



May 2026 Newsletter

Issue #58

MY CU Services Update

Have you ever thought about what your payments line of services says about your credit union? It might be a more powerful message than you think.

From contactless payment options to a seamless digital banking experience, your approach to payment services reflects the way you serve, support and move your members forward.

As technology and member expectations evolve, so too should your payment solutions. Modern, intuitive options like instant payments signal that you're innovative and seeking to empower your members as they travel their own unique financial journeys, while diverse processing methods show your desire to support members from all walks of life. Whatever your strategy, the ultimate goal is to position your credit union as a partner who is invested in the future of your members, no matter how they choose to pursue their finances.

That's why finding your unique path to success matters, and it's why MY CU Services is here to offer the gamut of payment services to align with your members' needs, meet your organization's objectives and create engagement that lasts.

Experience the difference with [MY CU Services' solutions](#) for payments that are simpler, smarter and more accessible for everyone!

READ THE BLOG: Instant Payments in Action

Instant payments are the hottest thing in the payments world right now...but what do you know about them? They're real-time and they're convenient, but what else?

Andi Crockett, director of payments product managers for Vizo Financial/MY CU Services, is talking all about instant payments – from the basics and the benefits, to the rails, participation types and how to prepare for the future of these transactions – in her recent article on the [Vizo Financial blog](#).

Here's a selection from the blog post:

"Instant payments are changing the way financial institutions move money, giving credit unions an opportunity to provide faster, more convenient service to members. While traditional payment rails have long been the standard, instant payments introduce a different approach that requires financial institutions (FI) to think beyond speed alone. To successfully implement these services, credit unions must understand how instant payments function, what participation options are available and how these tools can strengthen the member experience."

Want to read more? Head over to the blog and check out *Instant Payments in Action!*

Upcoming Education Sessions

Each quarter, MY CU Services hosts educational webinars to provide credit unions with pertinent information about payments, technology or one of our products/ services. Here are some upcoming webinars for the second quarter of 2026:

Fraudsters Toolbox: ACH Fraud

Joy Babcock, director of education, PaymentsFirst

May 27, 2026 at 2:00 p.m. ET

Step inside the mind of modern fraudsters targeting ACH transactions. This course exposes common tactics and offers actionable strategies to fortify your defenses and protect your systems.

This comprehensive webinar will equip you with the knowledge and strategies to:

- Identify common ACH fraud schemes and red flags
- Gain insights into emerging fraud techniques
- Learn practical methods to detect and mitigate risk
- Explore case studies illustrating successful interventions

Fraudsters Toolbox: RDC and Mobile Capture Fraud

Randall C. Traynham, director of education, PaymentsFirst

June 11, 2026 at 2:00 p.m. ET

In an era of digital convenience, fraudsters are constantly adapting. This course examines the specific risks in RDC and mobile deposits, offering insights to secure these increasingly used platforms

This comprehensive webinar will equip you with the knowledge and strategies to:

- Understand the unique fraudulent tactics in RDC and mobile capture
- Learn risk detection strategies tailored for digital channels
- Develop measures to strengthen mobile deposit security
- Review industry best practices and emerging trends

Focus Spotlight: TranzCapture

Before contactless and real-time payments, image capture leveled up the digital banking space, giving members a faster and more convenient way to deposit checks and verify transactions.

What We Offer

As part of our payment services, MY CU Services offers a variety of options for secure image capture for a better digital experience, including:

- Branch Capture
- Business Capture
- Mobile Capture
- Teller Capture

Plentiful Perks

Beyond member expectations for easy, mobile-first solutions, MY CU Services' image capture options pack a punch of plentiful perks...

- All of our image capture processing is done through TranzCapture, a platform backed by the support of multiple corporate credit unions.
- Credit unions have the option to add fraud protection services to their image capture solutions.
- We share numerous resources to help you navigate the system with instructional videos, guides and an extended-hours support line.

Want to deliver a better digital experience for your members? Check out MY CU Services' image capture solutions

Stay in touch!



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