POS network that offers ancillary EFT products, with 23 EFT processor links, hundreds of thousands of POS terminals — many with cash-back capabilities — and more than 65,000 ATM locations across the United States and abroad.

Founded in 1981, The Credit Union 24® Network — a strong, growing and independent vehicle through which participants control their own EFT pricing while maintaining EFT access to credit union members — is the largest credit union-owned POS and ATM network in the country, and is headquartered in Tallahassee, Florida.

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