



Please join us for the  
**2011 CUSA Midwest Users Group Conference**  
at the

**Crowne Plaza Hotel & Suites Minneapolis Airport** *(formerly Holiday Inn & Suites)*

On the first day of the conference join us for a continental breakfast. Registration begins at 9:00 a.m. followed by the opening session with Peter Palumbo of Fiserv. Breakout sessions begin at 10:45 a.m. with the CUSA & Reliance system general sessions. After lunch, there will be a general session on Credit Union Technology. Following the afternoon break, there will be another general session on Business Continuity & Disaster Recovery.

The Vendor Show will run Monday afternoon through Tuesday afternoon. Vendor Hospitality Night will be held Monday, May 16th sponsored by Fiserv/CUSA will be held in the Vendor Exhibit Room. All meals and breaks will take place in the Vendor Exhibit Room.



Conference Costs:	
Early Bird Registration Fee .....	\$250.00
<i>(Early Bird Deadline is April 10, 2011)</i>	
Registration Fee .....	\$295.00
Guest (Meals) .....	\$125.00
"A Sure Bet" Casino Night .....	\$75.00
<i>Conference costs include conference materials, daytime meals, breaks, and Vendor Hospitality Night.</i>	



### Midwest Users Conference Silent Auction

Check in for the Midwest CUSA Users Conference at Crowne Plaza Hotel & Suites Minneapolis Airport (former Holiday Inn & Suites). Stop in the Vendor Exhibit Room and check out the great Silent Auction items. Bids will be taken through the last break on Tuesday. Silent Auction items will be announced at breakfast on Wednesday morning. Proceeds from the Silent Auction will be used for CUSA Conference Scholarships.

## 2011 CUSA Midwest Users Group Conference

### Hotel Information

Crowne Plaza Hotel & Suites Minneapolis Airport

(former Holiday Inn & Suites)

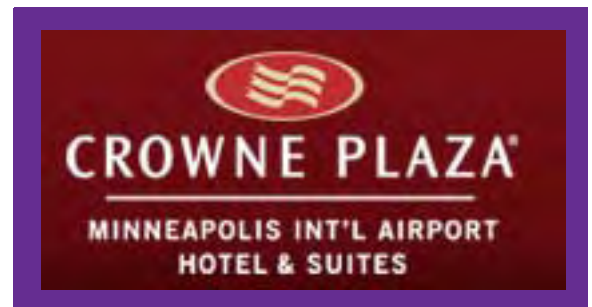
3 Appletree Square

Bloomington, MN 55425

(952) 854-9000

<http://www.cpmspairport.com/>

The discounted rates are \$120.00 a night for single/double occupancy king or single/double 2 queen room per night. Suites are available for \$150.00 a night. Please mention CUSA Midwest Users Group to receive conference pricing.



*The Crowne Plaza Hotel & Suites Minneapolis Airport is located minutes from the Minneapolis Airport and the Mall of America. The hotel offers free shuttle service to the Mall of America and the Minneapolis Airport. In addition, it is located across from the Hiawatha Light Rail Station with quick and easy access to the Mall of America or downtown Minneapolis.*

## 2011 CUSA Midwest Users Group Conference



### "It's A Sure Bet" Casino Night

Join us Tuesday night, May 17th for an exciting evening of casino gaming. Each participant will receive a "bundle" of funny money to play the games. During the evening you'll enjoy delicious munchies and a cash bar. At the end of the evening use your "riches" to bid on items at an exciting live auction. See you there!

## Monday, May 16, 2011



8:00 – 9:00 a.m.	Continental Breakfast – Cortland & Fireside Rooms		
9:00 a.m. – 10:00 a.m.	Registration – Fireside Ballroom Lobby		
10:00 a.m. – 10:30 a.m.	Welcome & Opening Session with Peter Palumbo, Fiserv – Cortland & Fireside Ballroom		
10:30 a.m. – 10:45 a.m.	Break – Cortland & Fireside Ballroom		
10:45 a.m. – 12:30 p.m.	CUSA Platform Breakout & Demo	Reliance 7.1 New Features	
12:30 p.m. – 1:30 p.m.	Lunch – Cortland & Fireside Ballroom		
1:30 p.m. – 3:00 p.m.	Credit Union Technology – Now & In The Future		
3:00 p.m. – 3:15 p.m.	Break – Cortland & Fireside Ballroom		
3:15 p.m. – 4:30 p.m.	Business Continuity & Disaster Recovery – Taylor & Beacon Rooms, Jeff Olejnik, Assurity River Group		
	*1-on-1 Crystal or CU Plan: 30 minute sessions by appointment only - Fuji Room		
5:30 p.m. – 7:30 p.m.	Vendor Hospitality Night – Compliments of our Premier Sponsor: Fiserv/CUSA – Cortland & Fireside Ballroom		

## Tuesday, May 17, 2011

8:00 – 9:00 a.m.	Continental Breakfast – Cortland & Fireside Ballroom			
Breakout Rooms	Braeburn	Beacon	Taylor	Exec. Conf. Room
9:00 a.m. - 10:30 a.m.	CUSA: What's New in GUI	Reliance: Platform Breakout & Demo	Fiserv EFT: Fraud	Crystal Reports: Intro to Model Rpts
	*1-on-1 CU Plan: 30 minute sessions by appointment only - Fuji Room			
10:30 a.m. - 10:45 a.m.	BREAK - Cortland & Fireside Ballroom			
10:45 a.m. - 12:00 noon	CUSA: Ask the Instructor	CUSA & Reliance: Loan Desk	Investment Alternatives	*1-on-1 Crystal or CU Plan: 30-minute sessions by appt. only
12:00 noon - 1:00 p.m.	LUNCH - Cortland & Fireside Ballroom			

(continued on next page)

\*Please contact Patricia Larsen to reserve a time slot for 1-on-1 CUPlan training at [Patricia.Larsen@fiserv.com](mailto:Patricia.Larsen@fiserv.com) or 1-800-5682872 ext. 8718  
Please contact Lacey Reynolds to reserve a time slot for 1-on-1 Crystal training at [Lacey.Reynolds@fiserv.com](mailto:Lacey.Reynolds@fiserv.com) or 1-800-568-2872 ext. 8705

## Tuesday, May 17, 2011

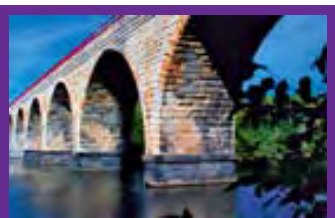
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Breakout Rooms	Braeburn	Beacon	Taylor	Exec. Conf. Room
1:00 p.m. - 2:30 p.m.	Converge IT:	Reliance: Set-up & Back Office Controls	Nautilus	*1-on-1 Crystal or CU Plan: 30-minute sessions by appt. only
2:30 p.m. - 2:45 a.m.	BREAK - Cortland & Fireside Ballroom			
2:45 p.m. - 4:30 p.m.	CUSA: AMS	Reliance: Ask the Instructor	Risk Mgmt: Integrating IT with Audit Functions	*1-on-1 Crystal or CU Plan: 30-minute sessions by appt. only
5:30 p.m. - 10:30 p.m.	"It's a Sure Bet" Casino Night - Cortland & Fireside Ballroom Including lots of gaming, hot & cold appetizers, cash bar & live auction			

## Wednesday, May 18, 2011

8:00 a.m. - 9:00 a.m.	Full Breakfast / Grand Prize Drawing / Silent Auction - Cortland & Fireside Ballroom			
Breakout Rooms	Braeburn	Beacon	Taylor	Exec. Conf. Room
9:00 a.m. - 10:30 a.m.	CUSA: Ask the Instructor	Reliance: Converge IVR / Virtual Branch	Marketing on a Shoestring	*1-on-1 Crystal or CU Plan: 30-minute sessions by appt. only
10:30 a.m. - 10:45 a.m.	BREAK - Cortland & Fireside Ballroom			
10:45 p.m. - 12:00 noon	CUSA: What's New in GUI	Reliance: Relationship Pricing	Budgeting to Succeed	*1-on-1 Crystal or CU Plan: 30-minute sessions by appt. only

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Please contact Lacey Reynolds to reserve a time slot for 1-on-1 Crystal training at Lacey.Reynolds@fiserv.com or 1-800-568-2872 ext. 8705*



**See you in Green Bay, WI in 2012!**

**Registration**

**Yes, I want to attend the Midwest CUSA Users Group Conference!**

Please print clearly & fill out one form per attendee

Name \_\_\_\_\_ Title \_\_\_\_\_

Credit Union \_\_\_\_\_

Address \_\_\_\_\_

City/State/Zip \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

*Please Note: Confirmation materials will be sent via email. Conference costs include conference materials, daytime meals, breaks and Vendor Hospitality Night.*



**Payment Information**


- \$250.00 "Early Bird" Registration Fee (register before April 10, 2011)**
  - \$295.00 Registration Fee (register on or before April 24, 2011)
  - \$125.00 Guest Attendee (meals & hospitality night) -- **Please include Name of Guest Attendee:** \_\_\_\_\_
  - \$ 75.00 ea. "It's a Sure Bet" Casino Night \_\_\_\_\_  
*Includes "funny" money, gaming, hot & cold appetizers, cash bar & live auction*
  - \$ 25.00 ea. Conference Shirt - **Your choice:** Full-zip Fleece Vest **or** Long-sleeve Denim Shirt  
*Please indicate quantity for each size. (Note: shirts and vests are men's sizes.)*  
Fleece Vest Size: \_\_\_ SM \_\_\_ M \_\_\_ L \_\_\_ XL \_\_\_ 2XL \_\_\_ 3XL \_\_\_ 4XL \_\_\_ 5XL  
Denim Shirt Size: \_\_\_ SM \_\_\_ M \_\_\_ L \_\_\_ XL \_\_\_ 2XL
- Total \$ \_\_\_\_\_

**The registration deadline is April 24, 2011**

**Yes, I want to contribute...**

\_\_\_\_\_ **Door Prize**      \_\_\_\_\_ **Silent Auction**

Please mail item(s) along with your registration form or bring your items to the conference.. Thank you for your consideration.



**2011 CUSA Midwest Users Group Conference**

Please print and complete this registration form and mail with payment to:

Terri Spriggs  
H-F Credit Union  
18130 Pulaski Road  
Country Club Hills, IL 60478

*Make checks payable to: CUSA Midwest Users Group*