



In 1981, a group of visionary California credit unions combined resources to create CO-OP Network, now known as CO-OP Financial Services. At that time, proprietary bank ATMs were being deployed which would not serve credit unions or their members. Through this cooperative financial entity, one of the first independent ATM networks was organized for the credit union community.

More than 30 years later, the original corporate tenet remains unaltered: CO-OP Financial Services will succeed by working with its credit union constituency to meet the needs of their membership. Whether consisting of a handful of founding credit unions or the current 3,500 member institutions, CO-OP Financial Services has dedicated itself to serving clients first, while at the same time providing financial access and convenience to credit union consumers.

It's important to note that CO-OP Financial Services is similarly founded on the credit union philosophy of "people helping people." It was organized to help credit unions. That philosophy still runs deep in the mindset of CO-OP Financial Services in the form of service to members, Children's Miracle Network Hospitals contributions, assistance to small credit unions and other contributions. CO-OP Financial Services has, from the start, used its success to lift up others.

With a motto of "Be There. Be More," the company's CO-OP ATM network is now the fourth largest electronic funds transfer (EFT) network in the country – and the largest credit union-owned EFT network in the world. In addition, the CO-OP Shared Branch network includes more than 5,000 "live-teller branches" to serve members of participating credit unions. As an EFT credit and debit processor, CO-OP handled more than three billion transactions in 2014. And, the company's "mobile/virtual" line enables credit unions to provide the latest technology in financial services at the disposal of their members.

It's interesting to remember that it wasn't so long ago that credit unions were barely an afterthought in the financial arena. Back in 1960 there were a mere six million credit union members in the entire country – now there are more than 100 million, and CO-OP helps credit unions service roughly 50 account holders.

The following is a retrospective of how CO-OP Financial Services has evolved since its founding.

- **October 1981** – CO-OP Network founded by a group of visionary California credit unions with 20 ATMs.
- **August 1985** – CO-OP Network drew upon its cooperative philosophy to create an affiliation with Star System. Consequently, CO-OP Network is the only credit union network that has a substantial equity interest in a large regional bank network.
- **June 1986** – CO-OP Network, Bank of America, Southland Corporation and EDS form a partnership with CATS/Money Quik to deploy ATMs in retail locations.
- **March 1988** – CO-OP Network reaches one million monthly transactions.

- **December 1988** – CO-OP Network signs agreement with Deluxe Corporation and redefines its organizational and contractual structure to reflect that of a network.
- **August 1990** – CO-OP Network forms a strategic alliance with CU Service Centers to launch and manage that operation.
- **October 1990** – Robert Rose is named President and CEO of CO-OP Network.
- **April 1992** – CO-OP Network sponsors its first Conference and Annual Shareholders' Meeting in San Diego, Calif.
- **May 1993** – CO-OP Network reaches four million monthly transactions.
- **February 1994** – CO-OP Network acquires more than 60 credit unions from San Diego Trust.
- **May 1994** – CO-OP Network reaches one million monthly POS and five million total transactions at 700 ATMs.
- **November 1994** – Initial stock offering is made.
- **September 1995** – CO-OP Network stock splits 8:1.
- **December 1995** – Network exceeds 1,000 ATMs.
- **April 1996** – CO-OP Network legally becomes a “pure cooperative”.
- **November 1996** – CO-OP Network is ranked the 10th largest EFT network in the U.S., with 11 million monthly transactions.
- **January 1997** – ATM Deployment Program launched with \$750,000 distributed in grants.
- **February 1997** – No Surcharge ATM Alliance is formed, including six major banks and access to more than 2,000 non-surcharging ATMs.
- **July 1998** – The Network covers half of the U.S. states and is processing an amazing 42 percent of all credit union EFT transactions in the country.
- **December 1998** – CO-OP Network acquires CU Access in the Pacific Northwest.
- **August 1999** – CO-OP Network becomes the sixth ranked EFT network in the country, while remaining the No. 1 ATM network among U.S. credit unions.
- **December 1999** – CO-OP Network acquires CU Link, establishing a strong presence throughout the Rocky Mountain Region.
- **January 1, 2000** – End of the century stats: With 132 new credit unions added to the Network in 1999; the Network serves 565 credit unions (7.1 million cardholders) headquartered in 18 states with more than 3,300 surcharge-free ATMs (nearly 70 percent deposit taking) in 32 states.
- **May 2000** – CO-OP Network completes conversion of Michigan-based Quantum Network.
- **July 2000** – Monthly switch volume reaches record 30 million with the largest ATM volume day (686,124 transactions on July 14) and the largest day for point-of-sale (606,051 transactions on July 3).

- **March 2001** – The St. Louis based Midwest ATM Company (MAC) is acquired through merger and marks the fifth regional credit union network to join CO-OP Network in two years.
- **June 2001** – CO-OP Network announces an annual patronage distribution of \$2,130,340. The first of the Cooperative Advertising campaigns debuts in Salt Lake City, Utah.
- **July 2001** – CO-OP Network and Access Cash International announce an agreement that ultimately expands the CO-OP Network presence into 49 states and Canada with nearly 12,000 surcharge-free ATMs.
- **October 2001** – CO-OP Network and Garb-Ko finalize an agreement to operate 112 ATMs in 7-Eleven stores throughout Michigan. Second patronage distribution to shareholders announced.
- **December 2001** – Member Access Illinois joins CO-OP Network bringing nationwide surcharge-free ATM access to their 251 member-credit unions. Cellular Digital Packet Data technology is announced, bringing wireless telecommunication to the ATM industry. The addition of 132 new member credit unions and 4237 new ATMs in 2001 propels CO-OP Network annual transactions to a record 477,293,149. This 33 percent increase from 2000 is fortified by 46.4 million transactions in December.
- **January 2002** – CO-OP Network announces the sixth merger in the last three years with the signing of a letter of intent between CO-OP Network and Service Center Corporation (SC-24).
- **May 2002** – CO-OP Network recognized as “Operational Services CUSO of the Year” by NACUSO.
- **June 2002** – CO-OP Network and Service Centers Corporation finalize their agreement to combine and operate two lines of business: EFT and Shared Branching. Nearly 700 SC24 ATMs will be re-branded by CO-OP Network during the next 24 months and SCC will continue directing its multi-state shared branching entity as a separate subsidiary of the new organization.
- **August 2002** – CO-OP Network signs its first Canadian credit union – CS CO-OP Credit Union (Civil Service Co-operative Credit Society, Limited) from the province of Ontario.
- **December 2002** – NYCE Corporation announces plans for a new gateway link to CO-OP Network.
- **December 2002** – With the addition of 370 member credit unions and 7,103 ATMs in 2002, CO-OP Network establishes a record annual transaction volume of 639,709,390, a 34 percent increase from 2001.
- **January 2003** – The Publix Grocery Store chain, which owns and operates more than 800 Presto! Network ATMs at 741 outlets throughout Florida, Georgia, Alabama, South Carolina and Tennessee, signs an agreement to provide CO-OP Network cardholders with surcharge-free access to their fleet of ATMs.
- **February 2003** – Falcon Fraud Manager is introduced – the newest risk management technology, which has no impact on transaction response time, is offered to member credit unions seeking to prevent debit fraud.
- **February 2003** – Navy Federal Credit Union, the world’s No. 1 credit union with more than two million members, \$17 billion in assets as well as 96 branch offices and 262 proprietary ATMs worldwide, joins CO-OP Network.
- **April 2003** – With the addition of United Airlines Employees Credit Union, the sixth largest credit union in the country, CO-OP Network membership expands to include seven of the top 10 credit

unions and the five leading airline credit unions – United, Northwest, American, Delta and British Airways.

- **July 2003** – Dallas-based Southwest Corporate Federal Credit Union, the second largest corporate credit union in the country, joins CO-OP Network.
- **October 2003** – Robert Dargan, President and CEO of South Carolina Federal Credit Union, is named to CO-OP Network Board of Directors, becoming the first Network board member to represent the Southeast.
- **January 2004** – Ken Sucher succeeds Dan Balagna as SCC president.
- **April 2004** – The New York State Credit Union League, which operates the CU24 network serving 140 credit unions in New York and New Jersey, becomes a member-shareholder.
- **May 2004** – The Board elects Board Officers:

Tom Sargent	Chairman
Dave Maus	Vice Chairman
Armando Cavazos	Treasurer
John Bommarito	Secretary

- **June 2004** – A branding agreement is reached with TRM Corp., supplying member access to 1,000 ATMs in The Pantry and Cumberland Farms convenience stores from Maine to Florida.
- **September 2004** – CO-OP Network shared branching reaches a milestone as participating credit unions have access to more than 1,500 service centers throughout the country.
- **December 2004** – CO-OP Network tops the one billion transaction barrier for the first time, logging 1,000,798,103 transactions to set an annual volume record for the 12th year in a row.
- **April 2005** – Gateway Agreement with Instant Cash Network – CO-OP Network and the Instant Cash® ATM network agree to open a gateway link. The deal allows credit unions using Instant Cash Services as their EFT processor to join CO-OP Network to gain surcharge-free nationwide ATMs, nearly quadrupling their access.
- **May 2005** – Record Patronage is distributed – The CO-OP Network board of director announces a record-setting patronage disbursement of \$10.3 million for 2004, the largest cash distribution by a credit union service organization in history. The patronage to member-shareholders sets a new standard for the ninth consecutive year, shattering the previous record by 37 percent.
- **May 2005** – The Board elects Board Officers:

Dave Maus	Chairman
Armando Cavazos	Vice Chairman
Dave Osborn	Treasurer
Mark Shobe	Secretary

- **June 2005** – Stan Hollen named CEO – Stanley C. Hollen, whose career includes serving as president and CEO of Liberty Enterprises in Minnesota and CEO of The Golden 1 Credit Union in Sacramento, Calif., is named to succeed Robert Rose as CO-OP Network CEO.
- **August 2005** – 80 N.Y credit unions join – CO-OP Network announces that its partnership with the New York State Credit Union League has attracted 80 area credit unions to the Network in the last seven months.

- **August 2005** – Joint venture results in digital check deposit – In conjunction with California Center Credit Union, eFunds, WesCorp and NCR, CO-OP Network successfully captures, images, proofs and clears its first digital check image from an ATM.
- **October 2005** – SCC turns 30 – Thirty years ago, Service Centers Corp. opened a shared branch in Riverview, Mich., providing five credit unions with branch services under one roof. Three decades later, SCC, a CO-OP Network subsidiary, is part of CU Service Centers, a national shared branch network with more than 1,900 locations in 41 states and five countries.
- **November 2005** – CO-OP Network, 7-Eleven sign agreement – 7-Eleven, the largest chain in the convenience retailing industry, signs an agreement to provide CO-OP Network members with surcharge-free ATM access at 5,300 store locations in 30 states.
- **March 2006** – ENCORE Electronic Services Cooperative, a CUSO headquartered in Virginia offering EFT/ATM services, shared branching and card services, and CO-OP announce their intent to merge.
- **April 2006** – TRM signs a new agreement whereby the organization's Access Cash ATM portfolio of nearly 5,500 machines will continue to carry the CO-OP Network logo nationally.
- **May 2006** – CO-OP Financial Services becomes the new corporate name. No longer solely a network, the new name reflects an expansion of services that now includes three lines of business solutions and dozens of products.
- **May 2006** – The Board elects Board Officers:

Dave Maus	Chairman
Dave Osborn	Vice Chairman
Doug Allman	Treasurer
Dianne Addington	Secretary
- **May 2006** – CO-OP announces a \$10.4 million patronage distribution – the largest cash disbursement by a Credit Union Service Organization (CUSO) in history – and an entire patronage pool of \$26 million.
- **August 2006** – With 1,002 credit union owners and assets of more than \$136 million, Callahan & Associates names CO-OP the nation's No. 1 multi-owned CUSO.
- **August 2006** -- CO-OP Financial Services makes a \$1 million initial investment in Ensenta, an award-winning Silicon Valley software developer creating innovative imaging and service-service technologies for the financial services industry. Ensenta's products and services are distributed by leading mobile banking providers, core processors, and ATM networks and manufacturers.
- **October 2006** – CO-OP Member Rewards – a card-based customer rewards program – is introduced to allow members using their debit-ATM card to earn redeemable points for purchases.
- **October 2006** – CO-OP partners with Fidelity National Information Services, a Florida organization that handles card processing for more than 5,000 credit unions. The agreement calls for CO-OP to be marketed as Fidelity's primary source for surcharge-free ATMs.
- **November 2006** – CO-OP becomes the first ATM processor to offer Check Imaging, which captures, proofs and clears digital check images from ATMs.
- **January 2007** – CO-OP and CU Anytime create a joint venture to develop ATM management services for credit unions.

- **January 2007** – CO-OP and CUSC a sign letter of intent to combine shared branching operations.
- **March 2007** – CO-OP ATM Content Manager debuts, allowing credit unions to customize welcome, wait and thank you ATM screens.
- **May 2007** – The Board elects Board Officers:

Dave Maus	Chairman
Dave Osborn	Vice Chairman
Doug Allman	Treasurer
Dianne Addington	Secretary
- **July 2007** – CO-OP and CUSC (Credit Union Service Corp.) finalize an agreement to form CO-OP Shared Branching, which represents 80 percent of the country's shared branch participants.
- **October 2007** – CO-OP Fast Branch kiosks debut: ATM-teller hybrids that supply more services than conventional ATMs.
- **November 2007** – CO-OP establishes a \$1 million matching funds program on behalf of Children's Miracle Network.
- **November 2007** – CO-OP forms a partnership with Costco that places 341 CO-OP Network ATMs at Costco warehouses in 35 states.
- **January 2008** – CO-OP launches complete suite of check imaging products which captures, proofs and clears checks. The products include CO-OP ATM Check Imaging, CO-OP Fast Branch (kiosks) and CO-OP My Deposit (home).
- **March 2008** – CO-OP partners with Saylent Technologies on CO-OP Revelation to drive credit union card usage and profitability.
- **April 2008** – Record-setting cash disbursement of \$13.3 million and patronage pool of \$24.5 million distributed to shareholders for 12th consecutive year.
- **April 2008** – The Board elects Board Officers:

Dave Osborn	Chairman
Doug Allman	Vice Chairman
Terry Laudick	Treasurer
Dianne Addington	Secretary
- **May 2008** – CO-OP Hosts "THINK 2008" which includes an all-star lineup of speakers from Apple, Burger King, Starbucks, Southwest Airlines, Pixar, Brandweek and Harley-Davidson, who share ideas, insights and innovations with record number of attendees.
- **September 2008** – CO-OP launches new tagline, "Of You. For You."
- **September 2008** – New ATM signage program offers easier identification of CO-OP Network ATMs. CO-OP subsidizes up to \$400 per ATM terminal.
- **September 2008** – CO-OP Shared Branching becomes fourth in nation for branches with over 3,500 convenient CO-OP Shared Branching locations.
- **October 2008** – CO-OP Network grows to over 28,000 ATM machines – up from 25,000 – the largest number of surcharge-free ATMs in the country.

- **December 2008** – CO-OP credit union members saved \$2.5 million annually as a result of investing in the CO-OP Connect ATM telecommunications infrastructure, marking the 11th price reduction in 11 Years.
- **January 2009** – CO-OP announces free registration to THINK 09. The unprecedented offer marks the company's continued support of the credit union movement.
- **February 2009** – Synergent partners with CO-OP to offer 28,000 surcharge-free ATMs. The move provides a nationwide complement to Synergent's statewide Maine ATM Network, SurF.
- **February 2009** – CO-OP announces it is now offering credit unions a low cost, turnkey entry into mobile banking and contactless cards payments, two of the newest technological advancements quickly gaining popularity with increasingly tech-savvy consumers.
- **April 2009** – The Board elects Board Officers:

Dave Osborn	Chairman
Doug Allman	Vice Chairman
Terry Laudick	Treasurer
Dianne Addington	Secretary
- **May 2009** – CO-OP Next Generation Network (NGN) goes over the 1,000 credit unions mark. As the most-often used switch for shared branching programs, NGN delivers improved security, enhanced functionality and lower cost to participants.
- **September 2009** – CO-OP announces collaboration with CUNA Mutual Group on CUNA Mutual's Claims Automation Service that eliminates the need to manually submit card fraud claims.
- **September 2009** – CO-OP and Online Resources Corporation announce they have entered into a reseller agreement for Internet banking, bill payment and other online services.
- **November 2009** – CO-OP acquires The LoanLink Center from CUNA Mutual Group, in a deal announced the previous month. CO-OP rebrands the operation as CO-OP Member Center, offering LoanLink Services and Member Services.
- **November 2009** – ATMs in 7-Eleven stores across the country will continue to be part of the CO-OP Network for at least five more years, based on the contract renewal announced by CO-OP Financial Services and Cardtronics, Inc., the operator of the retail ATMs.
- **January 2010** – CO-OP extends its agreement for STAR Network access, continuing to provide access to more than 600 member credit unions.
- **January 2010** – Children's Miracle Network elects Stan Hollen to its Board of Governors.
- **February 2010** – Marking a significant milestone in convenience, members of participating credit unions now have account access to 4,000 CO-OP Shared Branching locations throughout the United States.
- **April 2010** – The Board elects Board Officers:

Doug Allman	Chairman
Terry Laudick	Vice Chairman
Doug Ferraro	Treasurer
Patsy Van Ouwerkerk	Secretary

- **June 2010** – Members United Corporate FCU and CO-OP Financial Services announce that CO-OP's purchase of SHARE SYSTEM from Members United is now complete.
- **September 2010** – CO-OP Financial Services the credit card arena with CO-OP Credit Pass-Through Processing, available for implementation by credit unions in January 2011.
- **November 2010** – CO-OP Member Center is announcing Outbound Call Services to help credit unions proactively capture lending opportunities, support marketing campaigns and provide a variety of other member services.
- **December 2010** – CO-OP establishes a new annual record by handling more than two billion transactions for clients in 2010, the first time it has exceeded this milestone. CO-OP also set a new single-day record by processing more than eight million transactions on Dec. 24, 2010.
- **March 2011** – To position credit unions to capture every loan opportunity, CO-OP Member Center introduces CO-OP ExpressLink, a cost-effective service through which credit unions can use the call center to underwrite Indirect loan applications after-hours and on weekends.
- **April 2011** – CO-OP announces a patronage pool of \$20.2 million for fiscal year 2010, bringing its patronage distribution to shareholders to \$212.1 million since becoming a cooperative in 1996.
- **May 2011** – CO-OP Matt Weidler, IT Asset Coordinator with Evangelical Christian Credit Union of Brea, Calif., is the winner of the first annual CO-OP THINK Prize, and recipient of the \$10,000 award, for his idea for mobile phone ATM access.
- **May 2011** – The Board elects Board Officers:

Doug Allman	Chairman
Terry Laudick	Vice Chairman
Doug Ferraro	Treasurer
Patsy Van Ouwerkerk	Secretary
- **September 2011** – CO-OP and Financial Service Centers Cooperative, Inc. (FSCC) announce that the Board of Directors of the two companies have approved a letter of intent to combine operations, unifying credit union shared branch services. The agreement closes on the last day of the year, Dec. 31.
- **November 2011** – The THINK Conference heads east! CO-OP announces that the annual conference will be held on the east coast for the first time, April 29-Wednesday, May 2, 2012, at the Boca Raton Resort & Club, in Florida.
- **December 2011** – CO-OP announces that the National Credit Union Administration has approved its intent to purchase the online and mobile bill pay services of Corporate Network eCom, LLC, a subsidiary of U.S. Central corporate credit union. (Finalized in February 2012).
- **January 2012** – The Members Group (TMG) and CO-OP announce they have formed a partnership and that CO-OP has made a strategic investment in TMG. Both companies will cross-sell all of their respective products and services.
- **January 2012** – CO-OP processed more than 200 million transactions by credit union members during December 2011, marking the first time the company exceeded the 200 million milestone in a single month. For all of 2011, the company processed more than 2.2 billion transactions.
- **March 2012** – Catalyst Corporate FCU is selected by CO-OP to continue providing payment settlements for its client credit unions, a service previously provided by Western Bridge Corporate

FCU. The Plano, Texas-based Catalyst Corporate won the right to acquire the assets of Western Bridge in December in a successful bid to the National Credit Union Administration (NCUA), which held the assets in receivership.

- **April 2012** – CO-OP announces a patronage distribution to shareholders of \$15.9 million for fiscal year 2011, bringing CO-OP's total patronage amount to \$229.2 million since becoming a credit union cooperative in 1996.
- **April 2012** – CO-OP Bill Pay is introduced, the company's first online bill pay product line for credit unions, featuring competitive pricing, superior service and product option flexibility. The product is a result of CO-OP's acquisition of Corporate Network eCom, LLC.
- **May 2012** – The Board elects Board Officers:

Terry Laudick	Chairman
Doug Ferraro	Vice Chairman
Jeff Napper	Treasurer
Allan McMorris	Secretary
- **May 2012** – The company announces it is partnering with Diebold, Incorporated to provide greater personalized service and convenience to credit union members by testing two-way video member service on CO-OP Network at Diebold ATMs.
- **August 2012** – CO-OP introduces CO-OP Network PIN POS service powered by First Data, enabling debit cardholders of participating credit unions access to nearly two million STAR Network point-of-sale locations around the country.
- **October 2012** – CO-OP launches an educational initiative for credit unions preparing for EMV, including an "Ask the EMV Expert" web page, white paper and webinar, all at no charge.
- **October 2012** – CO-OP and the SHAZAM Network sign an agreement that will allow members of participating credit unions to access surcharge-free and shared deposit ATMs nationwide. Like CO-OP Network, SHAZAM's Network of ATMs provides surcharge-free access for cardholders of financial institutions who participate in its Privileged Status program.
- **December 2012** – CO-OP Next Gen ATM, an industry-first, self-service innovation that provides greater convenience to members by enabling shared branching transactions at the ATM, is now available to credit unions from CO-OP Financial Services.
- **January 2013** – CO-OP established new annual, monthly and daily transaction volume records for itself in 2012, including 2.5 billion transactions for the year. The 2.5 billion transaction figure for 2012 represents a 13.6 percent increase compared to the 2.2 billion processed in 2011, including cardholder debit, credit, ATM and shared branch payments.
- **January 2013** – CO-OP introduces Sprig by CO-OP, a multi-institution "virtual credit union branch" giving members the ability to make person-to-person (P2P) payments and aggregate their accounts in a single portal.
- **February 2013** – The Members Group (TMG) and CO-OP Financial Services announce the companies will offer their members MasterPass, a digital service introduced by MasterCard.
- **March 2013** – The number of credit union "live teller" branch locations available through the nationwide CO-OP Shared Branching network has reached 5,000, just over three years after reaching 4,000 in February 2010.

- **April 2013** – CO-OP announces a patronage (shareholder dividend) pool of \$25.9 million for fiscal year 2012, a 73 percent increase in patronage compared to the 2011 figure of \$15.0 million. This brings the total shareholder patronage amount for CO-OP to \$254.2 million since becoming a credit union-owned cooperative in 1996.
- **April 2013** – CO-OP announces that CU Service Centers and its “swirl” logo and signage at participating credit unions will be replaced by CO-OP Shared Branch logo in a multi-year rebranding process. Migration to the new logo will be done in a phased approach for the benefit of current shared branch users, as well as participating credit unions and state networks.
- **May 2013** – Chuck Purvis, President/CEO of Coastal FCU, Raleigh, N.C., is elected to a three-year term on the Board of Directors of CO-OP. In addition, the Board elects Board Officers:

Terry Laudick	Chairman
Doug Ferraro	Vice Chairman
Jeff Napper	Treasurer
Allan McMorris	Secretary

- **August 2013** – CO-OP becomes a minority owner of Finivation, strengthening an existing technical partnership for Web and mobile application development and the related middleware to efficiently connect hosts and acquirers for emerging CO-OP products.
- **August 2013** – In recognition of her commitment to the credit union philosophy, the National Credit Union Foundation (NCUF) announces that Sarah Canepa Bang of CO-OP Shared Branching is the winner of the 2014 Herb Wegner Memorial Award for Individual Achievement.
- **December 2013** – Sprig by CO-OP, introduced in January specifically for credit union members, is upgraded to enable out-of-network, pay-anyone payments.
- **January 2014** – CO-OP established a new annual record in 2013, processing 2.8 billion electronic funds transfer (EFT) and shared branch transactions by credit union members, an increase of 10 percent compared to 2012.
- **January 2014** – More than 150 credit unions participating in CO-OP Miracle Match in 2013 raised \$3 million for Children’s Miracle Network Hospitals, \$1 million of which was matching funds provided under the CO-OP program.
- **February 2014** -- CO-OP and Alkami Technology, Inc., are partnering to bundle CO-OP Bill Pay with the Alkami ORB Platform, enabling credit unions to offer members a fully-integrated online and mobile banking bill payment solution.
- **April 2014** -- CO-OP announces a patronage pool of \$30.5 million for fiscal year 2013, a 17 percent increase in patronage compared to the 2012 figure of \$26.1 million. This brings the total shareholder patronage amount for CO-OP to \$284.8 million since becoming a credit union-owned cooperative in 1996.
- **April 2014** – CO-OP announces an agreement with Visa Inc. to make the Visa EMV common debit solution available to its credit union clients, offering a streamlined and cost-effective approach to debit EMV adoption.
- **May 2014** – At THINK 14 in New Orleans, CO-OP unveils “Empowering People. Amplifying Dreams,” a multi-faceted marketing program to promote credit unions to prospective members, targeting consumers born after 1980.
- **May 2014** – The Board elects Board Officers:

Doug Ferraro	Chairman
Jeff Napper	Vice Chairman
Allan McMorris	Treasurer
Chuck Purvis	Secretary

- **August 2014** – Seeking operational efficiencies and lower processing costs for its credit card program, McGraw-Hill FCU has expanded its relationship with CO-OP Financial Services by contracting for in-house credit services.
- **September 2014** – CardNav by CO-OP, a new mobile card controls and alerts application, is introduced by CO-OP via webinar on October 22, in conjunction with its availability to credit unions in the same month.
- **October 2014** – Bethpage FCU of Long Island, N.Y., is the first credit union to launch CardNav by CO-OP to its members, following the successful conclusion of testing.
- **November 2014** – CO-OP announces that it is a Visa “Engaged Issuer-Processor,” authorized to immediately service the enrollment of credit unions in Apple Pay, making it the only CUSO with this designation.
- **February 2015** – CO-OP Mobile is re-launched, a mobile banking application now featuring option real-time, P2P payments and remote check deposit capabilities for credit union smartphone users.
- **February 2015** – The New York Credit Union Association (NYCUA) announced it has signed a letter of intent from CO-OP Financial Services to purchase its subsidiary, Covera Solutions, Inc. Covera currently provides 248 credit unions and their members with credit, debit, ATM and prepaid cards solutions. The purchase was completed at the end of April 2015.
- **April 2015** – CO-OP announced a patronage (shareholder dividend) pool of \$29.2 million for 2014, bringing its total shareholder patronage amount to \$314.1 million since CO-OP became a credit union-owned cooperative in 1996.
- **April 2015** – CO-OP signed an agreement to purchase from a subsidiary of Fidelity National Information Services, Inc. (NYSE: FIS) its shares in Everlink Payment Services, Inc., giving CO-OP majority ownership of the Canadian payments solutions and services provider to credit unions, banks and ISOs in Canada. CO-OP joins minority-owner Celero Solutions ([www.celero.ca](http://www.celero.ca)) of Calgary, Alberta, as the two shareholders of Everlink. The deal closed on April 30, 2015.
- **May 2015** – The Board elects Board Officers:

Doug Ferraro	Chairman
Jeff Napper	Vice Chairman
Allan McMorris	Treasurer
Chuck Purvis	Secretary
- **June 2015** – CO-OP Shared Branch has surpassed Bank of America in number of branch offices, and is now the nation’s third largest network of financial institution branches, according to data drawn from the FDIC. By January 2016, the network reached 5,400 branches.
- **June 2015** – CO-OP unveils its updated CO-OP ATM Signage Program, enabling credit unions participating in the nationwide CO-OP ATM network to bring a contemporary look and unique branding experience to their ATM fleets.
- **July 2015** – CO-OP unveiled a major enhancement to CO-OP Revelation, CO-OP’s advanced analytics solution. CO-OP Revelation now features functionality that provides detailed analytics

that allow credit unions to distinguish member purchasing patterns and behaviors, identify at-risk cards and merchant points-of-compromise in their portfolio.

- **July 2015** – CO-OP announced that it has amassed more than 122,000 followers on Twitter and 17,000 followers on Facebook, in just over one year since launching consumer-facing social media sites on behalf of the credit union industry. CO-OP's Twitter account is by far the most widely followed in the credit union industry.
- **August 2016** – CO-OP introduces a suite of APIs (application program interfaces) that will enable credit unions to quickly integrate the latest mobile and online technology directly into their existing mobile and virtual channels. The CO-OP API Suite is led by CardNav by CO-OP API.
- **October 2015** – CO-OP upgrades Member Rewards by CO-OP, adding a more robust merchant funded program and now offered in multiple versions to provide greater customization to credit unions. Member Rewards by CO-OP is offered in three ways – as a Member Rewards-branded version; a white-labeled, credit union-branded version; and as a standalone merchant-funded rewards program (ShopSPOT).
- **December 2015** – CO-OP announces that is now offering credit unions MasterPass, a digital payments platform from MasterCard. On the same day, CO-OP announced its partnership with Visa to offer Visa Checkout, an online service allowing shoppers to securely store their shipping and payment information.
- **January 2016** – CO-OP established a new annual record in 2015, processing 3.2 billion electronic funds transfer (EFT) and shared branch transactions by credit union members, an increase of 6.6 percent compared to 2014.