



# August 2021 Newsletter

Issue #39

## MY CU Services Update

Core: the central, innermost or most essential part of anything.

That's how dictionary.com defines the word core, and we have to agree. As you read this quarter's digital newsletter, you may notice "core" as the particularly outstanding theme. That's because MY CU Services, along with Vizo Financial and our partners at CU\*Answers, are excited to introduce CUaxis.

What is CUaxis, you ask? It's a collaborative community for credit unions utilizing our core processing solution to come together in a central place for collective education, growth, support and buying of services. You can find out everything you want to know about CUaxis and more in the article below.

And besides our new core community, we also have lots of great things to tell you about our core solution through CU\*Answers. Not only does it provide you with the "central, innermost or most essential" parts of your credit union's daily processing needs, but it also offers diverse modern features, flexibility for credit unions of all sizes and incredible support resources from not one, but multiple organizations.

So before you start scrolling away, keep in mind the meaning of core. What is the most essential, most important aspect of core to you? If you're looking for a processing system that will meet your needs, we know where you can find one. If you want the enhanced benefits of a whole cooperative community of core users (aka your credit union peers) and core providers,

we can give you access to one. Either way, MY CU Services can help you find the right core-focused path for your institution.

Consider taking your core journey with us!



## A New Core Credit Union Community is Here!

"Let it never be forgotten that a credit union is, above all else, an association of people, not dollars."

-Alphonse Desjardins

With those wise words in mind, we're thrilled to introduce a new credit union core community called CUaxis! CUaxis is an active community where this association of people Desjardins so eloquently refers to comes together to collaborate and achieve success for our movement as a whole. This is done through shared educational, networking, product/service and expert resources surrounding our core services.

Here's what we mean...

Our movement is pretty amazing, right? You know why that is? It's because we all have the same last name...credit union. That means we're all cut from the same cloth – no matter where we're located, our asset size, our field of membership. The truth is, credit unions were designed in such a way to bring our unique gifts together for everyone's success. That's what CUaxis is all about – enhancing our connections through our common core solution and making them our central focus. Because at the very center of our movement, our values of cooperation and people helping people matter most.

Our community of providers – a team comprised of credit union organizations – has pooled together resources that can be helpful for all credit unions to utilize in the pursuit of their own core processing goals and

beyond. That's what our founding fathers, the leaders of our movement, the trailblazers of credit unions – Filene, Desjardins, Bergengren – intended for credit unions after all.

So what does CUaxis have in store for your credit union? LOTS OF GOOD THINGS, including access to:

- Hands-on educational opportunities, including webinars, workshops and conferences surrounding core processing
- Robust core services, plus access to additional payment, money management, technology, risk management and people development services to supplement an institution's product offerings
- Core-focused information-sharing and discussion opportunities with fellow credit unions through blogs and community forums
- Breaking news on all things core from our partners and credit unions
- Avenues for networking, socializing and even more news via social media platforms
- Additional benefits of cooperative resources: time savings, service bundles, group-buy discounts, chances for institutional growth and learning, peer support and a new perspective for our movement's future
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We encourage credit unions from all over to explore the possibilities for core and otherwise presented by CUaxis. You can do just that at [www.cuaxis.org](http://www.cuaxis.org). If you like what you see and want to be a part of this community of cooperation among core users, please reach out to [cuaxis@vfccu.org](mailto:cuaxis@vfccu.org).

And remember, the goal of CUaxis is to make our credit union bonds stronger through our common core connection and harness the power of our values to take our movement to incredible heights. Let's work together, share together and bring collaboration center stage...together.

## Product Spotlight: Core Processing

From the members you serve to your asset size, your credit union is very different from the next. The truth is, no two credit unions are exactly alike, and that means your core needs aren't the same either! You deserve a core

solution that is self-processing, but also flexible so that you can achieve your business goals and better serve your members.

That's exactly what you get with our core processing solution! MY CU Services has partnered with CU\*Answers to offer CU\*BASE, a data processing system that is state-of-the-art and meets the diverse needs of credit unions. CU\*BASE operates using the IBM i® server platform with TCP/IP connectivity, supporting a variety of LAN/WAN networking solutions.

Over 350 credit unions across the country, ranging in asset size from \$1 million to more than \$1 billion, are currently utilizing the CU\*BASE core processing suite. This suite, with a cutting-edge online and mobile toolset for your members, boasts features such as:

- Member information databases
- Presentation resources
- Effective processing capabilities
- Built-in marketing tools
- User-friendly interface for your staff

But those are just some of the noteworthy highlights. There are tons more involving accounting, lending, marketing, management review, member services and more.

Well, what do you say? Are you ready to join those 350+ credit unions and become a part of the CU\*BASE core family? Through MY CU Services and CU\*Answers, we're confident you'll find that this solution will meet all your business needs!

We invite you to learn even more about our core processing solution. Check out the [CU\\*BASE demo](#) or contact our sales team at [sales@mycuservices.com](mailto:sales@mycuservices.com)!

## **Upcoming Education Session: *New ACH Meaningful Modernization Rules***

Each quarter, MY CU Services will be hosting an educational webinar to provide credit unions with pertinent information about payments, technology

or one of our products/services. The session(s) will be part of Vizo Financial's education lineup.

MY CU Services will host the following webinar in the third quarter of 2021:

**New ACH Meaningful Modernization Rules**

*Jessica Lelii, AAP, product manager, EFT, Vizo Financial*

August 11, 2021 at 10:00 a.m. ET

August 17, 2021 at 2:00 p.m. ET

August 18, 2021 at 10:00 a.m. ET

August 25, 2021 at 2:00 p.m. ET

The new ACH Meaningful Modernization Rules go into effect on September 17, 2021. Meaningful Modernization is a group of five new rules from Nacha designed to improve and simplify the ACH user experience. Join Jessica for this educational webinar to get a thorough understanding of these changes, the impact to your credit union and what you need to do to remain compliant with these amendments.

This session will cover:

- Standing authorization
- Oral authorization
- Other authorization proposals
- Alternative to proof of authorization
- Written Statement of Unauthorized Debit (WSUD) via electronic or oral methods

This webinar is designed for ACH professionals, ACH operations staff, AAPs or anyone who wishes to learn more about these ACH enhancements.

For your convenience, we will be offering this webinar on four different dates. Please select the date and time that works best for you. These sessions will also be recorded for playback.

There is no fee to attend these educational webinars; however, space is limited and registration is required. Due to this program being offered free of charge, there will be no refunds issued.

In accordance with the National Registry of CPE Sponsors, CPE credits will be granted based on a 50-minute hour to registered attendees that access

the live session independently. CPE credits and certificates of completion cannot be given to group attendees per NASBA webinar attendance tracking requirements.

## **PAY Attention to this Big Announcement!**

Ok, you are seriously going to want to PAY attention here...because we're just about to give you the dates for Vizo Financial's 2021 Payments Conference!

The virtual conference will be held on October 19-20, 2021. Over these two days, attendees will be part of multiple education sessions, engage with payment industry experts and share knowledge with fellow credit union payment professionals.

Now on to the why...why should you attend the 2021 Payments Conference? While there are many reasons – not the least of which include CPE credits, access to individuals from prominent payments companies and the opportunity to join in from wherever you are – the biggest one is simply knowledge.

The pandemic has been a huge catalyst in payment industry changes. Faster, contactless and mobile payment solutions have taken off, and credit unions need to keep up with the trajectory. The virtual Payments Conference is an exclusive event that will help you do that with sessions tailored just for credit union payments.

Registration will be open shortly, so be sure to keep PAYING attention to all things Payments Conference! In the meantime, save the date and get ready to experience payments education at its finest!



Stay in touch!



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#### MY CU Services

The wholly-owned payment and technology CUSO of Vizo Financial.

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