



Stay in Touch!



CEO Message

“Change is the law of life. And those who look only to the past or present are certain to miss the future.” John F. Kennedy said that...back in 1963. If he could only see how much change has occurred since then. But the truth is, things are only going to change more, and credit unions need to embrace this “law of life.” MY CU Services is working hard to ensure that you have the tools, knowledge and resources you need to make your future bright.

In May, we made a big change when we implemented our new international wires system. With the new platform, we were able to convert all credit unions utilizing our international wire services onto a single platform and introduce them to convenient new features, including single sign-on through Zephyr, IBAN/SWIFT code verification during entry, automatic population of beneficiary information and more. Thank you to all those involved in making this a smooth transition!

We also added a new feature to our electronic bill payment solution recently, one that will certainly be helpful to credit unions and their members in a future filled with change. It's called QuickPay and it allows your members to perform a variety

Product Spotlight: IT Support

They say it takes a village to raise a child. What about an entire IT infrastructure? Think of all the complexities, the expertise needed, the time it takes to make sure everything works properly. That, too, requires a village...one that MY CU Services can provide for your credit union!

Your credit union has an important job to do – serve members. And while you need your technology resources to aid you in your noble mission, the little IT projects might not be your first priority. But don't worry...we have IT Support services to help you with a whole host of different projects:

- Patching and updates
- Risk and compliance mitigation
- Network maintenance
- And more!

And not only do our IT Support services come in handy for IT maintenance, mitigation and the like, but they also include reporting so you can stay informed about your operations and access to our 24/7 HelpDesk number so you can always reach us.

of bill pay functions with the help of everyone's favorite Amazon assistant, Alexa. You can find more information about QuickPay through our EBP system [here!](#)

And since we're thinking ahead, I want to personally invite you to attend Vizo Financial's Payments Conference this October! There will be two events – one at Spooky Nook in Lancaster, Pa., and one at Hilton Charlotte University in Charlotte, N.C. This is where your credit union can find education on changing payment methods and technologies that will keep your credit union relevant far into the future. Scroll down to the Payments Conference article for more details.

MY CU Services is always looking ahead and trying to find the latest and greatest solutions for you. That's what makes us a strong payments and technology partner for your credit union. But let's not get too far ahead just yet...we still have this amazing summer to enjoy! See you soon!

Most importantly, they offer you the ability to focus on your members. And the work? Well, you can leave that us! Here's an example of our IT Support services in action:

A credit union near Wilkes-Barre, Pa., experienced an outage with their communication lines while their executive was out of the office. When she learned of the issue, she immediately contacted MY CU Services. Within 10 minutes, the lines were restored and the staff was able to continue serving members with minimal interruption.

Let us be your village, your support system. Give our IT Support services a try!

For more information about our IT Support services, please contact a member of the MY CU Services sales team at sales@mycuserVICES.com.

MY CU Services Notifications

As a client of MY CU Services, you have access to all of our communications regarding system announcements, company updates, education, events, newsletters, videos and more.

Through our notification system, you can sign up for everything from service announcements, which alert you to system issues or updates, to our quarterly newsletter. *You are in control of the information you want to receive.*

Sign Up for Notifications

There are two ways to sign up for notifications.

If you're a new employee or are not already signed up to receive email notifications, go to the Notifications page on our website. From this page, you'll be able to set up your user profile and select which lists you'd like to subscribe to. [Click here](#) to go to the Notifications page.

If you're already signed up to receive MY CU Services notifications, you can also edit your user profile and notification preferences by clicking the "Manage Your MY CU Services Subscriptions" link at the bottom of any email.

What Lists Are Available?

Below is an overview of the kinds of notifications we offer. To see a full list of MY CU Services notification lists, [click here](#).

- MY CU Services Updates
- MY CU Services Quarterly Newsletter
- Vizo Financial's Weekly Bulletin (MY CU Services information is always included)
- MY CU Services Announcements (choose by service)
- Video Announcements (choose by show)
- And more!

Service Announcements by Location

With services being processed in both our Pennsylvania and South Carolina locations, we've broken out some of our MY CU Services service announcement lists to specify Columbia (South Carolina) or Middletown (Pennsylvania).

If you utilize our services through our South Carolina location, you'll want to select the appropriate service announcement lists noted as Columbia. For example, if you want to receive notifications about ACH originations and you handle your ACH processing through our South Carolina location, you'll select the "MY CU Services ACH Originations Service Announcements - Columbia" list.

Please note that these location-specific lists only pertain to a few of our service announcement lists. If a list does not specify either Columbia or Middletown, it is available to every MY CU Services client, regardless of location.

Internal Approval

Please note that some notification lists require internal approval. If you meet the requirements to join a particular notification group, we will make every effort to make sure you are added to the list promptly.

If you have any questions or concerns, please contact us at (888) 985-7280, or email mycumarketing@mycuservices.com.

5 Things to Know About the Payments Conference

Your members want to pay easier, faster and smarter. That means credit unions have to stay on their game to offer innovative and convenient solutions. Vizo Financial's Payments Conference is that game-changer, and we want you to be a part of it!

Here are five things you should know (and reasons you should definitely attend) about the 2019 Payments Conference:

- 1. **One of our own will be speaking!** MY CU Services is proud to announce that our EFT specialist, Jessica Lelii, will once again be joining the conference as a speaker, along with many other esteemed experts in the field of payments.
- 2. **Two events.** The conference will feature two separate events in October. The first will be October 9-10 at Spooky Nook in Lancaster, Pa., and the other will be on October 23-24 at Hilton Charlotte University in Charlotte, N.C.
- 3. **Get credit for your continued education.** The Payments Conference is a CPE-accredited event where attendees can earn up to 8 continuing education credits (including ACH, by the way).
- 4. **Education featuring the latest in payments trends.** Are you familiar with what's new in payments? How can you improve your payments offerings to meet members' changing needs? The education provided at the 2019 Payments Conference will help you answer these questions and more!
- 5. **It's affordable!** Members of Vizo Financial will pay only \$225 for the two-day conference, while non-members will pay \$275. In addition, grants are available from various credit union foundations to help your staff get the professional education they need. More information about grants will be available on the event website.
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As a payments and technology provider, we at MY CU Services absolutely endorse Vizo Financial's Payments Conference. It's a place where credit unions can gain the knowledge and the connections they need to stay ahead in the payments game. Are you ready to join us?

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