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## **Magnolia FCU Opts for Dolphin Debit After Hearing Rave Reviews**

**HOUSTON, May 14, 2018** – For Magnolia Federal Credit Union, the decision to move its ATM fleet to Dolphin Debit, the full-service ATM management company, was based on rave reviews from other Dolphin Debit clients. Now Magnolia is giving its own outstanding reviews.



Magnolia FCU, in Jackson, Mississippi, has 23,000 members and \$139 million in assets. It was originally founded in 1935 to serve Veterans Administration employees, and now serves eight counties in the Jackson area.

After what CEO Michael Waylett describes as the “worst experience I had with a vendor in the last 10 years,” he knew that it was time to make a change in the way Magnolia FCU handled its ATM fleet. The credit union closely evaluated Dolphin Debit and two other companies before deciding to put its ATMs in Dolphin Debit’s hands.

“What made the difference was the reports that their current clients gave,” Waylett said. “They were all rave reviews.”

Convinced that all those happy clients were a good sign, Magnolia FCU committed its ATM fleet of seven machines to Dolphin Debit. Five of those ATMs are at branches, and two are located in government buildings. In addition, Magnolia FCU is in a shared ATM arrangement with other credit unions for ATMs located at four Murphy’s fuel stations in the area. Dolphin has an exclusive arrangement with Murphy’s stations in Mississippi and elsewhere for placement of ATMs.

The move to Dolphin Debit has definitely been a good one, Waylett said.

“Dolphin Debit has performed as advertised,” he said. “They are available 24 by 7 and anytime something isn’t working as it should, they are very responsive and they take the initiative to get the problem solved.”

Where it used to take several calls and follow-ups with its previous ATM provider for any problem, Waylett noted, now all it takes is an email to Dolphin Debit.

“That has taken a load off our employees,” Waylett said. “It helps with the stress level.”

“Our clients enthusiastically recommend us for good reason,” said Gary Walston, co-founder of Dolphin Debit. “Not only do we take away their headaches like we did with Magnolia Federal Credit Union, but they know that if there are any problems with their ATMs we will get those problems taken care of immediately.

“ATM availability and reliability are key ingredients in top-tier member service,” Walston continued. “That is our mission, to help our clients give the best service to their members.”

**About Dolphin Debit**

Dolphin Debit Access is a full-service ATM management company that owns and operates ATMs for financial institutions. Dolphin’s turnkey ATM service includes deployment of new ATM equipment combined with terminal driving, ATM maintenance, armored car service, communications, monitoring and dispatch, and cash management. Dolphin Debit operates all types of equipment in various on-premises and off-premises venues. In addition, Dolphin Debit has the rights to install and operate drive-up ATMs at Walmart/Murphy USA locations in multiple states. Dolphin Debit customizes solutions to the specific needs of clients, with a flexible, cost-saving approach that enables redeployment of company assets to improve the bottom line. For more information, visit [dolphindebit.com](http://dolphindebit.com).

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