



In The Loop

A Newsletter for the Partners of GSG
August 2008

Gateway Services Group creates Program Resource Center

On August 4, 2008 GSG will launch its new consolidated Program Resource Center for its credit union clients. The GSG Program Resource Center will be located under one roof in the Denver Tech Center area. It will house its highly skilled, licensed team dedicated to providing customized support for credit unions' insurance, investment and trust programs. Prior to the creation of the Program Resource Center, GSG's support team was operating from multiple locations. "Bringing all the Program Resource Center employees under one roof will allow us to provide better support to our credit unions and their members, better utilize our technology and people and provide better cross-training and back-up within this important team," said Scott Jentz GSG's President/CEO.

The Program Resource Center provides support for both credit union employees and credit union members. "GSG's Program Resource Center has been an invaluable resource for our credit union," said Lena Matthews, President/CEO of Financial Resources FCU in New Jersey. "As an example, recently GSG's Program Resource Team was called upon to provide a high level of direct member support and service to our Investment Services program to help our team concentrate on maintaining growth momentum." Examples of some of the valuable services they deliver include: servicing credit union members when a credit union loses its Registered Representative; creation and compliance approval of marketing pieces for investment and insurance programs; creating management reports for CU Executives on the status of their programs; calculating commissions to be paid to licensed personnel by CU HR departments; working with insurance carriers or broker/dealers to resolve questions from credit unions; providing insurance claim processing; providing administrative support to Registered Representatives; and providing a basic customer service call center for GSG. "We have quickly come to rely upon the Program Resource Team. They are responsive to all of our questions and we appreciate the reports provided so that I know what is going on in our program," said Fidel Gonzalez, Vice President of Financial Services with FAA First FCU. The GSG toll free number to access the Program Resource Center team is 1-800-915-1004.

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