

Meet Jay Shipowitz

2008 FiSCA Financial Service Provider of the Year

At its 20th Annual Conference & Exposition, FiSCA recognized Jay Shipowitz, CEO and Chairman of ACE Cash Express, as the recipient of its William Siegel Financial Service Provider of the Year Award. The tradition of issuing the Financial Service Provider of the Year Award (formerly known as the Check Casher of the Year Award) began in 1991, with FiSCA deciding to recognize those individuals within the financial services industry who have achieved outstanding accomplishments in

business management, community involvement, and industry advocacy. Since then, the award has been presented each year to the person(s) who best demonstrates leadership and dedication within his or her company and as a member of FiSCA. These individuals are the industry's finest ambassadors, and for this they are recognized with the industry's highest honor.

Commenting on the award presentation, FiSCA Chairman Joe Coleman said, "Through the leadership of Jay Shipowitz, ACE Cash Express epitomizes our industry's cutting edge. From the quality of the stores the company operates, to the innovative products and services offered there, ACE has set the gold standard for how businesses should treat their customers. Jay and ACE epitomize how good customer service is also good for the bottom line."

This point was underscored in the impactful presentation made by Shipowitz earlier in the Conference entitled *Stay the Course: Economic Inclusion and Consumer Financial Empowerment*. During this speech, conference attendees learned about recent Gallup poll results showing that two-thirds of Americans do not trust banks today and that less than one-third of current bank customers agree that their bank can meet their needs. Shipowitz contrasted these statistics with the financial service center history of service to customers and to community, which, under Shipowitz's leadership, ACE has led by example. Because of their engrained sense of community and consistent demonstration of the importance of building strong local ties, ACE is a frequent winner of FiSCA's Activa Awards – winning one this year for its work with the Washington, D.C. area Urban League's summer youth program and financial literacy curriculum. Every year ACE generously donates money and employee time to a wide array of initiatives throughout their service area, which encompasses a network of 1,792 stores in 38 states and the District of Columbia.

"In addition to his day job, Jay is a key leader within FiSCA, constantly demonstrating his commitment to providing direction and guidance in shaping the future of our industry," Coleman continued. "For many years, Jay has been a dynamic force for positive change, and he never fails to answer industry's call," said Coleman, referring to Shipowitz's representation of the FSC industry before the FDIC earlier this year and reprising that role at the Small Dollar Loan Dialogue Meeting held during the FiSCA conference.



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– FiSCA Chairman Joe Coleman

Shipowitz closed his Conference presentation with the following quote, which serves as a credo at ACE:

Press on; *Nothing in the world can take the place of persistence.*

Talent will not; *Nothing is more common than unsuccessful men with talent.*

Genius will not; *Unrewarded genius is almost a proverb.*

Education alone will not; *The world is full of educated derelicts.*

Persistence and determination alone are omnipotent.

It also serves to sum up his spirit of service both inside and outside of industry, as well as capturing the spirit of this award.

The Financial Service Provider of the Year award was renamed in honor of former FiSCA Chairman William Siegel who passed away earlier this year. In accepting the award, Shipowitz remembered Siegel as a friend and said he was honored to receive the 2008 award. ■