

Stay in Touch!



## CEO Message

It's the platinum anniversary for MY CU Services! This year, we celebrate 20 years of serving credit unions. As I sit here and reflect on this milestone, I'm amazed at what has happened over the last two decades.

When MY CU Services got its start in 2000, the company had a singular mission – to provide an electronic bill payment solution to credit unions. At the time, it was the newest thing in payments and it was a cutting-edge service that credit unions were aching to get a hold of to offer their members.

I look now and see the many things we accomplished since our early days – all the services we've added, the transition into technology solutions as well as payments, the growth of our clientele – and I'm just in awe.

As we celebrate this platinum year, we're continuing to look to the future. What will the next 20 years bring for MY CU Services and our credit unions? I'm excited to find out!

In the meantime, we'll be working on refining and growing our offerings, making

## Product Spotlight: Capture it all with MY CU Services!

Money has always been the driving force for action. It builds cities, funds the search for medical cures and gives people the power to obtain lifestyles, objects and experiences that they desire. And, thus, was born something credit unions specialize in today: payments.

At MY CU Services, we make payments our business! From ACH and electronic bill payment to international payments and more, we offer a myriad of payment services for credit unions, including:

- AFS Fraud Services
- ACH Originations
- ACH Receipt & Returns
- ATM Capture
- Cash Services
- Electronic Bill Payment
- Foreign Collections
- Foreign Currency & Card Services
- International Wires
- Lockbox Processing

connections at events (GAC reception, anyone?), bringing education to the forefront and providing service to help credit unions succeed.

On that note, have a fantastic first quarter. Thanks for 20 great years...and here's to many more to come!

- Mobile Pay
- Mobile Capture
- Money Orders
- Official Checks
- Remote Branch Capture
- Remote Merchant Capture
- Remote Teller Capture
- Savings Bonds
- Share Draft Processing
- Western Union Quick Cash

With our payment services, you can give your members exactly what they need AND give your credit union the competitive edge it needs. Want to know more? Visit our website at [www.mycuservices.com](http://www.mycuservices.com) or contact our sales team at [sales@mycuservices.com](mailto:sales@mycuservices.com)!

## ACH Webinar Recording Available!

In January, MY CU Services' EFT specialist, Jessica Lelii, hosted a webinar on the 2020 ACH Rule Changes and Updates. It was extremely well-attended and it's an educational opportunity that payment professionals from our credit unions look forward to each year.

We know that attending a live webinar isn't always feasible for everyone – particularly for those working in the fast-paced, deadline-driven world of ACH payments – so we made sure to record the session. And guess what? It's now available on our Events & Education page at [www.mycuservices.com](http://www.mycuservices.com).

Here's a reminder of what the 2020 ACH Rule Changes and Updates webinar covered:

- Supplementing fraud detection standards for WEB debits
- Differentiating unauthorized return reasons
- Reviewing funds availability
- Expanded Same Day ACH
- Supplementing data security requirements

What are you waiting for? Check out the recording now to get a refresher on what was covered or share the information with others!

## 2020 Leadership Workshop

"Leadership and learning are indispensable to each other." -John F. Kennedy

Well, if the great JFK said it, it has to be true, right? Of the many things he achieved in his life, being a leader is the hallmark of his legacy. He inspired others, he encouraged progress for an entire population, he changed the course of history. These are the things that make a great leader – and he knew that learning was part of what makes that happen.

And because of that, we're pretty sure he would've liked the thought of Vizo Financial's Leadership Workshop. Each one-day workshop is filled with sessions led by the Corporate's chief culture officer, Gallup Strengths Coach and published author, Joe Bertotto. He'll lead the way to help you better understand the multi-faceted role that leaders need to fill to be successful, for themselves and for their teams. Learn what it takes to define culture, understand your team's strengths, create behavioral expectations and implement effective leadership practices.

The workshop consists of four events throughout 2020 at the following dates and locations:

March 24, 2020  
Vizo Financial  
Middletown, Pa.

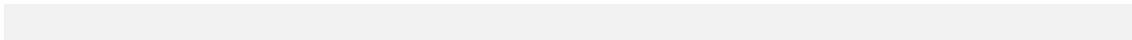
June 17, 2020  
DoubleTree by Hilton  
Pittsburgh, Pa.

October 7, 2020  
Sheraton Columbia Downtown Center  
Columbia, Md.

December 9, 2020  
Vizo Financial  
Greensboro, N.C.

JFK certainly had it right...leadership and learning go hand-in-hand. Find out just how at Vizo Financial's Leadership Workshop!

Click the button below to register and to learn more about the 2020 Leadership Workshop!



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