



NAFCU SERVICES CORPORATION



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FOR IMMEDIATE RELEASE
October 30, 2007

FIFTH THIRD PROCESSING SOLUTIONS AND NAFCU SERVICES LAUNCH WEBCAST ON WINDOWS ATM OPERATIONS

WASHINGTON — NAFCU Services Corporation and its Preferred Partner for electronic funds transfer and ATM processing, Fifth Third Processing Solutions, today released a free webcast for credit unions titled “Windows ATM Operations: What’s Different? What’s New?” The webcast discusses the nuances of protecting Windows versus OS2 ATMs and touches on cash management, advertising capabilities and personalization.

The free webcast and accompanying slides are located online at www.nafcu.org/fifththird.

In 1995, ATM adoption skyrocketed as surcharge income became legal. In the last couple of years, the availability of the Windows operating system for ATMs has revealed both new opportunities and new challenges, once again changing the ATM landscape for credit unions. With Windows ATMs, credit unions can use the ATM screen to cross-sell other products and services. The webcast describes one credit union that communicates new rates on CDs via the screen, for example.

Security, however, requires a much different approach from the OS2 system. “Because the Windows operating system is more common, it may be seen as more vulnerable to hackers. It requires ongoing maintenance in the form of patches,” says Angela Brown, senior vice president and general manager of financial institution services for Fifth Third Processing Solutions. “Fortunately, remote software distribution makes it easy and offers other interesting capabilities.”

“The return on investment on ATM machines is reduced every time a new innovation enters the marketplace,” said David Frankil, president of NAFCU Services Corporation. “The evolution of ATMs from ‘dumb terminals’ to service and marketing channels continues unabated. Credit unions can benefit from staying current with ATM operations and learning how their peers are using ATMs to enhance member service.”

Fifth Third Processing Solutions is a NAFCU Services Preferred Partner for ATM and debit card processing solutions. One of the nation’s oldest and largest EFT



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processing providers, Fifth Third provides best-in-class processing to over 2,400 financial institutions, supporting over 41 million debit cards and processing more than 21 billion transactions each year. Credit unions are well represented among their client base, with over 350 customers throughout the U.S.

NAFCU Services Corporation is a wholly owned subsidiary of the National Association of Federal Credit Unions (NAFCU). Since 1975, NAFCU Services has partnered with the industry's leading solutions providers to offer value-added products and services at a discount to credit unions. Currently, it offers 27 Preferred Partner programs to the credit union community. For more information about NAFCU Services Corporation, please visit www.nafcu.org/nafcuservices.

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