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Three California Credit Unions Choose Dolphin Debit to Manage Their ATM Fleets

HOUSTON, September 19, 2018 – Three California credit unions have turned over operation of their ATM fleets to Dolphin Debit, the full-service ATM management company.

The three are:

- San Jose-based **Pacific Postal Credit Union**, founded in 1931, a \$217.1 million credit union with 14,186 members serving U.S. Postal Service and other civil service employees and their families.
- **Mission City Federal Credit Union** in Santa Clara, a \$102.8 million credit union with 4,871 members that was founded in 1959.
- **Pasadena Federal Credit Union** in Pasadena, an 83-year-old, \$169 million institution with more than 11,000 members.

For Pasadena Federal Credit Union (PFCU), the decision to go with Dolphin Debit was all about service. The credit union just wasn't getting the service levels that it wanted from its previous provider.

That provider "just did a lot of things without telling us and our SEGs got upset," said John Schaefer, Vice President of Member Service and Marketing for Pasadena Federal Credit Union. "We're not in the habit of blaming third parties when communicating with our members and this put us in a position where the perception was that we were the ones falling short on service levels."

PFCU serves four Southern California municipalities and about 100 other organizations. The credit union started by putting Dolphin Debit in charge of a single new machine and liked what it saw in terms of pricing and service. Upon expiration of its old contract, PFCU moved its fleet of half a dozen ATMs to Dolphin Debit.

Now, Schaefer said, the credit union is getting the type of service that it hasn't seen in a long time.

“Because credit unions provide great service to our members, we tend to expect it from our vendors,” Schaefer said. “Dolphin Debit is all about that. They have the right approach and right mentality, and that was important to us.”

“Service really is what ATM management is all about,” said Gary Walston, co-founder of Dolphin Debit. “Credit unions can only provide this valuable service to their members if their machines are reliably maintained and absolutely dependable. That is what we deliver for all our clients, from coast to coast, who turn over the ownership and operation of their fleets to us.”

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.

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