



May 2023 Newsletter

Issue #46

MY CU Services Update

What's on your mind lately? Is it the beautiful spring weather, greenery and flowers surrounding us? Is it the slew of upcoming summer activities you've got planned? Or maybe it's the FedNow Service and its upcoming launch in July?

Whatever thoughts are occupying your mind right now, know that we have you covered. We've got more information about the FedNow Service – which you can read more about below!

We're getting ready to sponsor yet another year of Vizo Financial's biggest summer event, the annual Hot Dog Eating Contest to benefit Children's Miracle Network (CMN) Hospitals! And this year is going to be a big one – the 10th anniversary – so it's going to be even more exciting, if you can believe it.

And, as always, we have lots of support to offer our credit unions through our many resources, including

- Several payments and core-related products and services. We've even got a new one to tell you about below so keep on scrolling!
- Educational opportunities galore. Which reminds us, save the date for the virtual Payments Conference on October 25-26, 2023!
- Our team of experienced staff to stand by your side.

Do you know what all this means? It means this edition of the newsletter is FULL of valuable, need-to-know info from your trusted payments partner, MY CU Services!

On that note, have a fantastic second quarter, and let us know how we can make it even better!

Product Spotlight: NEW Managed IT Services

Firewalls and backups and servers...oh my!

While you probably get the reference to *The Wizard of Oz*, one thing Dorothy, the cowardly lion, the tin man and the scarecrow definitely didn't need was help with their information technology functions because, well, that wasn't a thing back then. In today's world, though, technology is king – or, in this case, the all-powerful wizard – and credit unions certainly DO need support for their daily operations.

That brings us to our next question...have you heard about our new Managed IT Services? MY CU Services has teamed up with CU*Answers to offer an entire suite of IT solutions to equip your credit union with the necessary resources to keep your information technology functions running smoothly.

Here's a look at what we offer:

Workstation & Server Management

Your equipment – from employees' workstations to credit union servers – is critical to your operations. We offer the following solutions to ensure they are protected: *Systems Monitoring & Administration*, *Patch Management* and *Managed Security*.

Email Management

So many business functions are shared and completed through email. Make sure your email systems are in tip-top shape with the following services: *Hosted Email* and *Email Security*.

Network Infrastructure Management

Maintaining your networks takes a lot of time and resources. Luckily, we offer these solutions to help alleviate those burdens: *Network Monitoring & Alerts* and *Firewall Management*.

Backup & Business Continuity

Credit unions are only as good as their ability to continue operations even during an emergency. That's where our backup and business continuity services come in to play. Services include: *Backup & Data Protection* and *Virtual Branch*.

Support Services

The most important part of managing your IT operations is having reliable support, which is what these services are all about: *Helpdesk* and *Operations*.

It's true that there is no yellow brick road to lead credit unions toward a place where all of your technology wishes will be granted. But there is somewhere you can go to get the IT support your credit union needs, and it's right here at MY CU Services!

Want to know more? Check out the [Managed IT Services](#) page on our [website](#), or reach out to our sales team at sales@mycuservices.com!

Upcoming Education Session

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. Here are the upcoming webinars for the second quarter of 2023:

A Deep Dive into FedNow Service Features and 24/7/365 Operations Webinar

Stephanie Miracle, director of FedNow product management, Federal Reserve
May 24, 2023 at 10:00 a.m. ET

Deepen your knowledge of the FedNow Service features and capabilities to prepare your credit union for 24/7/365 operations. Join Stephanie Miracle, director of FedNow product management, who will cover important operational topics that are top of mind for credit unions, including release one features, reconciliation, accounting changes, reporting, liquidity management, fraud and risk mitigation and how to work with your service provider. Operations, technology and business development staff alike will find this webinar particularly valuable, as they consider tactical next steps to convert to always-on payment operations.

This session will also cover:

- Features of the FedNow system
- Operational expectations
- How to work with your service providers

This session is designed for staff responsible for managing the credit union's payment operations or anyone wishing to learn more about the FedNow Service. There is no fee to attend this educational webinar; however, registration is required.

Card Disputes Master Class Webinar

Kari Kronberg, director of education, Macha/PAR
June 20, 2023 at 10:00 a.m. ET

Card disputes can take on a life of their own. There are dates to remember, credits in and out, chargeback rights, regulations...how does anyone stay on top of it? This session will give an in-depth look into the card dispute process from start to finish, with several examples of transactions and scenarios.

We will discuss:

- Cardholder dispute forms
- Provisional and final credit
- Notifications to the cardholder

- Regulation E, along with Visa/Mastercard Rules
- Tips and tricks to keep it all straight

This 90-minute webinar is designed for credit union staff responsible for handling card services or anyone who wishes to learn more about card disputes. There is no fee to attend this educational webinar; however, registration is required.

New Webinar Recordings Available!

And in more education news, we're happy to share that the following recordings from recent payment-related webinars are available. Watch them whenever and wherever is convenient for you! You can find the recordings on the [Education](#) page of our [website](#). Happy viewing!

- [But First We Verify - Proper Use Of Micro-Entries And Prenotes](#)
- [Regulations for All Payment Systems](#)
- [Protect Yourself -The Proper Handling of Government Reclamations and Garnishments](#)
- [Speedy, Safe, Secure, Smart: Which Faster Payment is the Right One for You?](#)

The FedNow Service: Pilot Program Info & More Updates!

We have three questions for you:

1. What's most important to know about the FedNow Service?
2. Do you know where your Corporate stands with the FedNow Service?
3. What can your credit union do to be prepared for the FedNow Service launch?

If you're also looking for answers to these questions, you'll definitely want to check out the newest blog article from Vizo Financial's chief strategy and technology officer, Jeffrey Stoner, titled *The FedNow Service Saga Continues: What's Next?*

Here's a quick excerpt from the post:

"Like any innovation journey, the saga of the FedNow Service is only just beginning. But July is fast approaching, and the excitement is building. There are still lots of things to do to make sure your credit union is on track to be part of this revolutionary new instant payments solution, so be sure to take all the proper steps to be ready for what is yet to come!"

Read this information-packed article, which is available now on the [Vizo Financial blog](#). And if you're curious to know more about the FedNow Service, head over to the [Instant Payments: The FedNow Service](#) page on our [website](#)!

[READ MORE](#)

Stay in touch!



QUICK LINKS

[Welcome New CUs](#) | [Resource Center & Demos](#) | [OneClick & Biz 2.0](#)
[Reduce Office Supply Expenses](#) | [Contact Us](#) | [Events & Education](#)

MY CU Services

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

1201 Fulling Mill Road
Middletown, PA 17057

888-985-7280