



**COASTAL
COMMUNITY**
CREDIT UNION

ANNOUNCEMENT

Coastal Community Credit Union Standardizes Loans Origination Software with CRITERION® Version 4

July 17, 2006 - CRI Canada is pleased to announce that Coastal Community Credit Union will standardize their loans origination software with CRITERION32 Version 4.

Following a best-practice review by a cross-functional team representing three legacy credit unions that comprise Coastal Community Credit Union, it was determined that CRITERION32 version 4 was the best option, not only for the product itself, but also because of the service that accompanies it. "CRI was our choice because of the sense of partnership that came with it," said Shelley McDade, Executive Vice President of Corporate Planning and Business Integration for Coastal Community Credit Union. "We got the sense that we were in this together."

"CRITERION32 was the product that made the most sense for us in the merger process," said Senior Manager of Retail Lending, Eileen Braithwaite. "Two of the legacy credit unions had already been using version 4." The remaining legacy organization will go live with the platform this month.

"The organization will standardize on the same platform," said Vice President of Technology for CRI Canada, Anna Thomas. "This includes direct interfaces to their new banking system and a myriad of third-party systems. They will also greatly benefit from our newly launched Executive Reporter that will be utilized for online reporting and together with InterLend.NET for online lending; the system will be extremely optimized for their needs. The built-in customization capabilities within CRITERION32 is another added benefit to Coastal Community Credit Union which is undergoing tremendous change as a result of the merger."

Braithwaite anticipates the switch to a more user-friendly system to have immediate impact on lending transactions. "Utilizing the Windows®-based CRITERION program across the organization will speed up the loan approval process and make it less stressful for lenders. There is a lot less information required to get a quote, lenders will no longer have to double-key information, and the system is more customized to our credit union."

"We presume that it will improve insurance penetration and provide the organization with more effective loan administration across the board. There will be a great deal of customization to enhance effectiveness and efficiency," said McDade.

Coastal Community Credit Union is the largest credit union based on Vancouver Island, serving 80,000 members, employing over 600 staff, and managing assets in excess of \$1.25 billion. The Credit Union offers complete financial services through a network of community branches, insurance offices and financial and business centres from Victoria to Port Hardy. More information about Coastal Community can be accessed on the web at www.cccu.ca

CRI Canada is a leading marketer of credit insurance products and technology for the Canadian credit union industry, providing integrated credit insurance, technology, training, and marketing solutions combined with superior administration and service. CRI Canada offers insurance solutions through Life Investors Insurance Company of America, a member of the AEGON Insurance Group, so client credit unions can feel confident knowing members have purchased insurance backed by an industry leader.

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