



Stay in Touch!



CEO Message

Who knew 2020 would be the year we live in a Disney movie? This really is “a whole new world,” is it not? Ok, so besides the cheesy Aladdin reference, there’s not much Disney charm about it – no warm and fuzzy feelings, no talking animal companions...not even any fun trips to poor, provincial towns or colorful adventures under the sea.

But what has come out of the Coronavirus pandemic is resilience. In our current state, we have no choice but to embrace the technology of the world and use it to keep going. Zoom meetings and mobile banking are the new norm. Technology and payments are at the forefront of today’s financial world, and we’re happy to have lots of products and services to support those needs.

From a member perspective, electronic bill payment makes for a complete online banking experience, including the convenience of QuickPay through Amazon Alexa-enabled devices. Mobile banking and mobile capture allow members to manage their accounts and deposit checks from any place, any time with a mobile device. Domestic and international wires can help people

Product Spotlight: Holy Moli...It’s PayMōli!

It’s here!! PayMōli, MY CU Services’ person-to-person (P2P) payment solution to help your credit union compete with the Zelles and Venmos of the world, has made its official debut. With PayMōli, it’s easy for your members to send money to anyone, anytime using an iOS or Android smartphone or tablet—and for your credit union to keep your members’ deposits safe and protected in their existing account.

With the app, you can offer your members a modern way to pay all the people in their lives, from friends to dog sitters to siblings and everyone in between, right from their smart devices. It’s a direct account-to-account payment solution, so there are no checks, cash or IOUs needed.

In fact, it’s a very streamlined way for members to make payments in just a few simple steps. It’s just a matter of downloading the app, setting up their account, linking their credit union account, selecting a receiver, entering payment information and clicking send. BOOM...payment completed from anywhere at any time!

transfer money to a friend or family member in need, at home or abroad. And now, we're excited to offer a new person-to-person (P2P) payment solution so members can make direct payments from their smart phones or tablets. Check out our PayMōli article below to learn more about the new P2P app!

From your credit union's side, we offer plenty of tech-friendly services as well. A plethora of remote capture options means you can collect and process share draft images electronically. Our managed IT services are useful when you need help with your IT operations. Web design and hosting means we can update your website with any news and information you want to communicate about COVID-19.

What we're saying is that we're definitely not living in any kind of fairytale right now. In fact, the only thing Disney about the current situation is that we have A LOT more time to catch up on Disney+. But, MY CU Services has lots of solutions to help you meet your credit union and your members' needs amidst the pandemic. We're here to help in any way that we can – just give us a call or contact us at sales@mycuserVICES.com.

Most importantly, stay safe and healthy and remember what Dory always says... "just keep swimming!"

Better yet, the app processes payments securely as ACH, so no credit cards are required (unlike some other P2P apps). So that's the member experience...what's in it for your credit union? Let us fill you in:

- Strengthen member relationships
- Enhance member digital engagement
- Keep deposits in your credit union's member accounts
- Attract new members
- Increase cross-sell opportunities
- Brandable app
- Easy to implement
- Cost-effective

Sound like something your credit union might be interested in? Great! Here are some more resources!

Attend our webinar! We'll be conducting a live webinar on May 26 at 2:00 p.m. ET. It's called *Explore the Benefits of PayMōli*, and it will include an overview of the features and functionality of the app, how it works and our money-saving implementation promotion. (Keep reading to learn more about that last one!) Click [here](#) to register now or visit www.mycuserVICES.com.

Check out our promotion! PayMōli is kind of a big deal, especially with this limited-time offer that will also save your credit union money! If you sign a contract by September 30, 2020 and implement PayMōli by the end of the year, we'll waive your one-time license fee AND the first three monthly fees.

Watch these videos! If you want to know how PayMōli works, watch the first video. If you STILL want to know more and see the details of that promotion we mentioned before, watch the second video.

Holy moli, we're so happy to finally share the PayMōli app with you! If you're

interested in getting PayMōli or just want to chat about the solution, please contact us at sales@mycuserVICES.com

Save the Date for Your Virtual Payment Experience!

There may be a pandemic going on, but that doesn't stop the need for payments and new solutions. In fact, right now is the time for more ideas and more education surrounding payments. That's why we're moving forward with the annual Payments Conference this fall as a virtual event!

It makes sense, doesn't it? Payments are now more mobile and technologically-driven than any other time in history, so how fitting that the conference will be too?!

As we prepare to hold this event for the first time ever as a virtual one, we encourage you to start planning ahead as well. The virtual Payments Conference will be held on October 20-21, 2020. You'll still receive two days of education on current payment solutions, technologies, risks and mitigations and more, but from your own location – whether that be at home or in the office.

More details about the virtual event will be provided closer to the date, but we certainly hope you'll be able to make it for this virtual payment education experience!

Mobile Pay: New Conversations Feature!

Ever wonder what to say to start a conversation? You won't anymore with our mobile banking app's new Conversations feature!

Conversations is a way for your credit union to provide that personal and in-depth member service our movement is known for, but in a digital format. It's the perfect blend of self-service and partnership, as members can utilize the app to manage their finances and call on your credit union's dedicated staff for help whenever they need it.

Here's how it works. Your credit union can offer live chat sessions that connect members with real tellers in an instant. With chat, they'll be able to talk in real time. And, if you don't want to do live chats (due to minimal resources or time), you can always set Conversations to message mode. This means a member can send a message via the app that will be sent to your team. They can then respond as needed, but without the need for immediate action.

Those aren't the only good things about Conversations though. Here are a whole bunch more:

- All communications are secured through encryption measures

- Tellers can perform transactions on the user's behalf because the app is core-connected
- Conversations are stored indefinitely for easy auditing
- Designated response times can be set in the app
- Automated messaging capabilities for off hours, holidays, etc. for full transparency
- Conversations proves that just because a member is mobile, they don't have to miss out on the personalized service we credit unions pride ourselves on. Give them the ULTIMATE member experience now!

Conversations joins other fantastic mobile features, such as account-to-account transfers, fingerprint authentication and more. To see more about our Mobile Pay app – and all of the modern features available to you and your members – click here, or contact our sales team at sales@mycuservices.com!

QUICK LINKS: [Welcome New CUs](#) | [Resource Center](#) | [Demos](#) | [Biz 2.0](#) | [Reduce Office Supply Expenses](#) | [Contact Us](#) | [Upcoming Education](#) | [Promotions](#)

MY CU Services
1201 Fulling Mill Road
Middletown, PA 17057
888-985-7280