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## Quick Bite: March 10, 2010 Call Center Lending Opportunities

**11:00 a.m. – 12:00 p.m. EST**  
**Speaker: Robert Israelite**

Increasing your loan portfolio continues to be a key strategic goal for credit unions everywhere. And in this day of tight margins, how can that be done in a cost-effective and member-friendly manner? Utilizing your existing call center can do just that. In this audio conference, learn ways to take advantage of this member-facing channel and hear success stories of methods that have worked for other credit unions. If you need loans, this session is for you!

**Speaker: Robert Israelite** is a Services Product Specialist with CUNA Mutual Group. During his nine years with the company, he has had the opportunity to work with credit unions from across the country in all asset ranges helping them to develop the cultures and processes that best support their mission and their members.

**Location: Via Telephone** (11:00 a.m. to 12:00 p.m. EST)

**Educational Investment:** \$109.00 per telephone connection. *Unlimited Listeners and Free Audio Archive*

**\*\*\*\*You must be registered for this session to hear the audio-recorded version and receive handouts.\*\*\*\***

**AUDIO ARCHIVE!** Can't tune in today? This session will be available on-line for **30** days after activation.

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**To enroll**, you may complete and fax our **General Registration Form** (found on the Web site) or **send an Email to [mzelinsky@njcul.org](mailto:mzelinsky@njcul.org)**. Please include Participant Name(s) and Cost to your credit union.

If you have any additional questions, please do not hesitate to contact the Education and Training Department at 609-448-2426 x100.