11.3 Release Training

Online Credit Unions: September 18, 2011

CU*NorthWest/CU*South: September 25, 2011

Self Processing CUs: October 3-4, 2011

CU★Answers Education

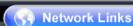# New GOLD Search and Menu Option Descriptions

- Full Featured "GOLD" Search
- Find Out What CU*BASE Does – Before You Select It

Network Links

CU*BASE Main Menu

Menus

ACH/Payroll Processing
Auditing Functions
Back Office
Check Processing
Collection Processing
Configuration Functions
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CU*BASE Report Builder 1
CU*BASE Report Builder 2
Extended Loan Processing

Speed Sequences

Account Maintenance
Add Club Members
ATM Check Digit Calc
Calc Number of Days
Calculate Check Digit
Change Printer Outque As
Close Memberships/Accou
Collateral - VIN# Lookup
Collection Processing
CU*SPY Daily Reports

Processing Functions

1 ✳ Member Service/Posting Functions
2 ✳ Member Loan Processing
3 ✳ CU Backoffice Processing
4 ✳ CU Management Processing

Help Functions

5 ● Option Search
6 ● Your Customer Profile

Workstation Functions

8 ● Change Employee Password
9 ● Change User ID Password
10 ● Activate Auto Security
11 ● Deactivate Auto Security

CU Office Functions

16 ● Work With WMail
17 ● Work With WCalendar
18 ● Work With Member Follow-ups
19 ● Follow Up on Sales Leads
20 ● CU Employee Timecard Processing

Additional Menus

23 ✳ "Know The Member" Analysis Tools
24 ✳ "Know The Industry" Analysis
25 ✳ Member Inquiry Functions
26 ✳ Member Update Functions
27 ✳ Report Functions
28 ✳ Configuration Functions

Ask the AnswerBook

Menu option ☐ Speed sequence ☐

Search for: ☐

Learn About This Feature

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28. ❋ Configuration Functions

Ask the AnswerBook

Menu option
Speed sequence
Search for: collateral

(958) 8/24/11 08:30:23

Network Links

CU*BASE Search

Search for [collateral] [Go!]

Search for ⦿ Any of these words   ◯ All of these words
Search in   ◯ Titles   ◯ Descriptions   ⦿ Both

Option		Title	Description
MNAUDT	8	Audit Loan Collateral Report	Print a report listing collateral used for loans.
MNCNFB	20	Collateral Insurance Agent Cfg	Set up Collateral Insurance Agent Codes, which are used when setting u...
MNCNFB	5	Collateral Type Configuration	Create or modify collateral type codes which document the type of prop...
MNCNFB	7	Stock Type Configuration	Create or modify Stock Type Codes, which are used to set the value of ...
MNCNFB	8	Stock/LOC Disb. Value Adjustment	BE CAREFUL: Currently this menu option runs the job after employee se...
MNINQY	6	Member Collateral Inquiry	View loan collateral records associated with member loan accounts. Th...
MNLOAN	5	Miscellaneous Loan Maintenance	Maintain miscellaneous loan information for an existing loan account, ...
MNQURY	19	CLML - Collateral/VIN# Lookup	View loan collateral records associated with member loan accounts. Th...
MNRPTE	11	Insurance Expiration Analysis	Use the report to see collateral that is scheduled to mature. Create...
MNRPTE	18	Loan-to-Value Analysis Report	Print report showing loan-to-value ratios on your loans accounts a l...
MNRPTE	7	Pledged Collateral Information	Print report of collateral information to see if you have insurance ...
MNUPDT	9	Update Misc. Loan Information	Maintain miscellaneous loan information for an existing loan account, ...

● Jump To   ● View Full Description

Backup	F3
Cancel	F7

Didn't find what you need? Try adding search terms and using the "Any of these words" option.

Too many search results? Try using the "All of these words" option or searching just titles.

(370) 8/24/11 08:30:55

Learn About This Feature

CU*BASE Search

Network Links

Search for `collateral` [Go!]

Search for ◉ Any of these words   ○ All of these words

Search in ○ Titles   ○ Descriptions   ◉ Both

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Backup	F3
Cancel	F7

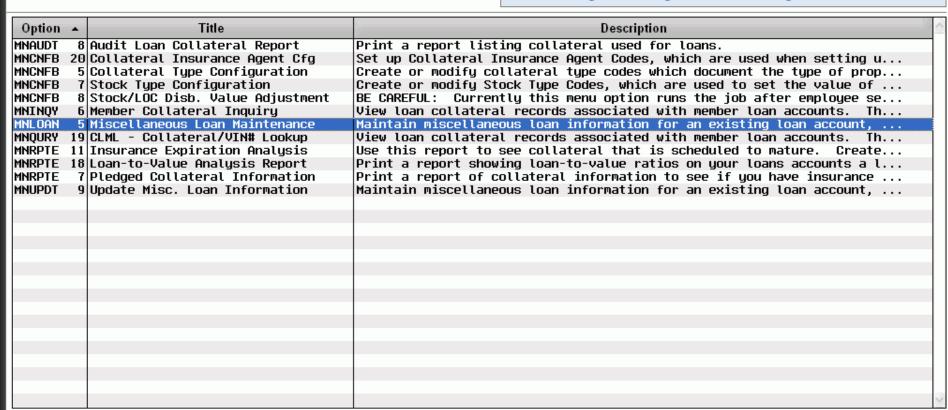Didn't find what you need? Try adding search terms and using the "Any of these words" option.

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MNINQY	6	Member Collateral Inquiry	View loan collateral record ...
MNLOAN	5	Miscellaneous Loan Maintenance	Maintain miscellaneous loan ...
MNQURY	19	CLML - Collateral/VIN# Lookup	View loan collateral record ...
MNRPTE	11	Insurance Expiration Analysis	Use this report to see coll...
MNRPTE	18	Loan-to-Value Analysis Report	Print a report showing loan ...
MNRPTE	7	Pledged Collateral Information	Print a report of collatera...
MNUPDT	9	Update Misc. Loan Information	Maintain miscellaneous loan ...

Miscellaneous Loan Maintenance

Maintain miscellaneous loan information for an existing loan account, including additional signers, automated transfers, club benefits, collateral, insurance payment, open-end contract (MFOEL), participation loans, payment changes, payment matrix, payroll deductions, pledged shares, and details on variable rate loans. Additionally, change employee assignment (for example collections officer), view and update the credit report, perform credit card maintenance (card maintenance, status and rate for online credit cards), and link to dealer/indirect dealer.

<< Back

● Jump To   ● View Full Description

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Search for | collateral | Go!

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Network Links

Additional Loan Information Maintenance

Account # [   ] [   ]

Cancel   F7

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Member Loan Processing

1 Process Member Applications
2 Disburse Member Loan Funds
3 Member Refinances/Extensions
4 Loan Account Maintenance
5 Miscellaneous Loan Maintenance
6 TARU Loan App Request Inquiry

Loan Team Communication

8 Work/View Application Status
9 Work with WMail
10 Work with WCalendar
11 Work with Member Follow-ups
12 Loan App File Verification
13 Loan App Statistics Inquiry

Misc. Member Service/Proc

15 Open Memberships/Accounts
16 Close Memberships/Accounts
17 Prep Mortgage for Payoff Deposit
18 Acct Adjustments/Tran Reversals

Print Functions

20 Print Loan Forms
21 Print Coupons
22 Print Miscellaneous Checks
23 Reprint Checks
24 Print Member Transaction History
25 Collections Processing
26 Mortgage Escrows / Student Loans
27 Indirect Lending/Dealer Process
28 Participation Loan Processing

Ask the AnswerBook

Menu option
Speed sequence
Search for:

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Member Loan Processing

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2. Disburse Member Loan Funds
3. Member Refinances/Extensions
4. Loan Account Maintenance
5. Miscellaneous Loan Maintenance
6. ARU Loan App Request Inquiry

Loan Team Communication

8. Work/View Application Status
9. Work with WMail
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27. Indirect Lending/Dealer Process
28. Participation Loan Processing

Ask the AnswerBook

Menu option [ ]   Speed sequence [ ]
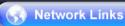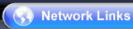
Search for: [ ]

(958) 8/24/11 08:32:26

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Ask the AnswerBook

Menu option | Speed sequence
Search for:

(958) 8/24/11 08:32:26

Learn About This Feature

CTR Forms Direct from CU*BASE

General Configuration 1

General System Configuration

1	New/Closed Reason Codes/Comments
2	Member/Employee Type
3	User-Defined Code Configuration
4	Auto Transfer Frequency Config
5	Branch Office Descriptions
6	CU Check/Bank Definitions
7	Time Card Parameter Config
8	Misc. Posting Codes Config
9	ATM/Supp Vault Location Config
10	CU Hardware Configuration
11	Direct Mail Group Configuration
12	Safe Deposit Box Configuration
13	Check Order Interface Config
14	Bank Secrecy Act Monitoring Cfg

16	Shared Branch Config
17	ARU/Online Bank Transfer Control
18	Daily Print/Fiche - OUTQ Control
19	Cross Selling Tools Config
20	Define Member Tracker Types
21	Define OTB Product Codes
22	Define Decision/Approval Matrix
23	247 Lender Minimum Requirements
24	Define Non-Member Teller Svcs
25	Membership Designation Config
26	Member Service Workflow Controls
27	Restricted Nicknames Config
28	Define Privacy Controls
29	Red Flag Controls
30	Effective Dating Controls

Ask the AnswerBook

Menu option [ ]   Speed sequence [ ]
Search for: [ ]

Network Links

Bank Secrecy Selection Criteria

UPDATE

Transaction Types to Track- Money In	Individual (MI)	Organizational (MO)
Cash in	☑	☑
Inhouse drafts	☐	☐
Outside checks	☐	☐
Deposits / Payments	☐	☐
Miscellaneous receipts	☐	☐
Funds carried forward	☐	☐

Transaction Types to Track- Money Out	Individual (MI)	Organizational (MO)
Cash out	☑	☑
Withdrawals/Disbursements	☐	☐
Money orders	☑	☑
Miscellanous advances	☐	☐
Corporate checks	☑	☑
Funds forwarded	☐	☐

Cancel   F7

Report separate transaction amounts over   3,000 (whole dollars)

CTR flag for separate amounts over   10,000 (whole dollars)

Teller alert if single transaction exceeds this amount   A = Alert

CTR default memo type codes for AT Trackers   CTR Form CF   CTR Submit/Lock CL   CTR Skipped/Deleted CD

Calculation method   2 = Separate $$ in from $$ out

Learn About This Feature

Network Links

Bank Secrecy Selection Criteria

UPDATE

Transaction Types to Track- Money In	Individual (MI)	Organizational (MO)
Cash in	☑	☑
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Miscellanous advances	☐	☐
Corporate checks	☑	☑
Funds forwarded	☐	☐

Cancel   F7

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CTR default memo type codes for AT Trackers   A = Alert   TR Submit/Lock CL   CTR Skipped/Deleted CD
                                                     F = CTR form
Calculation method   2 = Separate $$ in from $$ N = No alert

(1694) 8/30/11 11:49:02   Learn About This Feature

Network Links

Bank Secrecy Selection Criteria

UPDATE

Transaction Types to Track - Money In	Individual (MI)	Organizational (MO)
Cash in	☑	☑
Inhouse drafts	☐	☐
Outside checks	☐	☐
Deposits / Payments	☐	☐
Miscellaneous receipts	☐	☐
Funds carried forward	☐	☐

Transaction Types to Track - Money Out	Individual (MI)	Organizational (MO)
Cash out	☑	☑
Withdrawals/Disbursements	☐	☐
Money orders	☑	☑
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Corporate checks	☑	☑
Funds forwarded	☐	☐

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CTR default memo type codes for AT Trackers   CTR Form CF   CTR Submit/Lock CL   CTR Skipped/Deleted CD

Calculation method   2 = Separate $$ in from $$ out

Cancel   F7

(1694) 8/30/11 11:49:02

Learn About This Feature

Individual Account

Comments on File

Click For Procedures

Cash	12,000.00
Outside checks	0.00
In-house checks	0.00
Total funds in	0.00

Name   CHRISTOPHER MEMBER
Account #
Tiered Svc level   VIP-PLATINUM
Outside checks   0.00   Hold days   00   Type

Loan Payoff Or Current Balance	Loan Payment Or Net Available	Description Toggle Nicknames	Account Type	Deposit Amount	IRA	Withdrawal Amount	IRA	Proc Code	JO
15,281.60	15,276.60	REGULAR SAVINGS	000	12,000.00		0.00			●
0.00	0.00	CHRISTMAS CLUB	051	0.00					
19,833.80	19,833.80	GROWTH SAVINGS	080	0.00		0.00			●
0.00	0.00	CHECKING	110	0.00					
20,771.75	0.00	CERTIFICATE	301						●
0.00	0.00	VISA CLASSIC	811 ●	0.00		0.00			
0.00	0.00	VISA CLASSIC	812 ●	0.00		0.00			
0.00	0.00	VISA GOLD	846 ●	0.00		0.00			

Verify Member	F1
Trans Override	F2
Post	F5
Misc Receipts	F8
Bal Sl ew Mbr	F9
Bal Fw his Mbr	F11
Cancel	F12
Unlock # Items	F13
Sales Tools	F15
In-House Checks	F16
Outside Checks	F17
Phone Operator	F18
OTB/Cards	F19
Toggle Card #	F22

☐ Suppress receipt   ☐ Suppress balances

Total funds in		0.00
Check cash fee	-	0.00
Net total of transactions	-	0.00
Cash back		0.00

Refresh Cash Back

Deposit Calculator

Network Links

CTR Form - CHRISTOPHER MEMBER

CHANGE

1 Check all box(es) that apply: a ☐ Amends prior rpt   b ☐ Multiple persons   c ☐ Multiple transactions   Trans date Aug 30, 2011

Section A--Person(s) on Whose Behalf Transaction(s) is Conducted

| 2 Individual's last name or entity's name | MEMBER | 3 First name | CHRISTOPHER | 4 Middle initial |

| 5 Doing business as (DBA) | | 6 SSN or EIN | 3 |

| 7 Address (number, street, and apt. or suite no.) | 4444 ANYSTREET | 8 Date of birth | Aug 09, 1925 |

| 9 City | ANYCITY | 10 State | MI | 11 ZIP code | 80000 | 12 Country code (if not U.S.) | | 13 Occupation | SALESMAN |

14 If an individual, describe method used to verify identity: a ☐ Driver's license/State ID   b ☐ Passport   c ☐ Alien registration
   d ☐ Other _____   e Issued by _____   f Number _____

Section B--Individual(s) Conducting Transaction(s) (if other than above)

Reason section B left blank or incomplete: a ☐ Armored car service   b ☐ Mail deposit/shipment   c ☐ Night deposit/ATM
   d ☐ Multiple transactions   e ☐ Conducted on own behalf

| 15 Individual's last name | | 16 First name | | 17 Middle initial |

| 18 Address (number, street, and apt. or suite no.) | | 19 SSN or EIN | |

| 20 City | | 21 State | | 22 ZIP code | 00000 | 23 Country code (if not U.S.) | | 24 Date of birth | 0/00/0000 |

25 If an individual, describe method used to verify identity: a ☐ Driver's license/State ID   b ☐ Passport   c ☐ Alien registration
   d ☐ Other _____   e Issued by _____   f Number _____

| Skip Form | F20 | Continue | Ent |

(4201) 8/30/11 11:54:59

Learn About This Feature
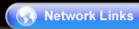
Network Links

CTR Form - CHRISTOPHER MEMBER

CHANGE

Part II--Amount & Type of Transaction(s). Check all boxes that apply.

26 Total cash in `12,000`   27 Total cash out [   ]   26a Foreign cash in [   ]   27a Foreign cash out [   ]

29 ☐ Foreign country [   ]   30 ☐ Wire transfer(s)   31 ☐ Negotiable instrument(s) purchased   32 ☐ Negotiable instrument(s) cashed

33 ☐ Currency exchange(s)   34 ☐ Deposit(s)/Withdrawal(s)

35 ☐ Account number(s) affected (if any):   36 ☐ Other (specify):

Part III--Financial Institution Where Transaction(s) Takes Place

37 Financial institution [Union   ]   Regulator or BSA examiner code # [   ]

38 Address (number, street, and apt or suite #) PO Box 209   39 EIN/SSN [   ]

40 City [   ]   10 State MI   11 ZIP code 48734   43 Routing (MICR) number [   ]

44 Approving official [   ]   46 Signature date 0/00/0000 [MMDDYYYY]

47 Preparer's name [   ]   48 Contact [   ]   49 Phone [   ]

Backup   F3   Save Only   F10   Save/Print   F14   Skip Form   F20

(4202) 8/30/11 11:57:17   Learn About This Feature

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Acct Adjustment (Coded)
Acct Adjustment (Full)
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Calc Number of Days
Calculate Check Digit
Change Printer Outque
Close Memberships/Accts
Collateral - VIN# Lookup

Work Member Accounts & Activity

1 ● Work Daily BSA/CTR Activity
2 ● Print BSA/CTR Activity Report
3 ● Run OFAC Data Match (Batch Scan)
4 ● Scan a Single Name Through OFAC
5 ● Work Dormant Members
6 ● Print Dormancy Master List
7 ● Audit Disabled/Inactive PIN/PWs
8 ● Audit Loan Collateral Report
9 ● Sample High-Risk Checking Accts
10 ● Sample High-Risk Transactions
11 ● Review Collections Summary Stats
12 ● Run FinCEN 314(a) Scan
13 ● Review Monthly Misc Receipts
14 ● Review Monthly Misc Advances

Employees/Insider/High Risk Mbrs

16 ● Audit Insider/Employee Activity
17 ● Insider Audit/Due Diligence Rpt
18 ● Audit File Maintenance
19 ● Print File Maintenance Report
20 ● Employee Security Reports

27 ✳ Audit CU Configurations

Ask the AnswerBook

Menu option [   ]   Speed sequence [   ]
Search for: [   ]

Learn About This Feature

Network Links

Verify Bank Secrecy Act File

All Records

Go to date [_____] 🗓 [MMDDYYYY]   Go to SSN/TIN [_____]   * Exceeds 10,000

Verified	By	SSN/TIN	Name	Amount	Processed	Last Action Taken on CTR
0/00/0000			MEMBER, NON	3,705.72	6/22/2011	
8/17/2011	-9	1	JERRY, TOM A	4,450.00	6/22/2011	
0/00/0000		1	CHRISTMAS, MERRY C	11,102.32 *	6/22/2011	
8/17/2011	-9	1	FISHERMAN, ANGLE M	14,700.00 *	6/22/2011	Printed
0/00/0000		2	WILD ROSE MEADOWS	7,322.82	6/22/2011	
0/00/0000		3	SCIENTIST, ROCKET S	3,400.00	6/22/2011	
0/00/0000		3	CAT, ALLIE A	20,782.71 *	6/22/2011	Saved
0/00/0000		3	DOE, JANE A	10,976.97 *	6/22/2011	Saved
0/00/0000		3	CARTER, JIMMY D	3,000.00	6/22/2011	

● Show Details   ● Verified   ● Delete   ● CTR

Cancel   F7
Toggle View   F11
Work A...s   F15

(4194) 8/22/11 13:30:46
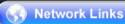
Learn About This Feature

New/Closed Accounts Dashboard

Management Processing/Dashboards

Menus

- ACH/Payroll Processing
- Auditing Functions
- Back Office
- Check Processing
- Collection Processing
- Configuration Functions
- CU*BASE Main Menu
- CU*BASE Report Builder 1
- CU*BASE Report Builder 2
- Extended Loan Processing

Speed Sequences

- Account Maintenance
- Add Club Members
- ATM Check Digit Calc
- Calc Number of Days
- Calculate Check Digit
- Change Printer Outque As
- Close Memberships/Accou
- Collateral - VIN# Lookup
- Collection Processing
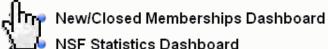- CU*SPY Daily Reports

Processing/Forecasting Tools

1. CU*BASE Employee Security
2. Member Rate Maintenance
3. Div/Int Base Rate Forecasting
4. Div/Int Split Rate Forecasting
5. Certificate Repricing Forecast
6. Tiered Services Forecast

Leadership Dashboards

9. 5300 Call Report Ratios Dashbrd
10. ARU/Online Banking Stats Dashbrd
11. Budget Review/Analysis
12. Check Processing Stats Dashboard
13. Collections Dashboard/Summary
14. Contingent Liability Analysis

16. Fee Income/Waiver Dashboard
17. Financial Statement Review
18. Loan App Monthly Stats Comparisn
19. Loan Queue Activity Tracking
20. Loan/Share Trial Bal. Review
21. New/Closed Accounts Dashboard
22. New/Closed Memberships Dashboard
23. NSF Statistics Dashboard
24. Tiered Svcs Monthly Comparison
25. Transaction Analysis Tools

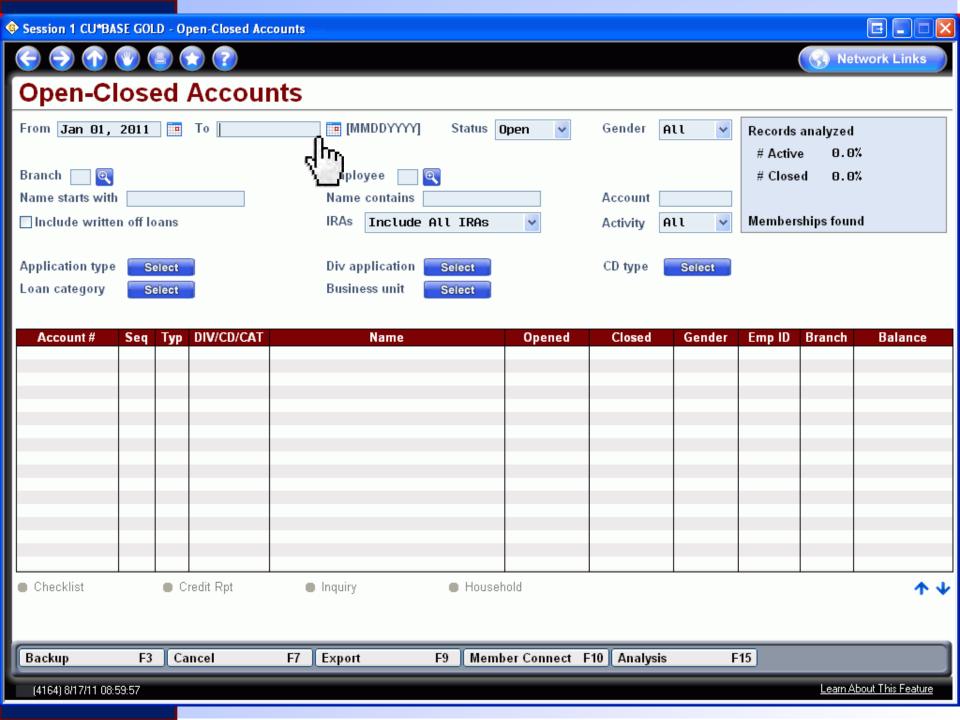28. ✴ Review CU Configurations
29. ✴ Other Management Tools

Ask the AnswerBook

Menu option

Speed sequence

Search for:

(958) 8/11/11 08:59:16

24

Network Links

Open-Closed Accounts

| From | | [ ] | To | | [ ] | [MMDDYYYY] | Status | Open ⌄ | Gender | All ⌄ |

Records analyzed

Active   0.0%

Closed   0.0%

Branch [ ] 🔍

Employee [ ] 🔍

Name starts with [   ]

Name contains [   ]

Account [   ]

☐ Include written off loans

IRAs Include All IRAs ⌄

Activity All ⌄

Memberships found

| Application type | Select | Div application | Select | CD type | Select |
| Loan category | Select | Business unit | Select | | |

Account #	Seq	Typ	DIV/CD/CAT	Name	Opened	Closed	Gender	Emp ID	Branch	Balance

● Checklist   ● Credit Rpt   ● Inquiry   ● Household

| Backup | F3 | Cancel | F7 | Export | F9 | Member Connect | F10 | Analysis | F15 |

(4164) 8/17/11 08:59:57

Learn About This Feature

Network Links

Open-Closed Accounts

From Jan 01, 2011 [📅] To [   ] [📅] [MMDDYYYY]   Status Open [▼]   Gender All [▼]

Records analyzed	
# Active	0.0%
# Closed	0.0%

Branch [ ] [🔍]   Employee [ ] [🔍]   Account [   ]

Name starts with [   ]   Name contains [   ]

☐ Include written off loans   IRAs Include All IRAs [▼]   Activity All [▼]

Memberships found

Application type [Select]   Div application [Select]   CD type [Select]
Loan category   [Select]   Business unit   [Select]

Account #	Seq	Typ	DIV/CD/CAT	Name	Opened	Closed	Gender	Emp ID	Branch	Balance

● Checklist   ● Credit Rpt   ● Inquiry   ● Household

Backup	F3	Cancel	F7	Export	F9	Member Connect	F10	Analysis	F15

Learn About This Feature

Network Links

Open-Closed Accounts

From Jan 01, 2011 📅 To Mar 01, 2011 📅 [MMDDYYYY]   Status Open ▾   Gender All ▾

Records analyzed
Active   0.0%
Closed   0.0%

Branch [ ] 🔍
Name starts with [ ]
☐ Include written off loans

Employee [ ] 🔍
Name contains [ ]
IRAs Include All IRAs ▾

Account [ ]
Activity All ▾

Memberships found

Application type   Select
Loan category   Select

Div application   Select
Business unit   Select

CD type   Select

Account #	Seq	Typ	DIV/CD/CAT	Name	Opened	Closed	Gender	Emp ID	Branch	Balance

● Checklist   ● Credit Rpt   ● Inquiry   ● Household

| Backup | F3 | Cancel | F7 | Export | F9 | Member Connect | F10 | Analysis | F15 |

(4164) 8/17/11 08:59:57

Learn About This Feature

Open-Closed Accounts

to collapse group

Network Links

| From | Jan 01, 2011 | To | Mar 01, 2011 | [MMDDYYYY] | Status | Open | Gender | All |

Records analyzed 1,880
Active 90.6% 1,704
Closed 9.4% 176

Branch [ ] All Branches   Employee [ ] All Employees   Account [ ]

Name starts with [ ]   Name contains [ ]

Memberships found 1,348

☐ Include written off loans   IRAs Include All IRAs   Activity All

Application type [Select]   Div application [Select]   CD type [Select]

Loan category [Select]   Business unit [Select]

Account #	Seq	Typ	DIV/CD/CAT	Name	Opened	Closed	Gender	Emp ID	Branch	Balance
111		SD	IP		01/20/2011		M	GM	1	171.28
045		CD	9		02/14/2011		M	LL	1	1,250.66
645	5	LN		IARD C	02/11/2011	03/17/2011	M		1	0.00
015		SD		N L	02/25/2011		M	LD	1	30,015.73
051		SH	C	ERYL A	01/10/2011		F	LD	1	1,000.08
645		LN	04	IARD P	01/26/2011		M	32	4	1,060.26
866		OC	43	IOMAS H	01/11/2011		M		1	224.46
080		SH	GS	J	01/06/2011		O	CH	1	10,116.36
645	7	LN	04	ERT F	01/26/2011	04/09/2011	M		1	0.00
610		LN	15		01/20/2011		M	CH	2	15,072.67
610		LN	15	KY W	01/12/2011		M		6	8,014.18
045		CD	95	IAEL C	01/07/2011		M	GM	1	601.26
1 045		CD	95	I C	01/24/2011		F	GM	1	1,263.38
1 645		LN	04	MAS W	02/11/2011		M		1	1,960.00
1 039		TX	FC	B	02/17/2011		F	32	4	800.54
1 630		LN	03	B	02/28/2011		F		4	4,722.28
1 045		CD	95	I	02/11/2011		F	29	1	1,250.71

● Checklist   ● Credit Rpt   ● Inquiry   ● Household

| Backup | F3 | Cancel | F7 | Export | F9 | Member Connect | F10 | Analysis | F15 |

(4164) 8/17/11 09:01:32

Learn About This Feature

Network Links

Open-Closed Accounts

| From | Jan 01, 2011 | To | Mar 01, 2011 | [MMDDYYYY] | Status | Open | Gender | All | Records analyzed | 1,880 |

Active   90.6%   1,704

Closed   9.4%   176

Branch [ ] All Branches   Employee [ ] All Employees   Account [ ]

Name starts with [ ]   Name contains [ ]

☐ Include written off loans   IRAs Include All IRAs   Activity All

Memberships found   1,348

Application type Select   Div application Select   CD type Select

Loan category Select   Business unit Select
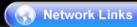
Account #	Seq	Typ	DIV/CD/CAT	Name	Opened	Closed	Gender	Emp ID	Branch	Balance
111		SD	IP	HAROLD	01/20/2011		M	GM	1	171.28
2	045	CD	95	MARCUS	02/14/2011		M	LL	1	1,250.66
2	645	5 LN	04	R LEONARD C	02/11/2011	03/17/2011	M		1	0.00
3	015	SD	MK	NORMAN L	02/25/2011		M	LD	1	30,015.73
3	051	SH	CC	RT CHERYL A	01/10/2011		F	LD	1	1,000.08
5	645	LN	04	R RICHARD P	01/26/2011		M	32	4	1,060.26
7	866	OC	43	ANN THOMAS H	01/11/2011		M		1	224.46
7	080	SH	GS	LBERT J	01/06/2011		O	CH	1	10,116.36
7	645	7 LN	04	NORBERT F	01/26/2011	04/09/2011	M		1	0.00
9	610	LN	15	RED L	01/20/2011		M	CH	2	15,072.67
9	610	LN	15	N RICKY W	01/12/2011		M		6	8,014.18
9	045	CD	95	E MICHAEL C	01/07/2011		M	GM	1	601.26
11	045	CD	95	ROXANN C	01/24/2011		F	GM	1	1,263.38
11	645	LN	04	TY THOMAS W	02/11/2011		M		1	1,960.00
15	039	TX	FC	JULIE B	02/17/2011		F	32	4	800.54
15	630	LN	03	JULIE B	02/28/2011		F		4	4,722.28
17	045	CD	95	MARY M	02/11/2011		F	29	1	1,250.71

● Checklist   ● Credit Rpt   ● Inquiry   ● Household

| Backup | F3 | Cancel | F7 | Export | F9 | Member Connect | F10 | Analysis | F15 |

(4164) 8/17/11 09:01:32

Learn About This Feature
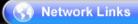
Electronic Checklist - Open

UPDATE

Dividend Application   IP INT PLUS CHECKING

Account   ▢ - 111   HAROLD ▢

Task	Description	Request Date	Completion Date	Days	ID
010	PHOTO ID	Aug 17, 2011		0000	
020	MEMBERSHIP ELIGIBILITY	Aug 17, 2011		0000	
030	PERSONAL INFO/DRIVER'S LICENSE #	Aug 17, 2011		0000	
040	EMAIL ADDRESS	Aug 17, 2011		0000	

● Maintenance

Backup   F3
Print Checklist   F5
Close   F9

Multiple records can be selected using the Control key.

(4020) 8/17/11 14:17:44   Learn About This Feature

Open-Closed Accounts

Network Links

From **Jan 01, 2011** To **Mar 01, 2011** [MMDDYYYY]   Status **Open**   Gender **All**

Records analyzed	1,880
# Active 90.6%	1,704
# Closed 9.4%	176

Branch [ ] 🔍 All Branches   Employee [ ] 🔍 All Employees

Name starts with [ ]   Name contains [ ]   Account [ ]

☐ Include written off loans   IRAs **Include All IRAs**   Activity **All**

Memberships found   1,348

Application type   **Select**   Div application   **Select**   CD type   **Select**

Loan category   **Select**   Business unit   **Select**

Account #	Seq	Typ	DIV/CD/CAT	Name	Opened	Closed	Gender	Emp ID	Branch	Balance
		SD	IP	MAUR	01/20/2011		M	GM	1	171.28
2		CD	95	BEND	02/14/2011		M	LL	1	1,250.66
2	5	LN	04	SCHI	02/11/2011	03/17/2011	M		1	0.00
3		SD	MK	DAEN	02/25/2011		M	LD	1	30,015.73
3		SH	CC	STRI	01/10/2011		F	LD	1	1,000.08
5		LN	04	SCHI	01/26/2011		M	32	4	1,060.26
7		OC	43	CONZ	01/11/2011		M		1	224.46
7		SH	GS	WEBE	01/06/2011		O	CH	1	10,116.36
7	7	LN	04	KEIN	01/26/2011	04/09/2011	M		1	0.00
9		LN	15	HUBE	01/20/2011		M	CH	2	15,072.67
9		LN	15	BIER	01/12/2011		M		6	8,014.18
9		CD	95	FASS	01/07/2011		M	GM	1	601.26
11		CD	95	LEID	01/24/2011		F	GM	1	1,263.38
11		LN	04	DAUG	02/11/2011		M		1	1,960.00
15		TX	FC	STUA	02/17/2011		F	32	4	800.54
15		LN	03	STUA	02/28/2011		F		4	4,722.28
17		CD	95	WORL	02/11/2011		F	29	1	1,250.71

● Checklist   ● Credit Rpt   ● Inquiry   ● Household

Backup	F3	Cancel	F7	Export	F9	Member Connect	F10	Analysis	F15

(4164) 8/17/11 09:03:05

Learn About This Feature

Network Links

Open-Closed Accounts

From Jan 01, 2011 ▦ To Mar 01, 2011 ▦ [MMDDYYYY] Status Open ▾ Gender All ▾

Records analyzed		1,880
# Active	90.6%	1,704
# Closed	9.4%	176

Branch [ ] 🔍 All Branches   Employee [ ] 🔍 All Employees

Name starts with [ ]   Name contains [ ]   Account [ ]

Session 1 CU*BASE GOLD - Data Source

Backup	F3

Data source for balances **1** ⦿ 1 = Use current files

○ 2 = Use end of month files

○ 3 = Have Operations load data from an earlier period

Note: There may be an associated fee for this service

[ ] ▦ [MMYY]

(4163)

Learn About This Feature

11	CD	95	LEID		01/24/2011		F	GM	1	1,263.38
11	LN	04	DAUG		02/11/2011		M		1	1,960.00
15	TX	FC	STUA		02/17/2011		F	32	4	800.54
15	LN	03	STUA		02/28/2011		F		4	4,722.28
17	CD	95	WORL		02/11/2011		F	29	1	1,250.71

● Checklist   ● Credit Rpt   ● Inquiry   ● Household   ⬆ ⬇

Backup	F3	Cancel	F7	Export	F9	Member Connect	F10	Analysis	F15

(4164) 8/17/11 09:03:05

Learn About This Feature

Network Links

Open-Closed Accounts

From Jan 01, 2011 ▦ To Mar 01, 2011 ▦ [MMDDYYYY]   Status Open ▼   Gender All ▼

Records analyzed		1,880
# Active	90.6%	1,704
# Closed	9.4%	176

Branch ▢ 🔍 All Branches   Employee ▢ 🔍 All Employees

Session 1 CU*BASE GOLD - Click on desired screen or enter for next

Backup   F3

Select an analysis category or press Enter for next

Category
Membership Analysis 1
Membership Analysis 2
Account Analysis 1
Account Analysis 2
Dividend Application
Certificate Type
Loan Category
Loan Maturity Analysis
Certificate Maturity Analysis

● Select

(4159)

Learn About This Feature

| 15 | | LN | 03 | STUA | | 02/28/2011 | | F | 32 | 4 | 4,722.28 |
| 17 | | CD | 95 | WORL | | 02/11/2011 | | F | 29 | 1 | 1,250.71 |

● Checklist   ● Credit Rpt   ● Inquiry   ● Household   ↑ ↓

| Backup | F3 | Cancel | F7 | Export | F9 | Member Connect | F10 | Analysis | F15 |

(4164) 8/17/11 09:03:05   Learn About This Feature

Open-Closed Account Analysis

From Jan 01, 2011 **To** Mar 01, 2011   **Status** Opened   **Gender** All

Employee All Employees   **Branch** All Branches

Records analyzed 1,880
Memberships found 1,348

Age Groups (Total)	Count	%
Under 10	45	3.3
10 to 19	90	6.7
20 to 29	290	21.5
30 to 39	198	14.7
40 to 49	233	17.3
50 to 59	217	16.1
60 to 69	151	11.2
70 to 79	54	4.0
Over 79	70	5.2

Age (Individuals)	Count	%
Under 10	39	3.0
10 to 19	88	6.8
20 to 29	253	19.5
30 to 39	198	15.3
40 to 49	232	17.9
50 to 59	215	16.6
60 to 69	151	11.7
70 to 79	54	4.2
Over 79	65	5.0

Age (Organizations)	Count	%
Under 10	6	11.3
10 to 19	2	3.8
20 to 29	37	69.8
30 to 39		0.0
40 to 49	1	1.9
50 to 59	2	3.8
60 to 69		0.0
70 to 79		0.0
Over 79	5	9.4

Gender Breakdown	Count	%
Males	695	51.6
Females	596	44.2
Organizations	53	3.9
Unknown	4	0.3
Average Age 43.1		

Zip Codes	Count	%
4□xx	858	63.6
□xx	255	18.9
□xx	180	13.4
□xx	7	0.5
□xx	7	0.5
□xx	5	0.4
□xx	4	0.3
□xx	2	0.1
Other	30	2.2

Designations	Count	%
Individual	1,253	93.0
Indirect Member	32	2.4
Organization	27	2.0
Corporation	18	1.3
Sole Proprietorship	12	0.9
Trust	5	0.4
Representative Payee	1	0.1
Other		0.0

Backup	F3	Cancel	F7	Index	F12	Continue	Ent

IOCAA1 9/07/11 12:41:42

Learn About This Feature

Open-Closed Account Analysis

Network Links

From	Jan 01, 2011	To	Mar 01, 2011		Status	Opened		Gender	All

Employee All Employees

Branch All Branches

Records analyzed	1,880
Memberships found	1,348

SEG/Sponsor	Count	%
0000	1,292	95.8
SAINT	32	2.4
LUTHERAN	9	0.7
LUTHERAN	7	0.5
LUTHERAN	4	0.3
- ALL OTHERS	2	0.1
CATHOLIC	1	0.1
NON-PERSONAL	1	0.1
Other/None		0.0

Prod & Svcs per MBR	Count	%
Avg Products/Member	3.0	
Avg Services/Member	2.4	

Miscellaneous	Count	%
ODP Users	834	61.9
Reg E Opt in	647	48.0

Tier Levels	Count	%
VIP-PLATINUM	498	36.9
BASIC	431	32.0
VIP-SILVER	236	17.5
VIP-GOLD	183	13.6

Backup	F3	Cancel	F7	Index	F12	Continue	Ent

IOCAA2 9/07/11 12:42:12

Learn About This Feature

Network Links

Open-Closed Account Analysis

From Jan 01, 2011 **To** Mar 01, 2011 **Status** Opened **Gender** All

Employee All Employees **Branch** All Branches

Records analyzed	1,880

Day Opened	Count	%
Sunday	22	1.2
Monday	359	19.1
Tuesday	346	18.4
Wednesday	302	16.1
Thursday	337	17.9
Friday	420	22.3
Saturday	94	5.0

Month Opened	Count	%
January	872	46.4
February	956	50.9
March	52	2.8
April		0.0
May		0.0
June		0.0
July		0.0
August		0.0
September		0.0
October		0.0
November		0.0
December		0.0

Reason Codes	Count	%
OPEN - LIVES IN FOM	867	46.1
OPEN - INDIRECT	134	7.1
OPEN - MEMBER	123	6.5
OPEN - WORKS IN FOM	84	4.5
CLOSED - CONSOLIDATE	51	2.7
OPEN - RELATIVE	24	1.3
CLOSED - ACCOUNT NOT	20	1.1
CLOSED - REASON UNKN	12	0.6
Other/None	565	30.1

Branches	Count	%
C U - MA	775	41.2
C U -	178	9.5
OFFICE	174	9.3
CU -	163	8.7
OFFICE	144	7.7
OFFICE	142	7.6
BRANC	108	5.7
MEIJER	98	5.2
Other	98	5.2

Quarter Opened	Count	%
Jan - Mar	1,880	100.0
Apr - Jun		0.0
Jul - Sep		0.0
Oct - Dec		0.0

Employees	Count	%
AMY	105	5.6
RHONDA	90	4.8
STACY	90	4.8
LISA	89	4.7
TAMMY	89	4.7
	88	4.7
MATT	68	3.6
LAURIE	64	3.4
Other/None	1,197	63.7

Backup	F3	Cancel	F7	Index	F12	Continue	Ent

IOCAA3 9/07/11 12:42:22

Learn About This Feature

Open-Closed Account Analysis

Network Links

From	Jan 01, 2011	To	Mar 01, 2011	Status	Opened	Gender	All

Employee All Employees

Branch All Branches

Records analyzed   1,880

Category	Users #	Users %	Non-Users #	Non-Users %
Online banking	659	48.8	689	51.1
ARU	101	7.4	1,247	92.5
E-statement enrollment	520	38.5	828	61.4
E-notices enrollment	243	18.0	1,105	81.9
Bill Pay enrollment	98	7.2	1,250	92.7
Members with email address	855	63.4	493	36.5
Members with a checking account	953	70.6	395	29.3
Members with ATM and/or debit cards	0	.0	1,348	100.0

Miscellaneous	
Avg Tiered Service score	239.9
Average risk score	620
Disbursement limit	51,545,434

Account Type	# Accounts	Total Balance	Average Balance	# Closed	# Active	Active Avg Bal
Savings	2,850	8,045,992	2,823	833	2,017	3,989
Checking	1,142	2,624,315	2,297	176	966	2,716
IRA	92	313,073	3,402	56	36	8,696
Certificates	1,268	3,975,803	3,135	950	318	12,502
Loans	2,838	23,048,375	8,121	1,782	1,056	21,826
Loans (Written Off)	7	133,924	19,132	4	3	44,641
LOCs/CCs	988	2,995,712	3,032	65	923	3,245
LOCs/CCs (Written Off)	0	0	0	0	0	0

Backup	F3	Cancel	F7	Index	F12	Continue	Ent

Learn About This Feature

Open-Closed Account Analysis

From	Jan 01, 2011	To	Mar 01, 2011		Status	Opened		Gender	All		

Records analyzed 1,880

Employee All Employees

Branch All Branches

Dividend Apl ▲	Description	Count	% Total	Total Balance	% Total		Weighted Avg Rate	Average Int Rate
BS	BUSINESS/ORG SAVINGS	35	3	19,808	6		0.100	0.100
CC	CHRISTMAS CLUB	35	3	646			0.030	0.030
CK	REGULAR CHECKING	7	1	180			0.000	0.000
EC	ESCROW	17	2	,086			0.030	0.030
FA	ESCROW FANNIE MAE	23	2	29,143	1		0.000	0.000
FC	ESCROW	30	3	34,242	2		0.000	0.000
FE	FREE N EASY CHECKING	21	2	22,139	1		0.000	0.000
GS	GROWTH SAVINGS I	14	1	166,276	8		0.100	0.100
GT	GROWTH SAVINGS II	8	1	333,674	16		0.250	0.250
GU	GROWTH SAVINGS III	1		80,753	4		0.350	0.350
IP	INT PLUS CHECKING	256	25	327,474	16		0.050	0.050
IR	TRAD IRA SHARES	2		14,844	1		0.100	0.100
MK	MEGA MONEY MARKET	8	1	268,868	13		0.200	0.200
RT	ROTH IRA SHARES	1		6,997			0.100	0.100
SA	HSA CHECKING	7	1	4,566			0.250	0.250
SC	SAVINGS CLUB	51	5	132,192	6		0.030	0.030
SH	REGULAR SAVINGS	434	42	416,801	20		0.030	0.030
SS	SYSTEMATIC SAVINGS	4		1,384			0.500	0.500
SV	SAVINGS CLUB TWO	2		1,780			0.030	0.030
SW	SAVE TO WIN SHARE	6	1	0			0.000	0.050
VS	VACATION SAVINGS	30	3	25,043	1		0.030	0.030
YS	YOUTH SYSTEMATIC SAV	1		0			0.000	0.500
2I	TWO STAR + CHECKING	3		39,421	2		0.050	0.050
2S	TWO STAR CHECKING	27	3	54,854	3		0.000	0.000

● Drill down | Totals | 1,023 | | 2,095,180 | | | 0.111 | 0.043

24 total application types.

Backup	F3	Cancel	F7	Index	F12	Continue	Ent

Learn About This Feature

Open-Closed Account Analysis

Network Links

From	Jan 01, 2011	To	Mar 01, 2011	Status	Opened	Gender	All

Records analyzed 1,880

Employee All Employees   Branch All Branches

Dividend Apl	Description	Count	% Total	Total Balance ▲	% Total	% Rank	Weighted Avg Rate	Average Int Rate
SH	REGULAR SAVINGS	434	42	416,801	20	20	0.030	0.030
GT	GROWTH SAVINGS II	8	1	333,674	16	36	0.250	0.250
IP	INT PLUS CHECKING	256	25	327,474	16	52	0.050	0.050
MK	MEGA MONEY MARKET	8	1	268,868	13	65	0.200	0.200
GS	GROWTH SAVINGS I	14	1	166,276	8	73	0.100	0.100
SC	SAVINGS CLUB	51	5	132,192	6	79	0.030	0.030
BS	BUSINESS/ORG SAVINGS	35	3	119,808	6	85	0.100	0.100
GU	GROWTH SAVINGS III	1		80,753	4		0.350	0.350
2S	TWO STAR CHECKING	27	3	54,854	3		0.000	0.000
2I	TWO STAR + CHECKING	3		39,421	2		0.050	0.050
FC	ESCROW	30	3	34,242	2		0.000	0.000
FA	ESCROW FANNIE MAE	23	2	29,143	1		0.000	0.000
VS	VACATION SAVINGS	30	3	25,043	1		0.030	0.030
FE	FREE N EASY CHECKING	21	2	22,139	1		0.000	0.000
IR	TRAD IRA SHARES	2		14,844	1		0.100	0.100
EC	ESCROW	17	2	7,086			0.030	0.030
RT	ROTH IRA SHARES	1		6,997			0.100	0.100
CC	CHRISTMAS CLUB	35	3	6,646			0.030	0.030
SA	HSA CHECKING	7	1	4,566			0.250	0.250
SV	SAVINGS CLUB TWO	2		1,780			0.030	0.030
SS	SYSTEMATIC SAVINGS	4		1,384			0.500	0.500
CK	REGULAR CHECKING	7	1	1,180			0.000	0.000
SW	SAVE TO WIN SHARE	6	1	0			0.000	0.050
YS	YOUTH SYSTEMATIC SAV	1		0			0.000	0.500

● Drill down		Totals	1,023	2,095,180			0.111	0.043

24 total application types. Of these, 7 types (or 29%) represent roughly 80% of the balances.

Backup	F3	Cancel	F7	Index	F12	Continue	Ent

(4160) 9/07/11 12:42:56   Learn About This Feature

Open-Closed Account Analysis

From	Jan 01, 2011	To	Mar 01, 2011	Status Opened	Gender All

Employee	All Employees	Branch	All Branches

Records analyzed 1,880

CD Type	Description	Count	% Total	Total Balance	% Total	Weighted Avg Rate	Average Int Rate
02	3 MONTH CERTIFICATE	19	9	22,080	1	0.050	3.906
03	6 MONTH CERTIFICATE	6	3	36,046	1	0.050	0.050
04	9 MONTH CERTIFICATE	3	1	35,049	1	0.100	0.100
05	12 MONTH CERTIFICATE	15	7	2,511,303	88	1.020	0.476
06	18 MONTH CERTIFICATE	1		15,649	1	0.150	0.150
07	24 MONTH CERTIFICATE	4	2	36,274	1	0.300	0.300
08	36 MONTH CERTIFICATE	2	1	2,371		0.700	2.665
10	60 MONTH CERTIFICATE	1		502		1.240	1.240
77	36 MONTH IRA CERT	1		8,602		0.700	0.700
95	2011 SAVE TO WIN CD	157	75	175,555	6	0.500	0.552

● Drill down

Totals	209	2,843,436	0.941	1.014

10 total application types.

Backup	F3	Cancel	F7	Index	F12	Continue	Ent

(4160) 9/07/11 12:43:07

Learn About This Feature

Open-Closed Account Analysis

From Jan 01, 2011   To   Mar 01, 2011   Status Opened   Gender All

Records analyzed	1,880

Employee All Employees   Branch All Branches

Loan Category	Description	Count	% Total	Total Balance ▲	% Total	Weighted Avg Rate	Average Int Rate
01	SECURED CLOSED END	3		68,762	1	12.415	12.750
03	SHARE PLEDGE LOAN	7	1	34,748		4.770	4.437
04	SIGNATURE LOAN	120	19	502,792	5	9.740	9.065
08	FIXED RATE MORTGAGE	4	1	390,228	4	4.193	4.281
09	CLOSED END HOME EQUITY	5	1	265,696	3	5.336	5.400
12	OVERDRAFT PROTECTION	10	2	4,269		14.059	14.542
14	NEW VEHICLES	33	5	706,513	7	6.571	6.225
15	USED VEHICLES	177	27	1,911,218	19	6.187	6.163
16	RECREATIONAL VEHICLES	10	2	90,526	1	6.749	6.900
17	BUSINESS ADJ RATE MORTGAGE	1		254,184	3	4.250	4.250
22	BUSINESS LOAN FIXED RATE	3		51,255	1	6.406	6.167
23	BUSINESS LOAN ADJ RATE	2		58,362	1	5.567	5.750
26	BUSINESS LOC INTEREST ONLY	5	1	165,817	2	5.078	6.050
32	BUSINESS PLATINUM	4	1	2,029		9.000	9.000
33	NEW AUTO LEASE	1		46,989		4.290	4.290
38	ED LOC	16	2	208,954	2	6.599	6.424
41	GOLD LOC INTEREST ONLY	1		5,912		5.250	5.250
43	SIMPLY PLATINUM RB 788+/P 2%	8	1	4,077		9.398	11.853
46	FIX MORT 5 YR 30 AMORTIZATION	7	1	412,143	4	6.196	6.343
48	FIX MORT 15 YR 15 AMORTIZATION	3		286,422	3	3.832	3.917
49	FIX MORT 10 YR 30 AMORTIZATION	8	1	410,022	4	4.041	4.031
60	FIRST MORTGAGE FANNIE MAE	41	6	3,234,893	32	4.697	4.683
63	SIMPLY PLATINUM RB 720+/P 2%	12	2	62,380	1	10.699	14.805
64	SIMPLY PLATINUM RB 660+/P 1%	1		272		13.990	27.980
65	SIMPLY PLATINUM RB 660+/P 2%	14	2	27,102		7.475	12.950
67	SIMPLY PLATINUM RB 620+/P2%	7	1	6,786		16.990	19.417

● Drill down   Totals   648   10,069,743   5.789   9.211

33 total application types.

Backup	F3	Cancel	F7	Index	F12	Continue	Ent

(4160) 9/07/11 12:43:21   Learn About This Feature

Open-Closed Account Analysis

From	Jan 01, 2011	To	Mar 01, 2011		Status	Opened		Gender	All

Employee	All Employees				Branch	All Branches

Records analyzed 1,880

Loan Category	Description	Count	% Total	Total Balance ▲	% Total		Weighted Avg Rate	Average Int Rate
01	SECURED CLOSED END	3		68,762	1		12.415	12.750
03	SHARE PLEDGE LOAN	7	1	34,748			4.770	4.437
04	SIGNATURE LOAN	120	19	502,792	5		9.740	9.065
08	FIXED RATE MORTGAGE	4	1	390,228	4		4.193	4.281
09	CLOSED END HOME EQUITY	5	1	265,696	3		5.336	5.400
12	OVERDRAFT PROTECTION	10	2	4,269			14.059	14.542
14	NEW VEHICLES	33	5	706,513	7		6.571	6.225
15	USED VEHICLES	177	27	1,911,218	19		6.187	6.163
16	RECREATIONAL VEHICLES	10	2	90,526	1		6.749	6.900
17	BUSINESS ADJ RATE MORTGAGE	1		254,184	3		4.250	4.250
22	BUSINESS LOAN FIXED RATE	3		51,255	1		6.406	6.167
23	BUSINESS LOAN ADJ RATE	2		58,362	1		5.567	5.750
26	BUSINESS LOC INTEREST ONLY	5	1	165,817	2		5.078	6.050
32	BUSINESS PLATINUM	4	1	2,029			9.000	9.000
33	NEW AUTO LEASE	1		46,989			4.290	4.290
38	ED LOC	16	2	208,954	2		6.599	6.424
41	GOLD LOC INTEREST ONLY	1		5,912			5.250	5.250
43	SIMPLY PLATINUM RB 788+/P 2%	8	1	4,077			9.398	11.853
46	FIX MORT 5 YR 30 AMORTIZATION	7	1	412,143	4		6.196	6.343
48	FIX MORT 15 YR 15 AMORTIZATION	3		286,422	3		3.832	3.917
49	FIX MORT 10 YR 30 AMORTIZATION	8	1	410,022	4		4.041	4.031
60	FIRST MORTGAGE FANNIE MAE	41	6	3,234,893	32		4.697	4.683
63	SIMPLY PLATINUM RB 720+/P 2%	12	2	62,380	1		10.699	14.805
64	SIMPLY PLATINUM RB 660+/P 1%	1		272			13.990	27.980
65	SIMPLY PLATINUM RB 660+/P 2%	14	2	27,102			7.475	12.950
67	SIMPLY PLATINUM RB 620+/P2%	7	1	6,786			16.990	19.417

● Drill down

	Totals	648		10,069,743			5.789	9.211

33 total application types.

Backup	F3	Cancel	F7	Index	F12	Continue	Ent

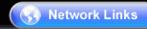Session 0 CU*BASE GOLD - Open-Closed Account Analysis

From Jan 01, 2011   To Mar 01, 2011   Status Opened   Gender All   Records analyzed   1,880

Employee All Employees   Branch All Branches

Session 0 CU*BASE GOLD - Category 12 - OVERDRAFT PROTECTION

Backup   F3

6 different rates. The average rate is 14.542

Rate ▲	Count	Balance	Annual Int	Quarterly Int	Monthly Int
9.240	4	1,428	131	32	10
11.250	1	999	112	28	9
16.240	1	417	67	16	5
19.240	1	277	53	13	4
19.250	1	450	86	21	7
21.240	2	697	148	37	12
Totals	**10**	**4,268**	**597**	**149**	**49**

(4162)   Learn About This Feature

| 65 | SIMPLY PLATINUM RB 660+/P 2% | 14 | 2 | 27,102 | | 7.475 | 12.950 |
| 67 | SIMPLY PLATINUM RB 620+/P2% | 7 | 1 | 6,786 | | 16.990 | 19.417 |

● Drill down   Totals   648   10,069,743   5.789   9.211

33 total application types.

Backup	F3	Cancel	F7	Index	F12	Continue	Ent

Open-Closed Account Analysis

From Jan 01, 2011 **To** Mar 01, 2011   **Status** Opened   **Gender** All

Employee All Employees   **Branch** All Branches

Records analyzed 1,880

Loan Category	Description	Count	% Total	Total Balance ▲	% Total		Weighted Avg Rate	Average Int Rate
01	SECURED CLOSED END	3		68,762	1		12.415	12.750
03	SHARE PLEDGE LOAN	7	1	34,748			4.770	4.437
04	SIGNATURE LOAN	120	19	502,792	5		9.740	9.065
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09	CLOSED END HOME EQUITY	5	1	265,696	3		5.336	5.400
12	OVERDRAFT PROTECTION	10	2	4,269			14.059	14.542
14	NEW VEHICLES	33	5	706,513	7		6.571	6.225
15	USED VEHICLES	177	27	1,911,218	19		6.187	6.163
16	RECREATIONAL VEHICLES	10	2	90,526	1		6.749	6.900
17	BUSINESS ADJ RATE MORTGAGE	1		254,184	3		4.250	4.250
22	BUSINESS LOAN FIXED RATE	3		51,255	1		6.406	6.167
23	BUSINESS LOAN ADJ RATE	2		58,362	1		5.567	5.750
26	BUSINESS LOC INTEREST ONLY	5	1	165,817	2		5.078	6.050
32	BUSINESS PLATINUM	4	1	2,029			9.000	9.000
33	NEW AUTO LEASE	1		46,989			4.290	4.290
38	ED LOC	16	2	208,954	2		6.599	6.424
41	GOLD LOC INTEREST ONLY	1		5,912			5.250	5.250
43	SIMPLY PLATINUM RB 788+/P 2%	8	1	4,077			9.398	11.853
46	FIX MORT 5 YR 30 AMORTIZATION	7	1	412,143	4		6.196	6.343
48	FIX MORT 15 YR 15 AMORTIZATION	3		286,422	3		3.832	3.917
49	FIX MORT 10 YR 30 AMORTIZATION	8	1	410,022	4		4.041	4.031
60	FIRST MORTGAGE FANNIE MAE	41	6	3,234,893	32		4.697	4.683
63	SIMPLY PLATINUM RB 720+/P 2%	12	2	62,380	1		10.699	14.805
64	SIMPLY PLATINUM RB 660+/P 1%	1		272			13.990	27.980
65	SIMPLY PLATINUM RB 660+/P 2%	14	2	27,102			7.475	12.950
67	SIMPLY PLATINUM RB 620+/P2%	7	1	6,786			16.990	19.417

● Drill down   **Totals**   648   10,069,743   5.789   9.211

33 total application types.

| Backup | F3 | Cancel | F7 | Index | F12 | Continue | Ent |

(4160) 9/07/11 12:43:21   Learn About This Feature

Open-Closed Account Analysis

From	Jan 01, 2011	To	Mar 01, 2011		Status	Opened		Gender	Both		

Records analyzed   1,880

Employee	All Employees				Branch	All Branches				

		Loan Maturity Aging Amounts					
G/L # ▲	Description	0 - 12 Mos	13 - 24 Mos	25 - 36 Mos	37 - 48 Mos	49 - 60 Mos	Total
701.00	SIGNATURE LOAN PARTIAL SECURED	3,686	868	2,530	16,393	630,431	653,908
701.01	SECURED CLOSED END LOAN	0	0	0	31,726	37,036	68,762
701.03	SHARE PLEDGE	0	0	0	0	34,749	34,749
701.04	SIGNATURE LOAN	19,166	4,046	3,479	22,299	453,800	502,790
701.08	BUSINESS ADJ RATE MORTGAGE	0	0	0	0	254,184	254,184
701.10	FIXED RATE MORTGAGE	0	0	0	0	390,228	390,228
701.12	BUSINESS LOAN FIXED RATE	0	0	0	0	51,256	51,256
701.13	BUSINESS LOAN ADJ RATE	0	39,808	0	0	18,554	58,362
701.14	BUSINESS LOC	0	151,061	0	14,757	0	165,818
701.21	CLOSED END HOME EQUITY	0	0	0	0	265,697	265,697
701.22	NEW AUTO	0	0	0	0	46,989	46,989
701.28	STUDENT LOAN	0	0	0	0	208,956	208,956
701.31	GOLD LOC	0	0	0	5,913	0	5,913
701.33	NEW VEHICLES	0	0	0	0	706,516	706,516
701.34	USED VEHICLES	0	0	0	64,824	1,846,391	1,911,215
701.35	RECREATIONAL VEHICLES	0	0	0	0	90,526	90,526
701.40	OVERDRAFT PROTECTION	0	0	0	0	4,271	4,271
701.44	F/R MORT 10 YR 30 YR AMORT	0	0	0	0	410,021	410,021
701.46	F/R MTG 5 YR 30 YR AMORT	0	0	0	0	412,143	412,143
701.48	F/R MRG 15 YR 15 YR AMORT	0	0	0	0	286,422	286,422
701.90	FANNIE MAE LOANS	0	0	0	0	3,234,894	3,234,894
702.68	SIMPLY PLATINUM	287	0	0	0	106,679	106,966
705.20	MASTERCARD GOLD	0	0	0	0	8,222	8,222
705.30	VISA CLASSIC	0	0	0	0	9,566	9,566
705.40	VISA GOLD	0	0	0	0	181,356	181,356
	Totals	23,139	195,783	6,009	155,912	9,688,887	10,069,730

Backup	F3	Cancel	F7	Tgl Maturity/Calc	F9	Tgl Amt/Cnt/Pct	F11	Index	F12	Continue	Ent

(4161) 9/07/11 12:44:06

Learn About This Feature

Open-Closed Account Analysis

Network Links

From	Jan 01, 2011	To	Mar 01, 2011		Status	Opened	Gender	Both

Employee **All Employees**   Branch **All Branches**

Records analyzed   1,880

G/L # ▲	Description	Certificate Maturity Aging Amounts					
		0 - 12 Mos	13 - 24 Mos	25 - 36 Mos	37 - 48 Mos	49 - 60 Mos	Total
908.02	CERTIFICATES	2,795,684	36,275	2,371	0	503	2,834,833
908.21	IRA CERTIFICATES	0	0	8,603	0	0	8,603

	Totals	2,795,684	36,275	10,974	0	503	2,843,436

Backup	F3	Cancel	F7	Tgl Amt/Cnt/Pct	F11	Index	F12

(4161) 9/07/11 12:44:16

Learn About This Feature

"Learn from a Peer" New Fee and Tiered Service Configuration Comparisons

- New "Learn from a Peer" Comparison Style – Compare Several Credit Unions at Once

- Additional Fee Configuration Comparisons Available

- "Learn from a Peer" Tiered Service Configuration Comparison

Fee Analysis

Fee Types

Network Links

Current view is Fee Types — **View Waivers**

Corp ID   `00` 🔍 All Corporations

Current view values are amounts — **View # of Fees**
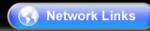
Summary | Opportunities | Charged | Waived

Description	Mar 2011 [MMYYYY]				Feb 2011 [MMYYYY]			
	Opportunity	Charged	Waived	% Waived	Opportunity	Charged	Waived	% Waived
ACCOUNT SERVICE CHARGES	12,725	615	12,110	95.1	12,800	710	12,090	94.4
CASHED CHECK FEES	189		189	100.0	164		164	100.0
CU*EASYPAY! SERVICE CHA	346	346	0		351	351	0	
MINIMUM BALANCE SERVICE	130,196	4,882	125,314	96.2	129,648	4,836	124,812	96.2
NEW MEMBER FEE	2,640	2,535	105	3.9	2,360	2,150	210	8.8
PRINTED CHECK FEES	837	221	616	73.5	788	206	582	73.8
PRINTED MONEY ORDER FEE	908	544	364	40.0	800	436	364	45.5
PHONE TRANSFER FEES	1,783	249	1,534	86.0	1,701	218	1,483	87.1
STARTER CHECK FEES	648	140	508	78.3	544	113	431	79.2
SHARE DRAFT NON-RETURN	33,250	33,215	35	.1	30,555	30,555	0	
STOP PAYMENT FEES	595	315	280	47.0	525	385	140	26.6
TRANSACTION HISTORY PRI	482	98	384	79.6	332	76	256	77.1
TRANSACTION SERVICE CHA	69	69	0		55	55	0	
Totals	184,668	43,229	141,439		180,623	40,091	140,532	

Backup   F3
Cancel   F7
# of Fees   F10
Waivers   F11

Learn About This Feature

Money Order Configuration

VIEW

Credit union   CREDIT UNION

☑ Activate check fees   Transaction description   MONEY ORDER FEE

Service Charges		Fee Waivers	
Fee amount	1.00	Aggregate savings	100.00
Purge	D = Daily	Aggregate loans	5,000.00
# of free items	1	Low age	
Fee income G/L #	133.00	High age	60

Waive if OTB accounts present

☐ Credit   ☐ Loan   ☐ Savings   ☐ Debt   ☐ ATM

☑ Allow fee to be manually waived

Cancel   F7

Learn from Peer   F10

(2486) 9/06/11 13:03:42

Learn About This Feature

Network Links

Money Order Configuration

☑ Show only CUs with active configurations

Mark CUs within **10** % of my **M** ⦿ Membership ○ Asset range

		Active	24	of	138	CUs
		Marking	4			

Credit Union	# Mbrs	Assets (M $$)	17% Actv	Fee	# Free	Purg	Man Wav	CFT	Age Low	Age High	Aggregate Savings	Aggregate Loans	Waive if OTB Present CC	LN	SV	ATM	DBT
F	8,496	53.7	Y	1.00	0	D	Y		1	999	9,999,999.99	9,999,999.99					
A C *	27,177	242.2	Y	0.50	0	M	Y		0	55	9,999,999.99	9,999,999.99					
U	1,730	13.1	Y	1.00	0	D	Y		1	999	2,500.00	5,000.00					
AT	3,302	25.9	Y	1.00	0	D	Y		1	99	9,999,999.99	9,999,999.99					
E ON	7,541	33.4	Y	1.00	0	D	N		1	999	9,999,999.99	9,999,999.99					
C *	11,033	104.1	Y	2.50	0	M	Y		1	999	9,999,999.99	9,999,999.99					
C CU	4,110	34.5	Y	1.00	0	D	Y		1	999	9,999,999.99	9,999,999.99					
C CU *	21,840	192.8	Y	1.50	0	D	N		18	62	75,000.99	25,000.99					
F	7,943	89.0	Y	0.50	0	D	Y		1	999	9,999,999.99	9,999,999.99					
F AL	10,859	76.8	Y	0.75	0	D	Y		1	60	9,999,999.99	9,999,999.99					
F U *	23,154	209.8	Y	1.00	0	D	Y		0	60	9,999,999.99	9,999,999.99					
G LY	4,466	32.2	Y	1.00	0	D	Y		0	999	9,999,999.99	9,999,999.99					
G MP	3,438	30.2	Y	1.00	0	D	Y		1	999	9,999,999.99	9,999,999.99					
H	26,887	291.9	Y	3.00	0	D	N		0	0	9,999,999.99	9,999,999.99					
K ED	3,117	19.0	Y	1.00	0	D	Y		1	999	9,999,999.99	9,999,999.99					
L IO	8,339	94.6	Y	1.00	0	D	Y		0	0	0.00	0.00					
N S	2,162	12.2	Y	1.00	0	D	Y		1	999	9,999,999.99	9,999,999.99					
F CU	11,216	102.7	Y	1.00	0	D	Y		0	99	9,999,999.99	9,999,999.99					
F U	5,905	592.2	Y	3.00	0	M	Y		1	999	9,999,999.99	9,999,999.99					
R F	3,222	11.3	Y	0.65	0	D	Y		1	999	9,999,999.99	9,999,999.99					
S NS	10,685	114.8	Y	2.00	0	M	Y		0	999	9,999,999.99	9,999,999.99					
S CU	15,102	64.8	Y	1.00	0	D	Y		0	999	0.00	0.00					
S AL	9,586	71.6	Y	1.00	0	D	Y		1	999	9,999,999.99	9,999,999.99					
W ME	4,213	34.5	Y	1.00	0	D	Y		18	99	9,999,999.99	9,999,999.99					

⦿ Configuration   ⦿ Contact Info   ⦿ Compare to My CU

Summary	F4
Cancel	F7
Isolate ed	F9

* indicates a CU within the requested membership or asset range.

Learn About This Feature

Money Order Configuration

Summary	# Mbrs	Assets (M $)	Fee			# Free	Count	%
			Amount	Count	%			
Most used			1.00	15	63	0	24	100
Average	9,813	106.1	1.23			0		
High	27,177	592.2	3.00	2	8	0	24	100
Low	1,730	11.3	.50	2	8	0	24	100

% Waiving if OTB Present					
CC	LN	SV	ATM	DBT	Man Wav
0	0	0	0	0	88

Backup   F3

Learn About This Feature

Learn From a Peer

Menus

ACH/Payroll Processing
Auditing Functions
Back Office
Check Processing
Collection Processing
Configuration Functions
CU*BASE Main Menu
CU*BASE Report Builder 1
CU*BASE Report Builder 2
Extended Loan Processing

Speed Sequences

Account Maintenance
Add Club Members
ATM Check Digit Calc
Calc Number of Days
Calculate Check Digit
Change Printer Outque As
Close Memberships/Accou
Collateral - VIN# Lookup
Collection Processing
CU*SPY Daily Reports

View Peer CU Configurations

1 Bill Pay Service Charges
2 Cashed Check Fees
3 Check Printing Fees
4 Deposit Item Fees
5 Money Order Fees
6 Phone Transfer Fees
7 Service Fees
8 Starter/Replacement Check Fees
9 Tiered Services Program Cfg

Peer CU Aggregate Mbr Analysis

16 Tiered Services Peer Analysis

Additional Menus

27 Review Key CU Configurations
28 "Know the Member" Analysis Tools
29 Management Functions
30 Marketing Functions

Ask the AnswerBook

Menu option

Speed sequence

Search for:

(958) 8/24/11 08:38:12

one Transfer Fee Configuration

VIEW

Credit union [   ] CREDIT UNION

☑ Activate phone transfer fees

Transaction description PHONE TRANSFER FEE

Service Charges		Fee Waivers	
Fee amount	1.00	Low age	1
Purge	D = Daily	High age	999
# of free items	1	Aggregate savings	9,999,999.99
Fee income G/L #	150.00	Aggregate loans	9,999,999.99

Waive if OTB accounts present: ☑ Credit ☐ Loan ☐ Save

☐ ATM ☑ Debt

☑ Allow fee to be manually waived

Cancel   F7

Learn from Peer   F10

Learn About This Feature

Network Links

Learn From a Peer

Menus

ACH/Payroll Processing
Auditing Functions
Back Office
Check Processing
Check/ATM Processing
Collection Processing
Configuration Functions
CU*BASE Main Menu
CU*BASE Report Builder 1
CU*BASE Report Builder 2

Speed Sequences

Account Maintenance
Acct Adjustment (Coded)
Acct Adjustment (Full)
Add Club Members
ATM Check Digit Calc
Calc Number of Days
Calculate Check Digit
Change Printer Outque
Close Memberships/Accts
Collateral - VIN# Lookup

View Peer CU Configurations

1   Bill Pay Service Charges

2   Cashed Check Fees

3   Check Printing Fees

4   Deposit Item Fees

5   Money Order Fees

6   Phone Transfer Fees

7   Self Service Fees

8   Starter/Replacement Check Fees

9   Tiered Services Program Cfg

Peer CU Aggregate Mbr Analysis

16   Tiered Services Peer Analysis

Additional Menus

27   Review Key CU Configurations

28   "Know the Member" Analysis Tools

29   Management Functions

30   Marketing Functions

Ask the AnswerBook

Menu option

Speed sequence

Search for:

(958) 8/30/11 10:03:32

Network Links

Tiered Service Level Configuration

Configuration Description
Configure Tiered Service Level Descriptions and Point Ranges
Assign Tiered Service Level Point System
Assign Tiered Service Level Instant Benefits
Configure Member Statement Messages
Configure Reward Points Program
Reset All Member Reward Points
Configure Tiered Service Online Banking Features
Configure Products / Services Per Member Calculations
Schedule Point Range Changes

● View

| Cancel | F7 |
| Learn from Peer | F10 |

ⓘ Use Ctrl key to make multiple selections.

(2970) 8/30/11 10:03:44

Learn About This Feature

Configure Tiered Service Levels

Network Links

Tiered Service Levels

☑ Show only CUs offering automated Tiered Service rewards

Mark CUs within **10** % of my **Membership** range   Scoring method **Both**

Active	22 of 58 CUs (38%)
Marking	1

Credit Union		# Mbrs	Assets (M $$)	Scoring Method	Show in Online Banking			Stmt Msg	Basic	Code	Description 1	To Range
					Points	Pts Dtl	Reward Dtl					
A		8,377	57.9	Household					BASIC SERVICE	SIL	SILVER	150
A	IO	4,682	37.7	Membership					VIP Rewards B	SLV	VIP Rewards S	499
A		15,958	103.5	Household					Essential Rew	GDP	Good Perks Re	449
A		10,757	82.0	Household					BASIC SERVICE	SLV	SILVER	249
A	U	1,730	13.1	Membership					BASIC	L01	POWER PLUS	199
C		11,033	104.1	Household					BASIC SERVICE	BRO	BRONZE STAR	600
F	L	10,859	76.8	N					BASIC SERVICE	SIL	SILVER	549
F	U *	23,154	209.8	Membership					BASIC SERVICE	SLV	VIP-SILVER	199
H	SO	16,722	164.9	Membership					BRONZE	SVR	SILVER	59
H	NG *	25,276	204.3	Membership					PRIME	PPL	PRIME PLUS	9,999,995
H		1,055	7.8	Household					BASIC	PRL	premium	25,000
H		26,887	291.9	Membership					BASIC	SIL	SILVER	299
K	ED	3,117	19.0	Membership					BRONZE	SIL	SILVER	199
L	IO	8,339	94.6	Household					BASIC SERVICE	ADV	ADVANTAGE	199
N	ER	6,298	44.5	Membership					LV1	1	LV2	199
R		10,194	59.2	Membership					BASIC SERVICE	S	SILVER	199
R	F	3,222	11.3	Membership					BASIC SERVICE	SLV	SILVER	199
S	AL	9,586	71.6	Membership					BASIC	SLV	SILVER	550
T		11,740	133.7	Membership					BASIC SERVICE	SIL	SILVER	3
T	UN	5,096	22.3	Membership					Basic	SIL	Silver	299

● Contact Info   ● Compare to My CU

Cancel	F7
Isolate Marked	F9
Next Level	F11
Summary	F15
More	Ent

* indicates a CU within the requested membership or asset range.

Tiered Service Level Scoring

Primary Financial Instit.

☑ Show only CUs offering automated Tiered Service rewards

Mark CUs within 10 % of my Membership range   Scoring method Both

| Active | 22 | of | 58 | CUs | (38%) |
| Marking | 1 | | | | |

Credit Union	Special Accounts By DIVAPL	Points	Points Per Year of Membership	After This Many Years
AA	1	50		
AE O	1	300		
AF	2	50		
AL	3	75	5	1
AT U	1	75		
CO	2	100		
FO	2	150		
FR U *	3	999-		
HE O	13	20	1	1
HE IG *	2	1	10	1
HO	1		5	5
HO	2	100		
KE D	2	25		
LA O	6	25		
NO R	2	50	10	3
RI	1	50		
RO F	1	50		
SI L	4	175		
TB	4	1		
TR ... N	2	25	1	5

● Contact Info   ● Compare to My CU

Backup	F3
Cancel	F7
Isolate Marked	F9
Summary	F15
More	Ent

* indicates a CU within the requested membership or asset range.

Learn About This Feature

Tiered Service Level Scoring

Mbr Savings Relationships

☑ Show only CUs offering automated Tiered Service rewards

Mark CUs within 10 % of my Membership range   Scoring method Both

Active	22 of 58 CUs (38%)
Marking	1

Credit Union	Points by Product				MM Accts by DIVAPL		Negative Bal Points	
	Additional Savings	Non-IRA CDs	IRA Share & CD	Misc OTB Savings	Selected	Points	Checking	Savings
F	20	20	20		1	20		
F	10	50			1	50	50-	300-
A	10	75	50		1	50		100-
A		25	25	50	1	25		200-
A J	25	50	50		1	50		50-
C	25	25	25		2	25		
F	50	75	100				200-	200-
F J *	20	20	20		8	50		100-
H	1	5	5		7	5	10-	10-
H G *	1	1	1		1	1	1-	1-
H		50	50				200-	200-
H		25	25		1	250		250-
K	25	25	25		2	25		100-
L		25			2	50		100-
N R	10	10	15		1	15	200-	200-
R	25	50	50	25	3	25		500-
R F	25	50	50		1	25		300-
S		10	5		2			999-
T	1	1	1		3	1		1-
T N		25	50		1	25	500-	500-

● Contact Info   ● Compare to My CU

Backup	F3
Cancel	F7
Isolate Marked	F9
Summary	F15
More	Ent

* indicates a CU within the requested membership or asset range.

Learn About This Feature

Tiered Service Level Scoring

Mbr Savings Relationships

☑ Show only CUs offering automated Tiered Service rewards

Mark CUs within **10** % of my **Membership range**   Scoring method **Both**

Active	22 of 58 CUs (38%)
Marking	1

Credit Union	Aggr Balance		Aggr Balance 1		Aggr Balance 2		Aggr Balance 3		Aggr Balance 4	
	Up To	Pts	Up To	Pts	Up To	Pts	Up To	Pts	Up To	Pts
A	0.50		10.00	25	50.00	50	99,999.99	75	0.00	
A O	5.00	10	50.00	50	200.00	100	750.00	200	9,999,999.99	350
A	5.00	10	50.00	50	200.00	100	750.00	200	9,999,999.99	350
A	4.99		24.99	25	149.99	50	499.99	75	999.99	100
A U	5.00		10.00	50	25.00	100	50.00	150	9,999,999.99	200
C	50.00		100.00	300	150.00	600	750.00	900	9,999,999.99	900
F	4.99	50	49.99	75	249.99	100	999.99	200	9,999,999.99	300
F U *	49.99		99.99	100	249.99	200	9,999,999.99	300	0.00	
H O	24.99	1	149.99	5	499.99	10	1,999.99	20	9,999,999.99	30
H G *	10.00	1	99.99	2	249.99	3	999.99	4	9,999,999.99	5
H	24.99	10	99.99	25	149.99	50	99,999.99	125	0.00	
H	9.99		49.99	75	199.99	100	749.99	200	9,999,999.99	400
K D	0.00		24.99	25	99.99	50	249.99	75	9,999,999.99	100
L O	4.99		49.99	50	149.99	100	249.99	150	999,999.99	200
N R	2.00		99.99	15	249.99	30	499.99	45	999,999.99	60
R	10.00	25	50.00	50	100.01	75	9,999,999.99	100	0.00	
R F	10.00	25	50.00	50	999,999.99	100	0.00		0.00	
S L	49.99		99.99	25	249.99	50	499.99	75	9,999,999.99	100
T	10.00		100.00		250.00		499.99		9,999,999.99	6
T N	5.00		9.99	25	49.99	50	99.99	75	9,999,999.99	100

● Contact Info   ● Compare to My CU

Backup	F3
Cancel	F7
Isolate Marked	F9
Summary	F15
More	Ent

* indicates a CU within the requested membership or asset range.

(4216) 8/30/11 10:04:19

Learn About This Feature

Tiered Service Level Scoring

Member Loan Relationships

☑ Show only CUs offering automated Tiered Service rewards

Mark CUs within **10** % of my **Membership** range   Scoring method **Both**

Active	22	of	58	CUs	(38%)
Marking	1				

Credit Union	Mortgage Lns by Cat		HELOCs by Cat		Other Lns	Lns This Delq Lvl Or Above		Misc OTB Loans Present Without Loans	
	Selected	Pts	Selected	Pts	Points	Min Level	Points	Set Points to Zero & Do Not Score	Points
F	3	50	1	50	25	2	200-	Y	
F O	3	200	3	100	50	2	300-	Y	
F	1	200	3	100	100	2	300-	Y	200
F	3	75	2	50	25	2	200-	Y	75
F U			2	75	25	2	100-	Y	
C	3	25	3	25	25	2	999-	Y	500
F .	1	150	3	100	50	2	250-	Y	
F U *	7	50	3	10	20	2	300-	Y	
H O	11	5	33	5	5	2	35-	Y	
H G *	4	1	2	1	1	1	1-	Y	1
H	2	50	1	25	50	1	250-	Y	
H	3	50	2	25	25	2	250-	Y	
K D			2	50		2	300-	Y	100
L O			9	25		3	200-	Y	
M R	2	50	4	35	15	3	300-	Y	
R	1		1	75	25	2	500-	Y	
R F	2	300	2	75	25	2	300-	Y	
S L	1	200	4	250	150	2	999-	Y	
T	2	1	2	1	1	2	1-	Y	
T N			2	75		1	700-	Y	

● Contact Info   ● Compare to My CU

Backup	F3
Cancel	F7
Isolate Marked	F9
Summary	F15
More	Ent

* indicates a CU within the requested membership or asset range.

Learn About This Feature

Network Links

Tiered Service Level Scoring

Member Loan Relationships

☑ Show only CUs offering automated Tiered Service rewards

Mark CUs within 10 % of my Membership range   Scoring method Both

| Active | 22 | of | 58 | CUs | (38%) |
| Marking | 1 | | | | |

Credit Union	Aggr Balance Up To	Pts	Aggr Balance 1 Up To	Pts	Aggr Balance 2 Up To	Pts	Aggr Balance 3 Up To	Pts	Aggr Balance 4 Up To	Pts
	10.00		50.00	25	150.00	75	300.00	100	9,999,999.99	150
D	30.00	25	100.00	50	250.00	100	750.00	200	9,999,999.99	350
	30.00	25	100.00	50	250.00	100	750.00	200	9,999,999.99	350
	4.99		24.99	25	149.99	50	499.99	75	9,999,999.99	125
U	50.00	25	100.00	50	250.00	100	500.00	150	9,999,999.99	200
	25.00		75.00	300	125.00	600	1,250.00	900	9,999,999.99	900
	4.99		74.99	50	249.99	100	999.99	200	9,999,999.99	300
U *	49.99		99.99	100	249.99	200	9,999,999.99	300	0.00	
D	24.99	1	249.99	5	499.99	10	1,999.99	20	9,999,999.99	30
G *	10.00	1	250.00	1	500.00	1	750.00	1	9,999,999.99	1
	50.00	25	250.00	50	9,999,999.99	150	0.00		0.00	
	29.99	25	99.99	50	399.99	100	749.99	200	9,999,999.99	400
D	0.00		49.99	25	199.99	50	499.99	75	9,999,999.99	100
D	24.99		149.99	50	249.99	100	499.99	150	999,999.99	200
R	99.99	15	249.99	25	499.99	35	749.99	50	999,999.99	75
	50.00	25	100.00	50	250.00	75	9,999,999.99	100	0.00	
F	50.00	50	100.00	75	99,999,999.99	100	0.00		0.00	
L	49.99		249.99	25	499.99	50	999.99	75	9,999,999.99	100
	10.00		200.00		350.00		499.99		9,999,999.99	6
N	50.00	10	199.99	25	299.99	50	9,999,999.99	75	0.00	

● Contact Info   ● Compare to My CU

Backup	F3
Cancel	F7
Isolate Marked	F9
Summary	F15
More	Ent

* indicates a CU within the requested membership or asset range.

(4216) 8/30/11 10:04:37

Learn About This Feature

Tiered Service Level Scoring

Self-Service Products

☑ Show only CUs offering automated Tiered Service rewards

Mark CUs within 10 % of my Membership range   Scoring method Both

| Active | 22 | of | 58 | CUs | (38%) |
| Marking | 1 | | | | |

Credit Union	ATM	Debit Card	OTB Or Online CC	Audio Response	Online Banking	E-Statements	Bill Payment & Presentment
	20	50	25	20	25	25	
O	25	50	50	50	75	75	
	25	50	50	50	75	75	50
	25	25	50	25	25	25	50
U	25	50	50	50	50	50	50
	75	100	25	100	100	100	50
	75	75	100	75	75	50	50
U *		10	20	10	10	10	10
O		10	20	5	10	20	30
G *	1	1	1	1	1	1	1
	10	10	10	10	25	25	25
	25	25	25		25	25	
D	25	50	75	25	75	50	50
O	25	25		25	25	25	
R	10	20		10	20	40	20
	25	50		25	25	50	50
F	25	50	100	25	50	50	50
L		10	150	10	25	75	175
	1	1	1	1	1	1	1
N		50	50	50	50	50	50

● Contact Info   ● Compare to My CU

Backup	F3
Cancel	F7
Isolate Marked	F9
Summary	F15
More	Ent

* indicates a CU within the requested membership or asset range.

Tiered Service Level Scoring

Member-Elected Deposits

☑ Show only CUs offering automated Tiered Service rewards

Mark CUs within 10 % of my Membership range   Scoring method Both

Active	22 of 58 CUs (38%)
Marking	1

Credit Union	Payroll With Deposits		ACH With Deposits		AFT Transfer	AFT Loan
	Minimum Amount/Month	Points	Minimum Amount/Month	Points	Points	Payment Points
A	600	50	600	50	25	
A	500	25	500	25	25	
A	500	25	500	25	25	
A	400	50	400	50	25	
A	250	25	250	25	25	10
C	500	100	500	100	100	
F	400	100	400	100	50	75
F *	100	50	100	50		
H	500	5	500	10	10	
H *	500	1	500	1	1	1
H	250	10	250	10		
H	1,000	25	1,000	25		25
K	400	50	400	50	25	
L			600	50		25
N	500	20	500	20	10	10
R	500	50	500	50	50	
R	400	50	400	50		50
S	1	51	1	51		25
T	400	3	400	3	1	
T	300	50	300	50		25

● Contact Info   ● Compare to My CU

Backup	F3
Cancel	F7
Isolate Marked	F9
Summary	F15
More	Ent

* indicates a CU within the requested membership or asset range.

Learn About This Feature

Enhancements to the Tiered Service Program
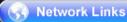
- Setting the Stage for Future Development
- "Reward" Points with Expiration Features
- Save a Stamp! Market Your Rewards Program via Regular Statements
- New Ways to Market Your Tiered Service Program Online to Members

General Configuration 2

Success credit union

Marketing Configuration

1. Tiered Service Level Config
2. SE Sponsor Configuration
3. Cross Selling Task List Config
4. Marketing Club Configuration
5. Member Survey Configuration
6. New/Closed Reason Codes/Comments
7. Configure Misc Mbr Acct Forms
8. Member In Good Standing Config

CU Pricing/Value Configuration

11. Fee Income/Waiver Analysis
12. Service Charge Configuration
13. NSF/OD Transfer Configuration
14. Misc Member Fee Totals/Update

15. Deposit Item Fee Configuration
16. Cashed Check Fee Configuration
17. CU Printed Check Fee Config
18. CU Printed Money Order Fee Conf
19. Phone Transfer Fee Configuration
20. Electronic Deposit Hold Config
21. Transaction Management/Analysis
22. Teller Check Holds Configuration
23. Configure CU Non-Business Days
24. Configure Sales Tax on Srvc Fees

Additional Menus

26. Internet/Email Marketing
27. Internet Member Services Config
28. General Configuration 1

Ask the AnswerBook

Menu option   Speed sequence
Search for:

Network Links

Tiered Service Level Configuration

Configuration Description
Configure Tiered Service Level Descriptions and Point Ranges
Assign Tiered Service Level Point System
Assign Tiered Service Level Instant Benefits
Configure Member Statement Messages
Configure Reward Points Program
Reset All Member Reward Points
Configure Tiered Service Online Banking Features
Configure Products / Services Per Member Calculations
Schedule Point Range Changes

● Change   ● View

Cancel   F7

i Use Ctrl key to make multiple selections.

Tiered Service Level Configuration

Configuration Description
Configure Tiered Service Level Descriptions and Point Ranges
Assign Tiered Service Level Point System
Assign Tiered Service Level Instant Benefits
Configure Member Statement Messages
Configure Reward Points Program
Reset All Member Reward Points
Configure Tiered Service Online Banking Features
Configure Products / Services Per Member Calculations
Schedule Point Range Changes

● Change   ● View

Cancel   F7

ⓘ Use Ctrl key to make multiple selections.

(2970) 8/30/11 12:16:50   Learn About This Feature

Configure Reward Points Program

CHANGE

☑ **Accumulate monthly Tiered Service points toward redeemable Reward Points**

Expire unused Reward Points after `99` months (01-98, 99=never expire)

Reward Points Statement/Summary

Statement title `V.I.P. Reward Points Statement`

Introduction/Marketing Message

Line 1

`Thank you for your participation in the "VIP Rewards" program! We value your relationship`

Line 2

`with the Credit Union. To thank you for your membership and for the services you use with us, you`

Line 3

`earn Reward points and these points may redeemed for valuable service discounts, merchadise or`

Line 4

`other service bonuses. Ask us for a list of our current items and point requirements. THANK YOU!`

Work with Reward Points Redemption Catalog

Backup	F3
Cancel	F7
More	Ent

Learn About This Feature

LIFETIME SUPERSTAR POINT HISTORY

Thank you for your participation in the "LIFETIME SUPERSTAR" program! We value your relationship with the credit union. To thank you for your membership, you may redeem your accumulated points for valuable prizes. Ask a member service representative for a list of current items and point requirements. THANK YOU for being a SUPERSTAR MEMBER!

ACTIVITY SUMMARY

Date	Description	Points
05/01/10	**Beginning Balance**	275
	Points earned/added	100
	Points redeemed/subtracted	-0
	Points expired	-0
05/31/10	**Remaining Available Points**	375

100 points will expire on 8/1/2010
50 points will expire on 9/1/2010
75 points will expire on 10/1/2010

69

Tiered Service Level Configuration

Configuration Description
Configure Tiered Service Level Descriptions and Point Ranges
Assign Tiered Service Level Point System
Assign Tiered Service Level Instant Benefits
Configure Member Statement Messages
Configure Reward Points Program
Reset All Member Reward Points
Configure Tiered Service Online Banking Features
Configure Products / Services Per Member Calculations
Schedule Point Range Changes

● Change   ● View

Cancel   F7

ℹ Use Ctrl key to make multiple selections.

Tiered Service Level Configuration

Configuration Description
Configure Tiered Service Level Descriptions and Point Ranges
Assign Tiered Service Level Point System
Assign Tiered Service Level Instant Benefits
Configure Member Statement Messages
Configure Reward Points Program
Reset All Member Reward Points
Configure Tiered Service Online Banking Features
Configure Products / Services Per Member Calculations
Schedule Point Range Changes

● Change   ● View

Cancel   F7

ℹ Use Ctrl key to make multiple selections.

(2970) 8/30/11 12:20:55

Tiered Service Level Configuration

Configuration Description
Configure Tiered Service Level Descriptions and Point Ranges
Assign Tiered Service Level Point System
Assign Tiered Service Level Instant Benefits
Configure Member Statement Messages
Configure Reward Points Program
Reset All Member Reward Points

Session 0 CU*BASE GOLD - Tiered Service Online Banking Features

Backup	F3
Cancel	F7
Continue	Ent

Include on Tiered Service points badge in online banking:

B
- ○ Available Reward Points only
- ⦿ Both monthly & available Reward Points
- ○ Monthly points earned only
- ○ None

☑ Allow click on points badge to show details about how points were earned

☑ Show automatic rewards info (waivers, etc.) in online banking

   ☑ Include configured statement message based on the member's Tiered Service level

(4258)

Learn About This Feature

ⓘ Use Ctrl key to make multiple selections.

Learn About This Feature

Preferences 🔧   Manage My Security 🛡   Help ⓘ   Logout ❌

It'sMe247
Online Banking

My Messages | My Accounts | New Accounts | Pay My Bills | E-Statements | Apply Online | Contact Us

🖨 Print

My Accounts

💵 Share accounts

Account	Name	Available Balance	Actual Balance	Last Transaction	Accrued Dividends
000	JOHN'S SAVINGS	💵 $209.48	$214.48	8/19/2011	$0.00
006	PING	$2,096.96	$2,096.96	8/3/2011	$0.00
010	HOLIDAY CLUB	$0.00	$0.00	9/30/2009	$0.00
011	HOLIDAY CLUB	$0.00	$0.00	9/30/2007	$0.00
013	TIEBREAKERS	$0.06	$0.06	2/8/2011	$0.00
251	JOHN'S HSA	$610.10	$610.10	8/19/2011	$0.00

🏠 Loans

Account	Name	Regular Payment	Amount Due	Due Date	Payoff Balance
400	UNSECURE LN OE	$154.00	$154.00	9/29/2011	$4,744.93
551	PUT PUT	$330.00	$330.00	9/17/2011	$7,180.91
600	PONG	$172.00	$0.00	9/30/2011	$0.00

💳 Credit Cards

Account	Name	Regular Payment	Amount Due	Due Date	Balance
850	CCCTGDAT	$98.00	$98.00	9/28/2011	$4,856.06
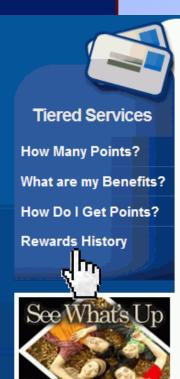
Page will timeout in 18:48

My Accounts
Account Summary
Transfer Money
Nicknames
ACH Transactions
Checks Cleared
Check Stop Payment
Check Withdrawal
Dividend/Interest
Downloads

CU*SECURE Are You Safe? Get the latest updates and tips click here

My Points
I have **45,716** Reward Points.
My last score was **1,125** points.
Click for details.

Your savings federally insured to at least $250,000 and backed by the full faith and credit of the United States Government. Copyright © 2011, CU*Answers. All Rights Reserved. v 1.12.1.0

NCUA

My Benefits | I'm a Corey Platinum member.

COREPLUS CU APPRECIATES YOUR BUSINESS . HERE ARE THE INSTANT BENEFITS YOU EARNED! WE HOPE YOU ENJOY THE PRODUCTS AND SERVICES COREPLUS CU OFFERS!

Special fees for ATM transactions
Free check cashing
Free credit union checks
Special rates on safe deposit box rentals
Free account transfers via a credit union phone operator
Online bill payment for $.00/month (first 25 transactions are free)
Free ATM deposits with $500 instant credit (3-day hold on remaining funds)

What are the benefits at each level

COREY BRONZE

Special fees for ATM transactions
Special rates on safe deposit box rentals
Online bill payment for $7.00/month (first 10 transactions are free)
Free ATM deposits

COREY SILVER

Special fees for ATM transactions
Free check cashing
Special rates on safe deposit box rentals
Online bill payment for $7.00/month (first 10 transactions are free)
Free ATM deposits

COREY GOLD

Special fees for ATM transactions
Free check cashing
Free credit union checks

Tiered Services

How Many Points?

What are my Benefits?

How Do I Get Points?

Rewards History

See What's Up
Visit the Online Banking Community

My Points

I have
45,716
Reward Points.

My last score was
1,125 points.

Click for details.

It'sMe247 Online Banking

Reward Points Statement

You'll Love Corey Perks! Perk It Up! Reward Yourself The more you use CorePlus the more Perks you earn... Simple! Earn More, Redeem Points and Save Money!

History

Month	Description	Points Added	Points Removed	Available Points
September 2011	New Points Received for Sept.	925	0	45,716
August 2011	New Points Received for Aug.	1,125	0	44,791
July 2011	TRAVEL MUG	0	3,500	43,666
July 2011	75TH WATER BOTTLE	0	3,000	47,166
July 2011	New Points Received for July	1,125	0	50,166
June 2011	New Points Received for June	1,125	0	49,041
May 2011	RED MEMBER-OWNER POLO SHIRT	0	5,000	47,916
May 2011	New Points Received for May	1,025	0	52,916
April 2011	RED MEMBER-OWNER POLO SHIRT	0	10,000	51,891
April 2011	New Points Received for April	1,075	0	61,891

Tiered Services

How Many Points?

What are my Benefits?

How Do I Get Points?

Rewards History

CU*SECURE
Are You Safe?
Get the latest updates and tips
click here

My Points

I have
45,716
Reward Points.

My last score was
1,125 points.

Click for details.

Member Selected Printed Statement Styles
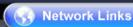
- Increase the Value of Your Member's Most Basic Communication
- Market Statement Styles Online

Network Links

Internet Member Services Config

Online Banking Configuration

1   Online Banking VMS Configuration
2   Online Banking Timeout Values
3   Self-Service Fee Configuration
4   Online App Loan Officer Config
5   Flood PIB Default Profile Chngs
6   Config PIN/PW Reset Reason Codes
7   Config New User Promo Campaign

E-Statements Configuration

9   E-Statements Cnfg/Monthly Email

Online Ballot/Survey

14   Online Ballot Config/Results Rpt
15   Record Mbr Vote (Online Ballot)

Bill Payment Configuration

17   EasyPay Service Charge Cnfg
18   EasyPay Marketing Message

Printed Statement Styles

21   Config Styles Available to Mbrs

Additional Menus

25   Share Products Configuration
26   Loan Products Configuration
27   General Configuration 1
28   General Configuration 2
29   Rate Maintenance/Mgmt Functions
30   Internet/Email Communications

Ask the AnswerBook

Menu option ☐   Speed sequence ☐

Search for: ☐

Network Links

Printed Statement Styles Available to Members

CHANGE

☑ Allow members to choose style for printed statements   ☑ Show in online banking   Corporate ID   1

Fee income G/L account   739.00 🔍   Fee transaction description   STATEMENT STYLE FEE   Charge to dividend application   GS 🔍

Fee waivers: Low age [   ]   High age   999   Aggregate savings   9,999,999.99   Aggregate loans   9,999,999.99

Waive if OTB accounts present: ☐ Credit   ☐ Loan   ☐ Save   ☐ ATM   ☐ Debit

Styles Available to Members

Avail	Def	Vendor	Code	Name	Description	Fee Amt
☑	☑	Sage	01	Standard	Standard layout	0.00
☑	☐	Sage	02	Large Print	Standard layout with larger font size	2.00
☑	☐	Sage	03	Black Bars	Transaction description column at right edge; black bar separators	2.50
☑	☐	Sage	04	Two-Column	Two side-by-side columns	2.50
☑	☐	Sage	05	Boxes Lines	Single transaction amount column; boxes around transaction details	3.50
☑	☐	Sage	06	Boxes Gray Bars	Boxes; gray bars	3.50

Cancel	F7
Sales Info	Ent

(4254) 8/3 1:44:40

Learn About This Feature

Network Links

Member Personal Banker

Account base   Date opened   **Nov 23, 1982**

Name   CHRISTOPHER MEMBER

Agreement accepted   Aug 30, 2011

E-Statements   000000   ☑ PIB

Bill payment   000000   ☐ eAlerts/eNotices

- ☐ E-statements (enroll or change enrollment status)
- ☐ Choose style for printed statements
- ☐ Bill Payment (enroll or change enrollment status)
- ☐ Bill Payment PIN reset
- ☐ Online banking/ARU (activate, change PIN/password; view password history)
- ☐ Online banking/ARU Transfer Control (update or add transfer accounts)
- ☐ Personal Internet Branch (enroll or change PIB settings)
- ☐ PIB password reset (change PIB password or view PIB username)
- ☐ eAlerts/eNotices (subscribe or change settings; view eAlert history)
- ☐ A2A account relationships (add, modify, or remove relationships)
- ☐ Email address maintenance
- ☐ Reset online banking security questions
- ☐ Mobile banking (view member access and mobile devices)
- ☐ Debit card round up (enroll or change transfer account)
- ☐ Reg E opt in/out preference

Backup	F3
Cancel	F7
Bypass	F8

Network Links

Member Personal Banker

Account base [ ]   Date opened **Nov 23, 1982**

Name   **CHRISTOPHER MEMBER**

Agreement accepted **Aug 30, 2011**

E-Statements   **000000**   ☑ PIB

Bill payment   **000000**   ☐ eAlerts/eNotices

☐ E-statements (enroll or change enrollment status)

☑ Choose style for printed statements

☐ Bill Payment (enroll or change enrollment status)

☐ Bill Payment PIN reset

☐ Online banking/ARU (activate, change PIN/password; view password history)

☐ Online banking/ARU Transfer Control (update or add transfer accounts)

☐ Personal Internet Branch (enroll or change PIB settings)

☐ PIB password reset (change PIB password or view PIB username)

☐ eAlerts/eNotices (subscribe or change settings; view eAlert history)

☐ A2A account relationships (add, modify, or remove relationships)

☐ Email address maintenance

☐ Reset online banking security questions

☐ Mobile banking (view member access and mobile devices)

☐ Debit card round up (enroll or change transfer account)

☐ Reg E opt in/out preference

Backup	F3
Cancel	F7
Bypass	F8

(2640) 8/31/11 12:01:38

Learn About This Feature

Network Links

Choose Style for Printed Statement

CHANGE

Member   CHRISTOPHER MEMBER

Selected style

Style			Description	Fee
01 Standard	→ View	✓ Choose	Standard layout	0.00
02 Large Print	→ View	✓ Choose	Standard layout with larger font size	1.00
03 Black Bars	→ View	Choose	Transaction description column at right edge; black bar separators	2.50
04 Two-Column	→ View	Choose	Two side-by-side columns	2.50
05 Boxes Lines	→ View	✓ Choose	Single transaction amount column; boxes around transaction details	3.50
06 Boxes Gray Bars	→ View	✓ Choose	Boxes; gray bars	3.50

| Backup | F3 | Update | F5 | Cancel | F7 | View Sales Info | F11 |

(4252) 9/08/11 11:17:06

Learn About This Feature

Network Links

Choose Style for Printed Statement

CHANGE

Member		CHRISTOPHER MEMBER
Selected style	02	Large Print

Style			Description	Fee
01 Standard	→ View	✓ Choose	Standard layout	0.00
02 Large Print	→ View	✓ Choose	Standard layout with larger font size	1.00
03 Black Bars	→ View	✓ Choose	Transaction description column at right edge; black bar separators	2.50
04 Two-Column	→ View	✓ Choose	Two side-by-side columns	2.50
05 Boxes Lines	→ View	✓ Choose	Single transaction amount column; boxes around transaction details	3.50
06 Boxes Gray Bars	→ View	✓ Choose	Boxes; gray bars	3.50

Backup	F3	Update	F5	Cancel	F7	View Sales Info	F11

(4252) 9/08/11 11:17:19   8000-Update completed.   Learn About This Feature

Member Personal Banker

Account base	
Name	CHRISTOPHER MEMBER

Date opened   Nov 23, 1982

Agreement accepted	Aug 30, 2011
E-Statements	000000
Bill payment	000000

☑ PIB

☐ eAlerts/eNotices

☐ E-statements (enroll or change enrollment status)

☐ Choose style for printed statements

☐ Bill Payment (enroll or change enrollment status)

☐ Bill Payment PIN reset

☐ Online banking/ARU (activate, change PIN/password; view password history)

☐ Online banking/ARU Transfer Control (update or add transfer accounts)

☐ Personal Internet Branch (enroll or change PIB settings)

☐ PIB password reset (change PIB password or view PIB username)

☐ eAlerts/eNotices (subscribe or change settings; view eAlert history)

☐ A2A account relationships (add, modify, or remove relationships)

☐ Email address maintenance

☐ Reset online banking security questions

☐ Mobile banking (view member access and mobile devices)

☐ Debit card round up (enroll or change transfer account)

☐ Reg E opt in/out preference

Backup	F3
Cancel	F7
Bypass	F8

Learn About This Feature

Preferences

My Site Options

My Username

My Password

My Security Questions

My Personal Information

My Overdraft Services

My Contact Options

My E-Statements Options

My Printed Statement Options

Visit Our Site

My Printed Statement Style Options

You currently are not enrolled in e-Statements. E-Statements are available free of charge. If you are interested, you can enroll in e-Statements now!

	Name	Example [PDF]	Description	Fee Per Statement
○	Standard		Standard layout	$0.00
○	Large Print		Standard layout with larger font size	$1.00
		Statement of Account		

My Po

I hav

0

Reward

My last sc

340 po

Click for
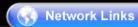
Next Suggested Product

Network Links

Individual Account

Click For Procedures

SSN/TIN   ***-**-4552
Birthdate Aug 09, 1925
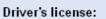
Name   CHRISTOPHER MEMBER

Account #   Name ID WE   Corp ID 01

I'm a VIP-PLATINUM member with 340 points!
(click for more info)

Driver's license:
***********23

Verify My ID ✓

Contact Information | Participation & Configuration

Address 4444 ANYSTREET
Print ✉ ANYCITY, MI   48888

Opened   Nov 23, 1982
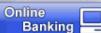
Home   (555) 121-2123

Email   No Email Address On File

Transaction Activity $
Household Statistics ▥
Secondary Names 👥
Online Banking 💻
Cross Sales 💬
Outstanding Follow-ups 📞

Type	Description / Toggle Card #	Loan Payoff/ Current Balance	Loan Payment/ Net Available	Next Payment/ Last Trans/ CD Maturity	IRA	P/R	ATM	AFT Go!	FRZ	TRK Go!	ACH	ODP	BOX Go!	J/O
000	REGULAR SAVINGS	27,281.60	27,276.60	Aug 30, 2011	.	Y	.	.	0	Y	.	.	.	.
051	CHRISTMAS CLUB	0.00	0.00	0/00/00	.	.	.	.	0	.	.	.	.	.
080	GROWTH SAVINGS	19,833.80	19,833.80	Aug 16, 2011	.	.	.	.	0	.	.	.	.	.
110	CHECKING	0.00	0.00	0/00/00	.	.	.	.	0	.	.	.	.	.
301	CERTIFICATE	20,771.75	0.00	Jan 03, 2013	.	.	.	.	0	Y	.	.	.	.

- Comments   F1
- New Account   F5
- Exit   F7
- Add Cmt/Message   F9
- Check Digit   F12
- Names/Address   F14
- Sales Tools   F15
- OTB/Cards   F17
- Tax File Inquiry   F18
- ARU/HB Transfers   F19
- Statements   F20
- Nicknames   F21
- A2A History Inq   F24

● Average   ● Bump CD Rate   ● Check   ● History   ● Inquiry
● List   ● Misc Rcpts   ● Nicknames ● Payoff   ● Stop
● Transfer ● Wire   ● CC Inquiry

Promote VIP Checking

(393) 8/30/11 15:15:52

Learn About This Feature

Member Tracker Tools

Network Links

Menus

- ACH/Payroll Processing
- Auditing Functions
- Back Office
- Check Processing
- Check/ATM Processing
- Collection Processing
- Configuration Functions
- CU*BASE Main Menu
- CU*BASE Report Builder 1
- CU*BASE Report Builder 2

Speed Sequences

- Account Maintenance
- Acct Adjustment (Coded)
- Acct Adjustment (Full)
- Add Club Members
- ATM Check Digit Calc
- Calc Number of Days
- Calculate Check Digit
- Change Printer Outque
- Close Memberships/Accts
- Collateral - VIN# Lookup

Daily Follow-ups

1   ● Work With Member Follow-ups

Configuration/Misc. Processing

7   ● Configure Tracker Types

8   ● Configure Memo Type Codes

9   ● Purge Tracker Records

10 ● Configure Cross Selling Tools

11 ● Combine Tracker Conversations

12 ● Copy Trackers to Other Member

Sales Leads and Follow-ups

15 ● Work Sales Trackers

16 ● Generate Leads From File

Print Functions

20 ● Print Outstanding Follow-ups

21 ● Print Member Trackers

22 ● Cross Sales Analysis Report

Additional Menus

25 ✳ Member Inquiry Functions

26 ✳ Member Update Functions

27 ✳ Report Functions

Ask the AnswerBook

Menu option ____   Speed sequence _____

Search for: _____

(958) 8/30/11 15:12:29

Learn About This Feature

Network Links

Cross Sales Tracking - Need Groups

CHANGE

Need Groups

Corp ID	Group	Description
1	10	testing
1	15	Need Group 15
1	20	A - K (start using 4/1/05)
1	30	L-Z
1	40	contests
1	50	FCU Insurance Cross Sells
1	70	Benefits Plus
1	80	Member Reach Plus
1	90	eProcess

Add Need Group   F6
Cancel   F7

● Delete   ● Maintenance   ● Cross Sales Tasks   ↑ ↓

(1838) 8/30/11 15:12:39

Learn About This Feature

Network Links

Cross Sales Tracking - Need Groups

CHANGE

Need Groups

Corp ID	Group	Description
1	10	testing
1	15	Need Group 15
1	20	A - K (start using 4/1/05)
1	30	L-Z
1	40	contests
1	50	FCU Insurance Cross Sells
1	70	Benefits Plus
1	80	Member Reach Plus
1	90	end process

Add Need Group   F6
Cancel   F7

● Delete   ● Maintenance   ● Cross Sales Tasks   ↑ ↓

Learn About This Feature

Network Links

Cross Sales Tracking - Task List

Corp ID   01   CREDIT UNION

Need group   70   Benefits Plus

Task List

Task	Description
06	VIP CHECKING PROMO

Add   F6
Cancel   F7

● Delete   ● Maintenance

Learn About This Feature

Network Links

Cross Sales Tracking - Task List

Corp ID   01   CREDIT UNION

Need group   70   Benefits Plus

Task List

Task	Description
06	VIP CHECKING PROMO

Add   F6
Cancel   F7

● Delete   ● Maintenance   ↑ ↓

Cross Sales Tracking - Task Detail

Update

Need group **70** Benefits Plus

Task # **06** Description **VIP CHECKING PROMO**

Promotion expiration **Sep 30, 2011** [MMDDYYYY]

☑ Use task for Next Suggested Product message   Priority **01**

Display message only if Tracker Memo Type code(s) present   **Select**   **03** selected

Message for employees:

PROMOTE THE VIP CHECKING ACCOUNT TO THIS MEMBER.

PROMOTE THE VIP CHECKING ACCOUNT TO THIS MEMBER.

Preview

Image files for graphical message (100 pixels high x 350 pixels wide)

Image files must be JPG or BMP format. For display to employees, the files must be located in C:\cubase\gold\cu\personalization on all workstations.

VIPCHECKING.JPG   **Browse...**   **Preview**
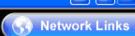
Promote VIP Checking

Backup   F3
Tips   F22

Learn About This Feature

Individual Account

Click For Procedures

Comments on File

Cash	0.00
Outside checks	0.00
In-house checks	0.00
Total funds in	0.00

Name	CHRISTOPHER MEMBER
Account #	
Tiered Svc level	VIP-PLATINUM
Outside checks	0.00	Hold days	00	Type	

Loan Payoff Or Current Balance	Loan Payment Or Net Available	Description Toggle Nicknames	Account Type	Deposit Amount	IRA	Withdrawal Amount	IRA	Proc Code	JO
27,281.60	27,276.60	REGULAR SAVINGS	000	0.00		0.00			●
0.00	0.00	CHRISTMAS CLUB	051	0.00					
19,833.80	19,833.80	GROWTH SAVINGS	080	0.00		0.00			●
0.00	0.00	CHECKING	110	0.00					
20,771.75	0.00	CERTIFICATE	301						●

Verify Member	F1
Trans Override	F2
Post	F5
Misc Receipts	F8
Bal Fwd/New Mbr	F9
Bal Fwd/This Mbr	F11
Cancel	F12
Unlock # Items	F13
Sales Tools	F15
In-House Checks	F16
Outside Checks	F17
Phone Operator	F18
OTB/Cards	F19
Toggle Card #	F22

☐ Suppress receipt   ☐ Suppress balances
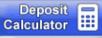
Promote VIP Checking

Total funds in	0.00
Check cash fee -	0.00
Net total of transactions -	0.00
Cash back	0.00

Refresh Cash Back

Deposit Calculator

Learn About This Feature

Daily Lending Efficiencies
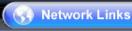
- Business Unit

- Changes to Loan Queue and Activity Tracking Dashboard

- Product Code Now Saved with Application

- Easier Access to Lending Dashboards by Management

Network Links

Loan Products

Loan Product Configuration

1 • Loan Category Configuration
2 • Variable Rate Code Configuration
3 • Purpose Code Configuration
4 • Security Code Configuration
5 • Collateral Type Configuration
6 • Loan Product Configuration
7 • Stock Type Configuration
8 • Stock/LOC Disb Value Adjustment
9 • Base Ratio Analysis Config
10 • Loan Application Text Config
11 • Underwriting Code Config
12 • Business Unit Configuration

Agent/Third Party Tracking

16 • Financial Institution Config
17 • Loan Denial Notices Agency Cfg
18 • Ln Insurance/Debt Protection Cfg
19 • Escrow Payee Config
20 • Collateral Insurance Agent Cfg
21 • Loan Delivery Channel Config

Collection Configuration

22 • Loan Classification Code Config
23 • Loan Fines Configuration
24 • Delinquent Notice Config
25 • Collection Parameter Config

27 ✳ Online Credit Card Configs

Ask the AnswerBook

Menu option
Speed sequence
Search for:

Learn About This Feature

Network Links

Loan Products

MNCNFB

Loan Product Configuration

Agent/Third Party Tracking

Session 0 CU*BASE GOLD - Loan Category - Business Unit Definition

Add	F6
Cancel	F7

Code ▲	Description
AA	BUSINESS UNIT 5
AB	BUSINESS UNIT 6
AC	BUSINESS UNIT 7
AD	BUSINESS UNIT 8
AE	BUSINESS UNIT 8
AF	BUSINESS UNIT 9
AG	BUSINESS UNIT 10
BA	BUSINESS UNIT BA
BB	BUSINESS UNIT BB
BC	BUSINESS UNIT BC
BD	BUSINESS UNIT BD
BE	BUSINESS UNIT BE
BF	BUSINESS UNIT BF
BG	BUSINESS UNIT BG
RE	RESIDENTIAL BUSINESS UNIT

● Change   ● Delete   ● View

(4207)

Learn About This Feature

Collateral - VIN# Lookup
Collection Processing
CU*SPY Daily Reports

Ask the AnswerBook

Menu option [ ]   Speed sequence [ ]
Search for: [ ]

Learn About This Feature

Loan Category Definition

UPDATE

Category code 05   Corp ID 01 ▢▢▢▢▢ CREDIT UNION

General Information

Full description   REAL ESTATE LOAN
Abbreviated description REL
Business unit   12 🔍 MORTGAGES BUSINESS UNIT
Process type   E CONSUMER LOAN/CLOSED END

Account type range   Low 759   High 759
Interest rates   Low 3.000 High 19.000

Interest calculation type   0 = 365
Payment calculation type   Principal and Interest
Next payment date/delinq control Can Pay Ahead

☐ Use review date for disbursements   ☐ AFT payment date control default
☐ Allow teller disbursements   ☐ AFT delinquency control default
☐ Warn teller if different payment amount ☐ Use note # control
☑ Include delq fine in partial pay   ☐ Allow stock to secure loan
☑ Allow payment protection   ☐ Use the lease residual in payoff
☑ Allow account nickname   ☐ Restrict approving loan officer from disbursing same loan

Student loan after-payout category   ▢

Suspend	F4
Ratio	F6
Bypass	F8
End	F10
Delete	F16
Pmt Controls	F17
Audio/PC Bank	F23

(2321) 9/06/11 09:29:19

Learn About This Feature

Lending Functions

Menus

ACH/Payroll Processing
Auditing Functions
Back Office
Check Processing
Collection Processing
Configuration Functions
CU*BASE Main Menu
CU*BASE Report Builder 1
CU*BASE Report Builder 2
Extended Loan Processing

Speed Sequences

Account Maintenance
Add Club Members
ATM Check Digit Calc
Calc Number of Days
Calculate Check Digit
Change Printer Outque As
Close Memberships/Accou
Collateral - VIN# Lookup
Collection Processing
CU*SPY Daily Reports

Member Loan Processing

1 Process Member Applications
2 Disburse Member Loan Funds
3 Member Refinances/Extensions
4 Loan Account Maintenance
5 Miscellaneous Loan Maintenance
6 ARU Loan App Request Inquiry

Loan Team Communication

8 Work/View Application Status
9 Work with Mail
10 Work with Calendar
11 Work with Member Follow-ups
12 Loan App File Verification
13 Loan App Statistics Inquiry

Misc. Member Service/Proc

15 Open Memberships/Accounts
16 Close Memberships/Accounts
17 Prep Mortgage for Payoff Deposit
18 Acct Adjustments/Tran Reversals

Print Functions

20 Print Loan Forms
21 Print Coupons
22 Print Miscellaneous Checks
23 Reprint Checks
24 Print Member Transaction History
25 Collections Processing
26 Mortgage Escrows / Student Loans
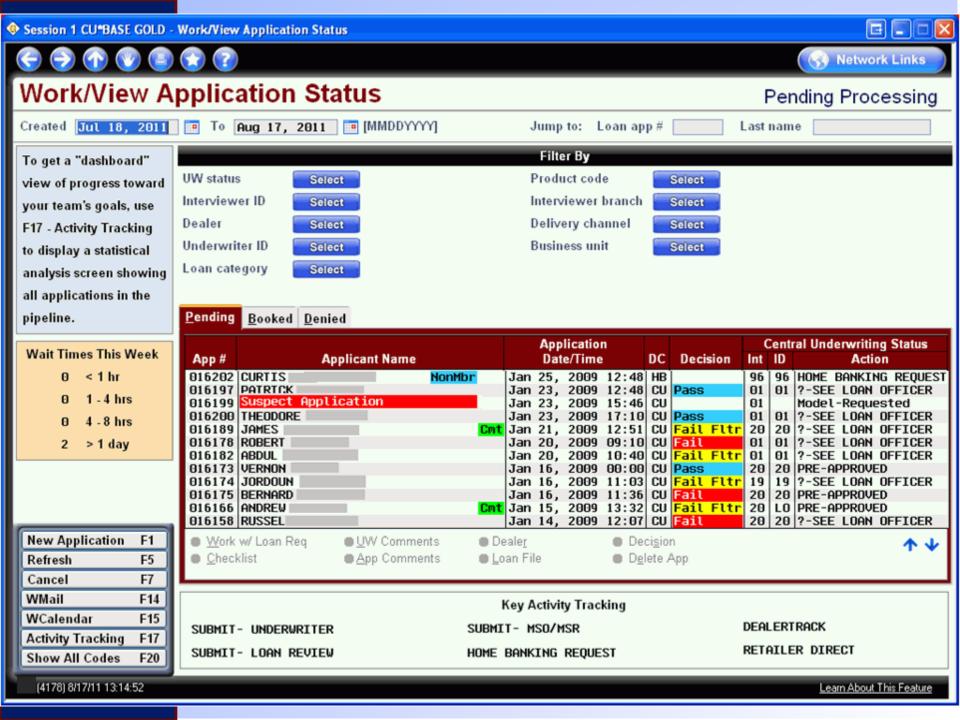27 Indirect Lending/Dealer Process
28 Participation Loan Processing

Ask the AnswerBook

Menu option [ ]   Speed sequence [   ]

Search for: [   ]

(958) 8/24/11 08:49:36

Network Links

Work/View Application Status

Pending Processing

Created [Jul 18, 2011] To [Aug 17, 2011] [MMDDYYYY]   Jump to: Loan app # [_____]   Last name [_____]

To get a "dashboard" view of progress toward your team's goals, use F17 - Activity Tracking to display a statistical analysis screen showing all applications in the pipeline.

Filter By

UW status	Select	Product code	Select
Interviewer ID	Select	Interviewer branch	Select
Dealer	Select	Delivery channel	Select
Underwriter ID	Select	Business unit	Select
Loan category	Select		

Wait Times This Week
- 0   < 1 hr
- 0   1 - 4 hrs
- 0   4 - 8 hrs
- 2   > 1 day

Pending | Booked | Denied

App #	Applicant Name	Application Date/Time	DC	Decision	Central Underwriting Status Int	ID	Action
016202	CURTIS NonMbr	Jan 25, 2009 12:48	HB		96	96	HOME BANKING REQUEST
016197	PATRICK	Jan 23, 2009 12:48	CU	Pass	01	01	?-SEE LOAN OFFICER
016199	Suspect Application	Jan 23, 2009 15:46	CU		01		Model-Requested
016200	THEODORE	Jan 23, 2009 17:10	CU	Pass	01	01	?-SEE LOAN OFFICER
016189	JAMES Cnt	Jan 21, 2009 12:51	CU	Fail Fltr	20	20	?-SEE LOAN OFFICER
016178	ROBERT	Jan 20, 2009 09:10	CU	Fail	01	01	?-SEE LOAN OFFICER
016182	ABDUL	Jan 20, 2009 10:40	CU	Fail Fltr	01	01	?-SEE LOAN OFFICER
016173	VERNON	Jan 16, 2009 00:00	CU	Pass	20	20	PRE-APPROVED
016174	JORDOUN	Jan 16, 2009 11:03	CU	Fail Fltr	19	19	?-SEE LOAN OFFICER
016175	BERNARD	Jan 16, 2009 11:36	CU	Fail	20	20	PRE-APPROVED
016166	ANDREW Cnt	Jan 15, 2009 13:32	CU	Fail Fltr	20	LO	PRE-APPROVED
016158	RUSSEL	Jan 14, 2009 12:07	CU	Fail	20	20	?-SEE LOAN OFFICER

- Work w/ Loan Req
- Checklist
- UW Comments
- App Comments
- Dealer
- Loan File
- Decision
- Delete App

New Application	F1
Refresh	F5
Cancel	F7
WMail	F14
WCalendar	F15
Activity Tracking	F17
Show All Codes	F20

Key Activity Tracking

SUBMIT- UNDERWRITER   SUBMIT- MSO/MSR   DEALERTRACK

SUBMIT- LOAN REVIEW   HOME BANKING REQUEST   RETAILER DIRECT

Applications by Status

All Applications

Branch 99 🔍 (99 = All)

From Jul 25, 2011 📅   To Aug 24, 2011 📅 [MMDDYYYY]

Status	Week 1		Week 2		Week 3		Remaining Weeks	
	# Apps	Amount	# Apps	Amount	# Apps	Amount	# Apps	Amount
Pending	6	20,701	3	32,500	0	0	0	0
Denied	0	0	0	0	0	0	0	0
Booked	2	5,500	5	73,400	0	0	0	0
Total	8	26,201	8	105,900	0	0	0	0

Status	% Apps	% Amount	% Apps	% Amount	% Apps	% Amount	% Apps	% Amount
Pending	75.00	79.00	37.50	30.68	0.00	0.00	0.00	0.00
Denied	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Booked	25.00	20.99	62.50	69.31	0.00	0.00	0.00	0.00

Status	Total # of Apps	Total Amount of Apps	% of All Apps	% of Total App Amount
Pending	9	53,201	56.25	40.27
Denied	0	0	0.00	0.00
Booked	7	78,900	43.75	59.72
Total	16	132,101		

Today	F1
Backup	F3
All	F5
Cancel	F7
Loan Category	F8
Underwriter Code	F9
Interviewer ID	F10
Underwriter ID	F11
Delivery Channel	F12
Dealer#	F13
Business Unit	F14
Product Code	F15
Stats	F17

Show Graph

(4180) 8/24/11 08:52:57

Learn About This Feature

"Top 10" Lending Report Enhancements

- Business Unit
- Export to File
- Include/Exclude Written Off Loans
- Multiple Select button
- Participation Lending Enhancements for Reports

Collection Processing

Menus

- ACH/Payroll Processing
- Auditing Functions
- Back Office
- Check Processing
- Collection Processing
- Configuration Functions
- CU*BASE Main Menu
- CU*BASE Report Builder 1
- CU*BASE Report Builder 2
- Extended Loan Processing

Speed Sequences

- Account Maintenance
- Add Club Members
- ATM Check Digit Calc
- Calc Number of Days
- Calculate Check Digit
- Change Printer Outque As
- Close Memberships/Accou
- Collateral - VIN# Lookup
- Collection Processing
- CU*SPY Daily Reports

Daily Collection Processing

1. Work Collections
2. Outstanding Follow-ups
3. Classified Loan Review
4. Collections Dashboard

Misc. Collection Processing

7. Loan Classification Update
8. Enter General Member Comments

Special Collections Processing

13. Charge Off Savings/Checking
14. Write Off Loans
15. Acct Adjustments/Trans Override

Print Functions

16. Print Miscellaneous Checks
17. Reprint Checks
18. Print Collection Delinquency
19. Print Delinquency Analysis
20. Print Misc Member Account Forms
21. Print Loan Classification Report
22. Print Risk Score Analysis Report
23. Print Method B Delinquency Rpt

Additional Menus

24. Member Inquiry Functions
25. Member Update Functions
26. Report Functions
27. Report Builder Collections Inq

Ask the AnswerBook

Menu option

Speed sequence

Search for:

958J 8/24/11 08:54:35

Learn About This Feature

Loan Delinquency Report

Options		Response
Corp ID	01	Optional
Process date	Aug 2011 📅 [MMYY]	
Loan balances to include	A = All ▾	
Print	○ Detail & Summary ● Summary only	
Sort report by	● Account ○ Name	
Business unit	Select	Optional
Loan category	Select	Optional
Loan purpose	Select	Optional
Loan security	Select	Optional
Branch #	Select	Optional
Loan officer ID	Select	Optional

☐ Include written off loans

☐ Export to file

☐ Job queue
Copies 1
Printer P1 🔍

Cancel   F7

(612) 8/24/11 08:54:46

Loan Delinquency Report

Options	Response	
Corp ID	01	Optional
Process date	Aug 2011 [MMYY]	
Loan balances to include	A = All	
Print	A = All	
	C = CU Owned Portion	
Sort report by	I = Investor Owned Portion	
Business unit	Select	Optional
Loan category	Select	Optional
Loan purpose	Select	Optional
Loan security	Select	Optional
Branch #	Select	Optional
Loan officer ID	Select	Optional

☐ Include written off loans

☐ Export to file

☐ Job queue
Copies 1
Printer P1

Cancel   F7

(612) 8/24/11 08:54:46

Network Links

Loan Delinquency Report

Options		Response
Corp ID	01	Optional
Process date	Aug 2011 ▦ [MMYY]	
Loan balances to include	A = All ▾	
Print	○ Detail & Summary	⦿ Summary only
Sort report by	⦿ Account	○ Name
Business unit	Select	Optional
Loan category	Select	Optional
Loan purpose	Select	Optional
Loan security	Select	Optional
Branch #	Select	Optional
Loan officer ID	Select	Optional

☐ Include written off loans

☐ Export to file

☐ Job queue
Copies 1
Printer P1 🔍

Cancel   F7

Learn About This Feature

Participation Lending Rewrite

- New Menu! Participation Loan Processing (MNPART)
- Enhanced 360 Loan Support

Network Links

Participation Loan Processing

MNPART

Daily Participation Processing

1 Add/Maintain Participation Loans
2 Review Mbr Activity on Part Lns
3 Review Unfunded Loans
4 Review Paid Off Loans
5 Create/Post PL Payment Work File
6 Create/Post G/L Journal Entries
7 Member Acct Adj/Post to Cust Act

Monthly Processing

10 Create Monthly Gov Investor File
11 Accrue Interest for 360 Loans

Inquiry Options

13 Participation Loan Inquiry
14 G/L History Inquiry

Participation Reports

16 Print G/L Financial
17 PLI Trial Balance
18 Part Loan Analysis Report
19 PLI Settlement Activity
20 Rural Development Loan Detail
21 PL Balance Verification Report
22 Part Loan Delinquency Analysis

Participation Configuration

26 Configure Participation LN Types
27 Configure Investor Information
28 Configure Company Codes
29 Configure Settlement Calc Rtns

Ask the AnswerBook

Menu option
Speed sequence
Search for:

(958) 8/24/11 08:55:54

Learn About This Feature

Credit Card Enhancements

- Credit Card and ATM/Debit Options Now on the Same Menus

- Improved Maintenance and Order Features

- Offer Credit Cards Online

ATM/Debit/Credit Card Configurations

ATM/Debit/Credit Configurations

1. Config ATM Service Charge Groups
2. Configure No-Fee ATMs/Networks
3. Configure Card Stock
4. ATM Surcharge Rebate Reward Prgm

Other Credit Card Configurations

16. Online Credit Card Config
17. Update Online CC Rate/Chrg Types
18. Credit Card Skip-a-Pay Config

28. * ATM/Debit/Credit Card Processing
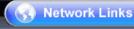
Menus

ACH/Payroll Processing
Auditing Functions
Back Office
Check Processing
Collection Processing
Configuration Functions
CU*BASE Main Menu
CU*BASE Report Builder 1
CU*BASE Report Builder 2
Extended Loan Processing

Speed Sequences

Account Maintenance
Add Club Members
ATM Check Digit Calc
Calc Number of Days
Calculate Check Digit
Change Printer Outque As
Close Memberships/Accou
Collateral - VIN# Lookup
Collection Processing
CU*SPY Daily Reports

Ask the AnswerBook

Menu option
Speed sequence
Search for:

Network Links

(958) 8/24/11 08:56:32

Learn About This Feature

Online ATM/Debit/Credit Card Processing

Daily ATM/Dbt/Crdt Card Process

1 ATM/Debit Card Maintenance
2 ATM/Debit Card/Activity Inquiry
3 Update/Order Online Credit Cards
4 Update Restricted Credit Card #s

View ATM/Debit/Credit Configs

16 Vendor Config Inquiry
17 BIN Config Inquiry
18 Service Charge Groups Config Inq
19 Card Stock Config Inquiry
20 ATM Surcharge Rebate Reward Prgm

ATM/Debit/Credit Card Reporting

10 ATM/Debit Daily Exceptions Rpt
11 List Overlimit Credit Cards
12 List Inactive Credit Cards
13 List Duplicate Credit Cards

28 ATM/Debit/Credit Card Configs

Ask the AnswerBook

Menu option

Speed sequence

Search for:

Account/Card Lookup

Account base [   ]
Account type [   ]
-OR-
Card # [   ] (or last 4 digits)

Card #	Account #	Primary Account Holder	Card Status

● Select

Backup   F3
Cancel   F7

Learn About This Feature

Network Links

Account/Card Lookup

Account base   1

Account type   [   ]

-OR-

Card #   [   ] (or last 4 digits)

Card #	Account #		Primary Account Holder		Card Status

● Select   ↑ ↓

Backup	F3
Cancel	F7

Network Links

Credit Card Maintenance

Account #   1   ANN D MEMBER

Card #	Acct Type	Card Status				Last Used Date	Last Maint Date	Card Description
1697	900		OPEN ACTIVE STATUS	AS OF			Aug 22, 2011	VISA GOLD
0610	900	L	LOST ACCOUNT	AS OF	Jul 26, 2011	Oct 29, 2010	Jul 26, 2011	MASTERCARD CLASSIC
1995	900	L	LOST ACCOUNT	AS OF	Aug 04, 2011		Aug 04, 2011	VISA PLATINUM
1301	900	L	LOST ACCOUNT	AS OF	Aug 16, 2011		Aug 16, 2011	SIMPLY PLATINUM
1158	900	L	LOST ACCOUNT	AS OF	Aug 16, 2011		Aug 16, 2011	VISA GOLD
1598	900	L	LOST ACCOUNT	AS OF	Aug 22, 2011		Aug 22, 2011	VISA GOLD
1663	900	L	LOST ACCOUNT	AS OF	Aug 22, 2011		Aug 22, 2011	VISA GOLD
1671	900	L	LOST ACCOUNT	AS OF	Aug 22, 2011		Aug 22, 2011	VISA GOLD
1689	900	L	LOST ACCOUNT	AS OF	Aug 22, 2011		Aug 22, 2011	VISA GOLD

● Card Status   ● Emboss Order/History   ● Rate Maint   ● Card Inquiry   ● Authorized Users

Backup	F3
Add New Card	F6
Cancel	F7
Show Active Card	F11

Learn About This Feature

Credit Card Maintenance

Network Links

Account #   1   ANN D MEMBER

Card #	Acct Type	Card Status				Last Used Date	Last Maint Date	Card Description
697	900		OPEN ACTIVE STATUS	AS OF			Aug 22, 2011	VISA GOLD
109	900	L	LOST ACCOUNT	AS OF	Jul 26, 2011	Oct 29, 2010	Jul 26, 2011	MASTERCARD CLASSIC
958	900	L	LOST ACCOUNT	AS OF	Aug 04, 2011		Aug 04, 2011	VISA PLATINUM
014	900	L	LOST ACCOUNT	AS OF	Aug 16, 2011		Aug 16, 2011	SIMPLY PLATINUM
580	900	L	LOST ACCOUNT	AS OF	Aug 16, 2011		Aug 16, 2011	VISA GOLD
598	900	L	LOST ACCOUNT	AS OF	Aug 22, 2011		Aug 22, 2011	VISA GOLD
663	900	L	LOST ACCOUNT	AS OF	Aug 22, 2011		Aug 22, 2011	VISA GOLD
671	900	L	LOST ACCOUNT	AS OF	Aug 22, 2011		Aug 22, 2011	VISA GOLD
689	900	L	LOST ACCOUNT	AS OF	Aug 22, 2011		Aug 22, 2011	VISA GOLD

● Card Status   ● Emboss Order/History   ● Rate Maint   ● Card Inquiry   ● Authorized Users

Backup   F3
Add New Card   F6
Cancel   F7
Show Active Card F11

(1068) 8/24/11 08:57:12

Learn About This Feature

Network Links

Online Credit Card Status Maintenance

Account #   1 900
Card #   ▓▓▓▓▓▓▓11697
Description VISA GOLD

Primary name   ANN D MEMBER
Secondary name ETHAN C MEMBER

Block status   [ ] 🔍   OPEN ACTIVE STATUS

Last status change date 08/22/11
                ser ;Y

Backup   F3
Update   F5

(4174) 8/24/11 08:57:56   Learn About This Feature

Online Credit Card Status Maintenance
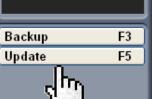
Account #	1 900
Card #	1697
Description	VISA GOLD

Primary name	ANN D MEMBER
Secondary name	ETHAN C MEMBER

Block status	L 🔍 OPEN ACTIVE STATUS

Last status change: Date	08/22/11
User	;Y

Backup   F3
Update   F5

Learn About This Feature

Network Links

Credit Card Maintenance

Account #   1   ANN D MEMBER

Card #	Acct Type	Card Status			Last Used Date	Last Maint Date	Card Description
.697	900	L LOST ACCOUNT	AS OF	Aug 24, 2011		Aug 24, 2011	VISA GOLD
109	900	L LOST ACCOUNT	AS OF	Jul 26, 2011	Oct 29, 2010	Jul 26, 2011	MASTERCARD CLASSIC
958	900	L LOST ACCOUNT	AS OF	Aug 04, 2011		Aug 04, 2011	VISA PLATINUM
014	900	L LOST ACCOUNT	AS OF	Aug 16, 2011		Aug 16, 2011	SIMPLY PLATINUM
.580	900	L LOST ACCOUNT	AS OF	Aug 16, 2011		Aug 16, 2011	VISA GOLD
.598	900	L LOST ACCOUNT	AS OF	Aug 22, 2011		Aug 22, 2011	VISA GOLD
.663	900	L LOST ACCOUNT	AS OF	Aug 22, 2011		Aug 22, 2011	VISA GOLD
.671	900	L LOST ACCOUNT	AS OF	Aug 22, 2011		Aug 22, 2011	VISA GOLD
.689	900	L LOST ACCOUNT	AS OF	Aug 22, 2011		Aug 22, 2011	VISA GOLD

● Card Status   ● Emboss Order/History   ● Rate Maint   ● Card Inquiry   ● Authorized Users

Backup	F3
Add New Card	F6
Cancel	F7
Show Card	F11

Credit Card Configuration

Bin	Description
43	VISA CLASSIC
43	VISA GOLD
46	VISA CLASSIC (TC)
46	BUSINESS PLATINUM
48	VISA PLATINUM
48	SIMPLE PLATINUM
54	MASTERCARD CLASSIC
54	MASTERCARD GOLD

● Select

Cancel   F7

Learn About This Feature

Credit Card Configuration

Bin	Description
4	VISA CLASSIC
4	VISA GOLD
4	VISA CLASSIC (TC)
4	BUSINESS PLATINUM
4	VISA PLATINUM
4	SIMPLY PLATINUM
5	MASTERCARD CLASSIC
5	MASTERCARD GOLD
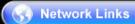
Cancel   F7

● Select

(1076) 9/14/11 09:16:53

Learn About This Feature

Online Card Holder Inquiry

Card Configuration

Card #	************0688	Block code		
Account #	1	Setup date	Block date	
Description	BUSINESS PLATINUM	Maint date	Expiration	
Processor	FIS	Last used		

Primary Card Holder

Name	ANN D MEMBER			
SSN		Birthday	Aug 24, 1955	Maiden
Home phone	-9038	Work phone		Score card N
Email/other				

Backup F3
Add/Update F5

Secondary Card Holder

Name
SSN

Additional Holders

Name 3
Name 4
Name 5
Name 6
Name 7
Name 8
Name 9

Learn About This Feature

Network Links

Online Card Holder Inquiry

Card Configuration
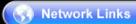
Card #	************0688	Block code			
Account #	1 900	Setup date		Block date	
Description	BUSINESS PLATINUM	Maint date		Expiration	
Processor	FIS	Last used			

Primary Card Holder

Name	ANN D MEMBER				
SSN		Birthday	Aug 24, 1955	Maiden	
Home phone	-9038	Work phone		Score card	N
Email/other					

Backup   F3
Add/Update   F5

Secondary Card Holder

Name

SSN

Additional Holders

Name 3

Name 4

Name 5

Name 6

Name 7

Name 8

Name 9

Learn About This Feature

Authorized User List

UPDATE

Card # 4▮▮▮▮▮▮▮▮▮▮▮▮▮   Account #   1 900

Status OPEN ACTIVE STATUS

Names Authorized To Use This Account

1	Primary	ANN D MEMBER	(Name on membership account)
2	Secondary	ETHAN MEMBER	(Co-borrower name on loan acct)
3	Other name		
4	Other name		
5	Other name		
6	Other name		
7	Other name		
8	Other name		
9	Other name		

Backup   F3
Save Changes F5
Cancel   F7

Note: Changes made to Master or Non-Member records do NOT affect the names listed here (or vice versa)
Note: If any cards have been ordered, be careful not to change the order in which the names appear

(4169) 9/14/11 08:53:50

Learn About This Feature

Authorized User List

UPDATE

Card # 4███████████████

Account # 1 900

Status OPEN ACTIVE STATUS

Names Authorized To Use This Account

1	Primary	ANN D MEMBER	(Name on membership account)
2	Secondary	ETHAN MEMBER	(Co-borrower name on loan acct)
3	Other name	JOHN MEMBER	
4	Other name		
5	Other name		
6	Other name		
7	Other name		
8	Other name		
9	Other name		

Backup   F3
Save Changes F5
Cancel   F7

Note: Changes made to Master or Non-Member records do NOT affect the names listed here (or vice versa)
Note: If any cards have been ordered, be careful not to change the order in which the names appear

Learn About This Feature

Order a Card: Choose Emboss Settings

UPDATE

Account #   1   900
Card #   4

Card expiration date   Sep 14, 2013
Card activation method   I = Issue with activation
Card stock   G0073   *DEFAULT

☑ Send a new card to the member
☑ Send a PIN mailer to the member

Backup	F3
Cancel	F7
Save/Continue	Ent

☐ Request 3-day priority handling

# of names to be embossed on the card   1 (1, 2)

Learn About This Feature

Network Links

Order a Card: Choose Emboss Settings

UPDATE

Account #   1 900

Card #   4▮▮▮▮▮▮▮▮▮

Card expiration date   Sep 14, 2013

Card activation method   I = Issue with activation ▾

Card stock   G0073 🔍   *DEFAULT

☑ Send a new card to the member

☑ Send a PIN mailer to the member

Backup	F3
Cancel	F7
Save/Continue	Ent

☐ Request 3-day priority handling

# of names to be embossed on the card   2 (1, 2)

Learn About This Feature

Order a Card: Choose Names to Emboss

Top Name

Top name	1			
		1	ANN D MEMBER	
		2	ETHAN MEMBER	
		3	JOHN MEMBER	
		4		
		5		
		6		
		7		
		8		
		9		

Bottom Name

Bottom name	2			
		1	ANN D MEMBER	
		2	ETHAN MEMBER	
		3	JOHN MEMBER	

Order 00 copies of this card

Backup   F3
Save Continue   F5
Cancel   F7
Refresh Sample Ent

My Credit Union

4613   4613   4613   4613

ANN D MEMBER

ETHAN MEMBER

Expires 00/00

(4171) 9/14/11 08:54:39

Order a Card: Choose Names to Emboss

Top Name

Top name	1			
		1	ANN D MEMBER	
		2	ETHAN C MEMBER	
		3	JOHN MEMBER	
		4		
		5		
		6		
		7		
		8		
		9		

My Credit Union

4613   4613   4613   4613

ANN D MEMBER

ETHAN MEMBER

Expires 00/00

Backup	F3
Save Continue	F5
Cancel	F7
Refresh Sample	Ent

Bottom Name

Bottom name	3		
		1	ANN D MEMBER
		2	ETHAN MEMBER
		3	JOHN MEMBER

Order 00 copies of this card

Learn About This Feature

Order a Card: Choose Names to Emboss

Top Name

Top name	1		
		1	ANN D MEMBER
		2	ETHAN MEMBER
		3	JOHN MEMBER
		4	
		5	
		6	
		7	
		8	
		9	

Backup	F3
Save Continue	F5
Cancel	F7
Refresh Sample	Ent

Bottom Name

Bottom name	3		
		1	ANN D MEMBER
		2	ETHAN MEMBER
		3	JOHN MEMBER

Order 00 copies of this card

My Credit Union

4613   4613   4613   4613

ANN D MEMBER

JOHN MEMBER

Expires 00/00

Order a Card: Choose Names to Emboss

Top Name

Top name	1			
		1	ANN D MEMBER
		2	ETHAN MEMBER
		3	JOHN MEMBER
		4	
		5	
		6	
		7	
		8	
		9	

My Credit Union

4613   4613   4613   4613

ANN D MEMBER

JOHN MEMBER

Expires 00/00

Backup	F3
Save Continue	F5
Cancel	F7
Refresh ble	Ent

Bottom Name

Bottom name	3		
		1	ANN D MEMBER
		2	ETHAN MEMBER
		3	JOHN MEMBER

Order 01 copies of this card

Learn About This Feature

Emboss/Order History

Account	1	900	ANN D MEMBER

Card #   4▓▓▓▓▓▓▓▓▓▓▓

Emboss Name(s)	Priority	# of Cards	Issue Action	Ordered	Order Status
ANN D MEMBER JOHN MEMBER	N	01	Card & new PIN/Mailer	Sep 14, 2011	Card Order Pending

● Edit Pending Order   ● Delete Pending Order   ● View   ● Reorder Same Pattern

Backup   F3
Add New Emboss F6
Cancel   F7
Show Pending   F11

Learn About This Feature

"Route One" to Attract More Indirect Members
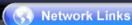
Loan Underwriter Approval Limits

Loan Products

Menus

ACH/Payroll Processing
Auditing Functions
Back Office
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Collection Processing
Configuration Functions
CU*BASE Main Menu
CU*BASE Report Builder 1
CU*BASE Report Builder 2
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Account Maintenance
Add Club Members
ATM Check Digit Calc
Calc Number of Days
Calculate Check Digit
Change Printer Outque As
Close Memberships/Accou
Collateral - VIN# Lookup
Collection Processing
CU*SPY Daily Reports

Loan Product Configuration

1 Loan Category Configuration
2 Variable Rate Code Configuration
3 Purpose Code Configuration
4 Security Code Configuration
5 Collateral Type Configuration
6 Loan Product Configuration
7 Stock Type Configuration
8 Stock/LOC Disb Value Adjustment
9 Base Ratio Analysis Config
10 Loan Application Text Config
11 Underwriting Code Config
12 Business Unit Configuration

Agent/Third Party Tracking

16 Financial Institution Config
17 Loan Denial Notices Agency Cfg
18 Ln Insurance/Debt Protection Cfg
19 Escrow Payee Config
20 Collateral Insurance Agent Cfg
21 Loan Delivery Channel Config

Collection Configuration

22 Loan Classification Code Config
23 Loan Fines Configuration
24 Delinquent Notice Config
25 Collection Parameter Config

27 Online Credit Card Configs

Ask the AnswerBook

Menu option
Speed sequence
Search for:

Central Underwriting Codes

Centralized underwriting code

Code	Description
AA	APPROVED
AC	APPROVED- CONDITIONS
AD	APPROVED- AUTO DEC.
AP	PRE-APPROVED
CO	COUNTEROFFER
CS	COSIGNER INFO ONLY
DD	DENIED
DT	DEALERTRACK
HA	HM BANKING APPROVAL
HB	HOME BANKING REQUEST
MA	MODEL APPROVED
MD	MODEL FAIL-MANUL UW
MF	MD FILTER FAIL- M UW
NT	NOT TAKEN
PC	PENDING- NEED COSIGN
PD	PENDING- INDIRECT
PI	PENDING- NEED INFO

● Select

Cancel   F7

(2997) 8/24/11 09:10:20

Learn About This Feature

Central Underwriting Codes

Centralized underwriting code   AA

Code	Description
AA	APPROVED
AC	APPROVED- CONDITIONS
AD	APPROVED- AUTO DEC.
AP	PREAPPROVED
CO	COUNTEROFFER
CS	COSIGNER INFO ONLY
DD	DENIED
DT	DEALERTRACK
HA	HM BANKING APPROVAL
HB	HOME BANKING REQUEST
MA	MODEL APPROVED
MD	MODEL FAIL-MANUL UW
MF	MD FILTER FAIL- M UW
NT	NOT TAKEN
PC	PENDING- NEED COSIGN
PD	PENDING- INDIRECT
PI	PENDING- NEED INFO

● Select

Cancel   F7

Network Links

Centralized Underwriting Codes

Central underwriting code   **AA**

Type	A = Approval
Description	APPROVED

☑ Use underwriter security & approval limits

☐ Use interviewer security

☑ Record underwriter audit

☑ Prompt for underwriting comments

☐ Prompt for application comments

☐ Prompt for denial notice

Display sequence in status window   **00**   (01-06, 00=do not display)

Bypass	F8
Delete	F16

Learn About This Feature

Network Links

Management Processing/Dashboards

MNMGMT

Success credit union

Menus

ACH/Payroll Processing
Auditing Functions
Back Office
Check Processing
Collection Processing
Configuration Functions
CU*BASE Main Menu
CU*BASE Report Builder 1
CU*BASE Report Builder 2
Extended Loan Processing

Speed Sequences

Account Maintenance
Add Club Members
ATM Check Digit Calc
Calc Number of Days
Calculate Check Digit
Change Printer Outque As
Close Memberships/Accou
Collateral - VIN# Lookup
Collection Processing
CU*SPY Daily Reports

Processing/Forecasting Tools

1   CU*BASE Employee Security
2   Member Rate Maintenance
3   Debit Base Rate Forecasting
4   Div/Int Split Rate Forecasting
5   Certificate Repricing Forecast
6   Tiered Services Forecast

Leadership Dashboards

9   5300 Call Report Ratios Dashbrd
10   ARU/Online Banking Stats Dashbrd
11   Budget Review/Analysis
12   Check Processing Stats Dashboard
13   Collections Dashboard/Summary
14   Contingent Liability Analysis

16   Fee Income/Waiver Dashboard
17   Financial Statement Review
18   Loan App Monthly Stats Comparisn
19   Loan Queue Activity Tracking
20   Loan/Share Trial Bal. Review
21   New/Closed Accounts Dashboard
22   New/Closed Memberships Dashboard
23   NSF Statistics Dashboard
24   Tiered Svcs Monthly Comparison
25   Transaction Analysis Tools

28   * Review CU Configurations
29   * Other Management Tools

Ask the AnswerBook

Menu option [   ]   Speed sequence [   ]
Search for: [   ]

(958) 8/24/11 09:10:56

Learn About This Feature

Employee Security Maintenance

UPDATE

Employee ID [ ]

Employee ID	Job Category	Name	Employee ID	Job Category	Name	Employee ID	Job Category	Name
91		CU*ANSWERS SYSTEMS SUPPO						
92		CU*ANSWERS PROGRAMMING S						
93		XTENSION (CU*ANSWERS)						
96		Online banking						

- Edit
- Delete
- Update Spcl Security
- Copy
- Update Acct Security

- Edit
- Delete
- Update Spcl Security
- Copy
- Update Acct Security

- Edit
- Delete
- Update Spcl Security
- Copy
- Update Acct Security

Menu Security	F2
Cancel	F7
CU Options	F9
DC Employees	F10
View Maint	F11

Employee IDs 89 through 99 are reserved for use by internal processes. Please DO NOT use these IDs for any credit union employees.

(2767) 8/24/11 09:11:05

Learn About This Feature

Employee Security Maintenance

UPDATE

Employee ID

Employee ID	Job Category	Name
91		CU*ANSWERS SYSTEMS SUPPO
92		CU*ANSWERS PROGRAMMING S
93		XTENSION (CU*ANSWERS)
96		Online banking

Employee ID	Job Category	Name

Employee ID	Job Category	Name

- Edit
- Delete
- Update Spcl Security

- Copy
- Update Acct Security

- Edit
- Delete
- Update Spcl Security

- Copy
- Update Acct Security

- Edit
- Delete
- Update Spcl Security

- Copy
- Update Acct Security

Menu Security	F2
Cancel	F7
CU Options	F9
DC Employees	F10
View Maint	F11

Employee IDs 89 through 99 are reserved for use by internal processes. Please DO NOT use these IDs for any credit union employees.

(2767) 8/24/11 09:11:05

Learn About This Feature

Network Links

Employee Security Maintenance

UPDATE

Employee ID

Employee ID	Job Category	Name	Employee ID	Job Category	Name	Employee ID	Job Category	Name
91		CU*ANSWERS SYSTEMS SUPPO						
92		CU*ANSWERS PROGRAMMING S						
93		XTENSION (CU*ANSWERS)						

Session 0 CU*BASE GOLD - Update Employee Special Security

Bypass	F8
Approval Limits	F10

Employee ID 92 CU*ANSWERS PROGRAMMING S

☑ Open accounts   ☑ Time cards
☑ Close accounts   ☑ Open loans
☑ File maintenance   ☑ Unpost J/E
☑ Teller override   ☑ Phone inquiry
☑ Maintenance tier 2   ☐ View C/R
☑ Loan underwriting
☑ Loan interviewer/processer

FR (2765)   Learn About This Feature

Menu Security	F2
Cancel	F7
CU Options	F9
DC Employees	F10
View Maint	F11

ⓘ Employee IDs 89 through 99 are reserved for use by internal processes.
    Please DO NOT use these IDs for any credit union employees.

(2767) 8/24/11 09:11:05   Learn About This Feature

Loan Underwriter Approval Limits

CHANGE

Employee ID   92   CU*ANSWERS PROGRAMMING SUPPORT

Category	Description	Approval Limit	Expires
01	SECURED CLOSED END	20,000.00	99/99/9999
92	MASTERCARD GOLD (R 12.6/P 1.5)	50,000.00	99/99/9999

Backup	F3
Add Category	F6
Copy Limits	F9
Done	F10

● Edit   ● Delete   ● View   ↑ ↓

Learn About This Feature

Off Trial Balance (OTB) Enhancements

- Members Can Now View OTB Information Online
- Pay OTB Accounts via Miscellaneous Receipts
- Payments via Online Banking

Loan Information

FIXED RATE 10YR

The information shown here was last updated on **12/30/2003 12:00 AM**. Account details may not immediately reflect recent transactions or other changes made to the account.

Account #:	*************2456
Institution/Agency:	
Description:	FIXED RATE 10YR MTG
Delinquent?	No
Amount Past Due:	$0.00
Next Payment Due Date:	4/15/2011
Payment Amount:	$450.00
Current Balance:	$99,350.00
Disbursement Limit:	$99,350.00
Maturity Date:	4/27/2016
Last Payment Date:	4/15/2011

Pay Now

🖶 Print

I Have 275 Po

My Accounts

- Account Summary
- Transfer Money
- Nicknames
- ACH Transactions
- Checks Cleared
- Check Stop Payment
- Dividend/Interest
- Downloads
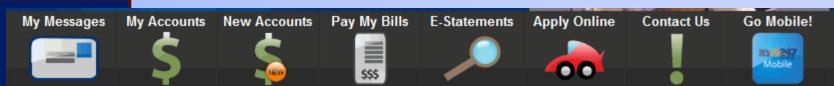
See What's Up

CU

Movin' my money around

From here you can move money between available accounts, just complete four easy steps. Specify the timeframe of the transfer, select the source and destination accounts, and you're practically finished! All that's left is telling us how much to transfer. At any point in the process you can track your progress using the summary on the right.

My Accounts

Account Summary

Transfer Money

Nicknames

Scheduled Check Transfers

ACH Transactions

Checks Cleared

Check Stop Payment

Check Withdrawal

Dividend/Interest

Downloads

Set up my transfer:

Step 1. When do I want it to happen?

If you want this to happen right away, pick Right Away. Or, you can schedule it to happen at a later date and whether or not it repeats:

- ● Right Away
- ○ Bi-Weekly
- ○ Monthly
- ○ One Time Only
- ○ Quarterly
- ○ Weekly

Step 2. Where am I getting the money?

Step 3. Where's it going?

Step 4. How much do I want to transfer?

Memo:

[   ]

☐ Show on the "To" account also

What I have so far:

When?
Right Away

From where?

To where?

How much?

Memo:

Visit Our Site
for rates, hours, and more
click here

Come in

CU

Movin' my money around

🖨 <u>Print</u>

From here you can move money between available accounts, just complete four easy steps. Specify the timeframe of the transfer, select the source and destination accounts, and you're practically finished! All that's left is telling us how much to transfer. At any point in the process you can track your progress using the summary on the right.

Set up my transfer:

Step 1. When do I want it to happen?

Step 2. Where am I getting the money?

Pick the account you want the money to come from:

- ● 000 - Regular Savings: $50,880.75
- ○ 051 - Christmas Club: $12,800.03
- ○ 110 - Regular Checkin: $3,011.76
- ○ 900 - Mastercard Clas: $4,137.15

Step 3. Where's it going?

Step 4. How much do I want to transfer?

Memo:

[   ]

☐ Show on the "To" account also

What I have so far:

When?
Right Away

From where?
000 - Regular Savings:
$50,880.75

To where?

How much?

Memo:

Continue with transfer

CU

Movin' my money around

From here you can move money between available accounts, just complete four easy steps. Specify the timeframe of the transfer, select the source and destination accounts, and you're practically finished! All that's left is telling us how much to transfer. At any point in the process you can track your progress using the summary on the right.

My Accounts

Account Summary

Transfer Money

Nicknames

Scheduled Check Transfers

ACH Transactions

Checks Cleared

Check Stop Payment

Check Withdrawal

Dividend/Interest

Downloads

Set up my transfer:

Step 1. When do I want it to happen?

Step 2. Where am I getting the money?

Step 3. Where's it going?

Pick the account where you want to put the money:

My CU accounts:

○ 000 - Regular Savings: $50,880.75

○ 051 - Christmas Club: $12,800.03

○ 110 - Regular Checkin: $3,011.76

○ 900 - Mastercard Clas: $862.85

○ **0002 - Investment Savi: $1,234.56

○ **1234 - Investment Savi: $15,000.00

○ **9876 - Fixed Rate 10yr: $20,150.00

Step 4. How much do I want to transfer?

Memo:

What I have so far:

When?
Right Away

From where?
000 - Regular Savings:
$50,880.75

To where?

How much?

Memo:

Visit Our Site
for rates, hours, and more
click here

Come in We're

🖨 Print

Movin' my money around

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My Accounts

Account Summary

Transfer Money

Nicknames

Scheduled Check Transfers

ACH Transactions

Checks Cleared

Check Stop Payment

Check Withdrawal

Dividend/Interest

Downloads

Visit Our Site
for rates, hours, and more
click here

Set up my transfer:

Step 1. When do I want it to happen?

Step 2. Where am I getting the money?

Step 3. Where's it going?

Step 4. How much do I want to transfer?

Enter the amount you want to transfer :

☐ Show on the "To" account also

Continue with transfer

What I have so far:

When?
Right Away

From where?
000 - Regular Savings:
$50,880.75

To where?
**9876 - Fixed Rate 10yr:
$20,150.00

How much?

Memo:

Current Scheduled Transfers

		Transfer From	Amount	Transfer To	Frequency	Next Transfer	End Date

🖨 Print

Movin' my money around

From here you can move money between available accounts, just complete four easy steps. Specify the timeframe of the transfer, select the source and destination accounts, and you're practically finished! All that's left is telling us how much to transfer. At any point in the process you can track your progress using the summary on the right.

My Accounts

Account Summary

Transfer Money

Nicknames

Scheduled Check Transfers

ACH Transactions

Checks Cleared

Check Stop Payment

Check Withdrawal

Dividend/Interest

Downloads

Set up my transfer:

Step 1. When do I want it to happen?

Step 2. Where am I getting the money?

Step 3. Where's it going?

Step 4. How much do I want to transfer?

Enter the amount you want to transfer :

450.00

Memo:

☐ Show on the "To" account also

Continue with transfer

What I have so far:

When?
Right Away

From where?
000 - Regular Savings: $50,880.75

To where?
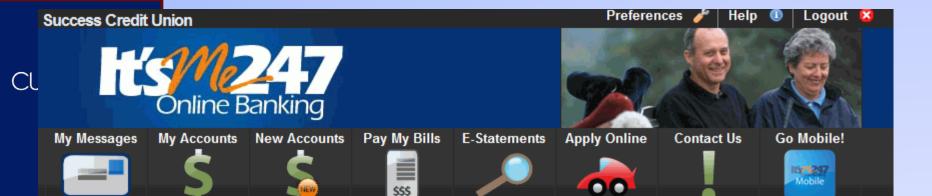**9876 - Fixed Rate 10yr: $20,150.00

How much?
$450.00

Memo:

Visit Our Site
for rates, hours, and more
click here

Current Scheduled Transfers

Transfer From Amount Transfer To Frequency Next Transfer End Date

🖨 Print

Movin' my money around

From here you can move money between available accounts, just complete four easy steps. Specify the timeframe of the transfer, select the source and destination accounts, and you're practically finished! All that's left is telling us how much to transfer. At any point in the process you can track your progress using the summary on the right.

So far, so good! One more step and you're done!

When?
Right Away

From where?
000 - Regular Savings: $50,880.75

To where?
**9876 - Fixed Rate 10yr: $20,150.00

How much?
$450.00

Memo:

Accept   Back

My Accounts
Account Summary
Transfer Money
Nicknames
Scheduled Check Transfers
ACH Transactions
Checks Cleared
Check Stop Payment
Check Withdrawal
Dividend/Interest
Downloads

Visit Our Site
for rates, hours, and more
click here

Current Scheduled Transfers

		Transfer From	Amount	Transfer To	Frequency	Next Transfer Date	End Date Option
📝	❌	Patricia Saeger -	$100.00	Patricia Saeger -	Monthly	7/8/2011	No End

It'sMe247 Online Banking

My Messages	My Accounts	New Accounts	Pay My Bills	E-Statements	Apply Online	Contact Us	Go Mobile!

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Movin' my money around

From here you can move money between available accounts, just complete four easy steps. Specify the timeframe of the transfer, select the source and destination accounts, and you're practically finished! All that's left is telling us how much to transfer. At any point in the process you can track your progress using the summary on the right.

My Accounts

Account Summary

Transfer Money

Nicknames

Scheduled Check Transfers

ACH Transactions

Checks Cleared

Check Stop Payment

Check Withdrawal

Dividend/Interest

Downloads

Transfer completed!

Transfer amount:	$450.00
Transfer from:	000 - Regular Savings: $50,880.75
New balance:	$50,440.75
New available balance:	$50,430.75
Transfer to:	**9876 - Fixed Rate 10yr: $20,150.00

Perform another transfer

Current Scheduled Transfers

Transfer From	Amount	Transfer To	Frequency	Next Transfer Date	End Date Option

It's Me 247
Online Banking

My Messages	My Accounts	New Accounts	Pay My Bills	E-Statements	Certificates	Contact Us	Go Mobile!

🖨 Print

Account Details

View history for: [000 - REGULAR SAVINGS ▼]

Show search options

My Accounts

- Account Summary
- Transfer Money
- Nicknames
- Scheduled Check Transfers
- ACH Transactions
- Checks Cleared
- Check Stop Payment
- Check Withdrawal
- Dividend/Interest
- Downloads

Transaction History

Date	Description	Amount	Balance
06/23/2011	PC CU TRANSFER FIXED RATE 10YR MTG ACCT# **9876	($450.00)	$50,440.75
08/12/2011	TEST OTB CODE SAVINGS TEST ACCT# **1234 FOR $100.00	$0.00	$50,890.75
08/11/2011	REV. TEST PHONE	$10.00	$50,890.75
08/11/2011	TEST PHONE SAVINGS TEST ACCT# **0002	($10.00)	$50,880.75
08/10/2011	TEST OTB CODE FIXED RATE 10YR MTG ACCT# **5678	($10.00)	$50,890.75
08/10/2011	ENTRY FEES	($1.00)	$50,900.75
	TEST OTB CODE		

And more…

- Coming Soon: Mobile Text!
- Check Processing Now Consistent with ACH Processing for Stop Payments
- Social Security Number Search Returns to Inquiry Phone and Teller
- Indicator Shows that Privacy Controls are "On"
- Automated ANR Scoring Lowers ANR Levels
- Rate Benefit Consistent with Dividend Payment
- Menu/Speed Sequences Get an Update
- Check out over two pages of Miscellaneous Items!

Questions?

- How can I share this information at my credit union to further train staff?

Digging Deeper

- Resources available
  - http://www.cuanswers.com/client_reference.php for CU*BASE reference materials
  - http://www.cuanswers.com/client_reference_itsme.php for **It's Me 247** reference materials
  - http://www.cuanswers.com/doc/gold/gold.htm for CU*BASE GOLD online help
  - http://www.cuanswers.com/doc/stepbystep/stepbystep.htm#welcome.htm for Show Me the Steps Help

Thank you for attending!

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Education