

*For more information, contact:*

Kirk Wormington, Vice President Financial Markets  
Centurion, Inc.  
727-431-5215  
[kwormington@centonline.com](mailto:kwormington@centonline.com)  
[www.centonline.com](http://www.centonline.com)

FOR IMMEDIATE RELEASE

**UNIVERSITY CREDIT UNION OPTS  
FOR NEXT TELLER INTERACTIVE VOICE RESPONSE (IVR) SYSTEM FROM CENTURION, INC.**

TAMPA (August 17, 2009) -- Leading computer telephony integration (CTI) provider Centurion announced it will equip Miami-based University Credit Union with a new communications application that helps provide members more convenient access to information about their accounts.

The Next Teller Interactive Voice Response (IVR) from Centurion lets callers conduct business, obtain information or request services 24 hours a day, 7 days a week without the dedication of a full-time switchboard operator. The University Credit Union selected Centurion because the system's flexible architecture lets the Credit Union make changes quickly and easily for improved member service and increased operational efficiencies.

"With Centurion, the server is not proprietary and the system offers us the ability to grow," said University Credit Union's Vice President of Information Technology Eric Hoskins.

"Centurion provides a versatile and affordable application that allows for customers to start with IVR technology and add any of our other service applications, such as our fully-integrated Automatic Call Distribution Call Center platform, as the institution grows," said Kirk Wormington, Centurion's Vice President Financial Markets. "Designed as a modular, integrated Call Center solution for almost any PBX, Centrex or Key system environment, it allows for advanced feature functionality in even the most basic of telephony environments."

The objective of University Credit Union's new IVR application is to put members in touch with information they need, to be cost-effective and always available.

**About University Credit Union**

University Credit Union operates as a member owned, not-for-profit, cooperative financial institution. Established in 1947 as the University of Miami Credit Union to serve the University of Miami faculty, staff and alumni, the Credit Union expanded in 2008 to include all those who live or work in Miami-Dade County, Florida. University Credit Union's current assets are at \$172 million with over 22,000 members and a group of 75 team members. All deposits are insured to \$250,000 by the NCUA, National Credit Union Administration, the agency that insures savings in federal and state chartered

Credit Unions through the NCUSIF, the National Credit Union Share Insurance Fund. University Credit Union is an Equal Housing Lender and Equal Opportunity Employer.

**About Centurion, Inc.**

Since 1981, Centurion, Inc. has provided in-house solutions to help companies better serve their customers. With thousands of federal, state and local government agencies, public utilities, financial institutions and other business customers worldwide, Centurion's extensive library of Interactive Voice Response (IVR), Automatic Call Distribution, CRM, Screen Pop and Recording applications are custom designed to enhance every aspect of an organization's online and real-time interfaces. Committed to "delivering on our promise," Centurion is positioned to deliver the very best hardware, software and post-sale support to increase an organization's efficiency, reduce costs and improve interactions with existing and potential customers.

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