



For immediate release

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Pioneer Valley Credit Union chooses Coastal Outsourced Solutions for Post Charge Off Recovery

FAIRHAVEN, MA – December 14, 2017 – Coastal Outsourced Solutions (COS) announces today that Pioneer Valley Federal Credit Union, a Springfield, MA based credit union, has selected its Post Charge Off Recovery solution.

Our fully integrated collections and portfolio management software product orchestrates every phase of an account's life cycle. Pioneer Valley FCU, like most credit unions, realize that there is risk when lending money. When a member takes out a loan they do plan to repay the debt but unfortunately, that's not always the case. The good news is that a considerable amount of the money a credit union charges off is recoverable. Our solution is scalable for institutions of all sizes. It helps turn debt into capital and puts credit union members back in good standing.

"We are pleased that Pioneer Valley Federal Credit Union is joining our roster of the finest financial institutions in New England", said Jack Sullivan, Director of Sales for Coastal Outsourced Solutions. "Our similar focus of building relationships and helping people and businesses be successful makes tailoring our solutions to meet their needs a natural step forward."

About Coastal Outsourced Solutions:

A subsidiary of First Citizens' Federal Credit Union, Coastal Outsourced Solutions was developed to assist in providing a broad suite of support solutions for small and mid-sized financial institutions that need help in dealing with margin compression and new and/or changing regulations and technologies. Based in New England, our staff takes pride in the many relationships we have established in the industry and can provide high quality service to your customers. Visit us at www.coastaloutsourcedsolutions.com