

2021 IN-HOUSE PRICING GUIDE



CU*ANSWERS

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PRICING PHILOSOPHY

One of the cornerstones of our industry is adherence to the cooperative principles that differentiate credit unions from other financial services providers. Like your credit union, CU*Answers is also a cooperative and 100% owned by our customer-owners. As such, we feel it is a mandate to provide full disclosure when it comes to pricing of our products and services and live up to our philosophy of charging only when we have to, not simply because we can.

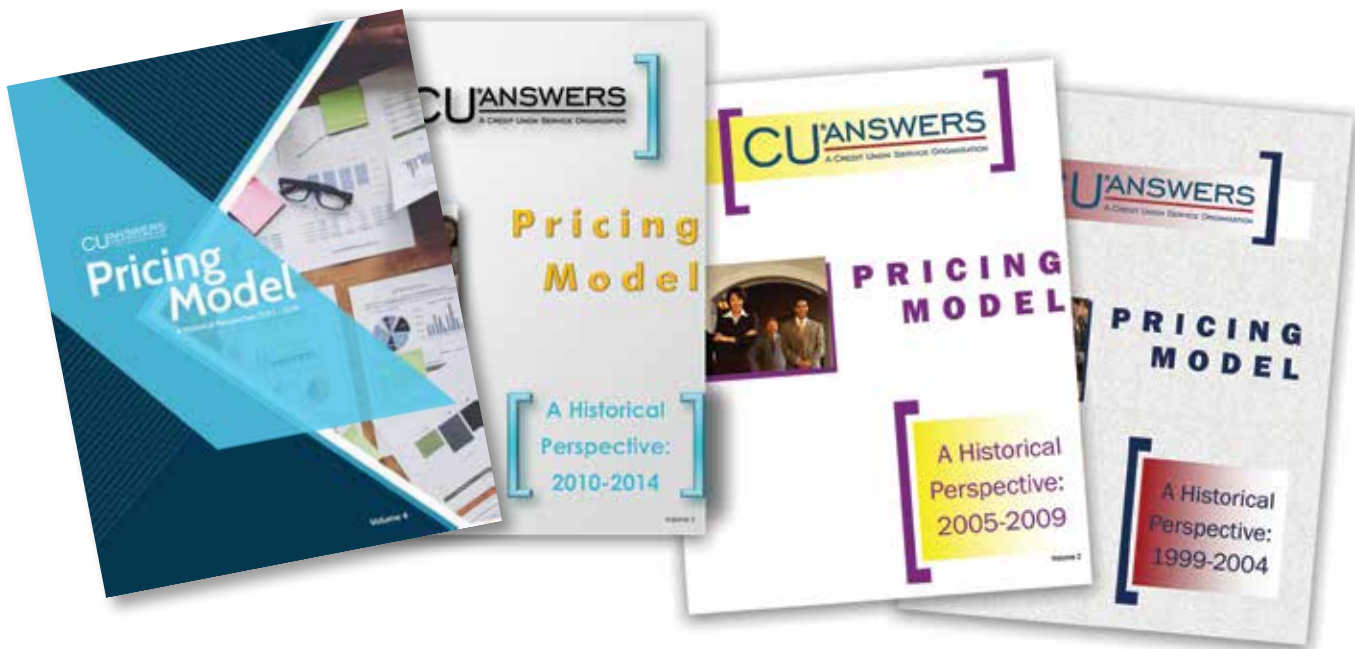
For our CUSO, pricing our offerings is very straight forward: we take on the perspective of a customer-owned partner whose ultimate goal is the financial success of the credit unions we serve. Our pricing models are designed to help facilitate the growth and sustainability of our credit union partners while investing in their futures through shared technology development, and, as importantly, **ownership of that technology**.



To that end, we believe that the pricing that follows helps ensure that we are walking the talk as a cooperative while remaining true to our goal of being **disruptive to the established core data processing pricing methodology** that exists in our industry. I hope that this document is a catalyst for all who read it to dig a little deeper into not only our products and services, but also our business model and our people.

Have a great 2021!

Scott Collins
EVP of National Sales and Marketplace Relationships
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THE 7 CORNERSTONES OF THE PRICING PHILOSOPHY

As a cooperative, we remind ourselves that each and every time a client remits a payment, that paid invoice is an investment, not simply a transaction for services rendered. Therefore, our price should be based on our continued ability to innovate, carry forward as an ongoing concern, and ultimately, add to the collective capital of the credit union system. The expected return from our service is truly not reflected only in a price. It is based on seven simple concepts that we hope our clients will leverage to gain the ultimate return on every dollar they spend on our services:

- 1 THE POWER OF OWNERSHIP
- 2 A FOCUS ON UTILIZATION
- 3 BE THE BEST YOU CAN BE
- 4 FIRST TO IMPLEMENT
- 5 GUARANTEEING THE DIFFERENCE
- 6 THE VALUE OF EQUITY
- 7 RETURN ON INVESTMENT

LEARN MORE

This Pricing Guide is a snapshot in time, and is modified annually. To fully understand our pricing philosophy as a cooperative CUSO, take a look at our Historical Pricing Perspective Series. Contact the Sales Team for copies at sales@cuanswers.com.

HISTORICAL PERSPECTIVES

- VOLUME 1 : 1999 - 2004
- VOLUME 2 : 2005 - 2009
- VOLUME 3: 2010 - 2014
- VOLUME 4: 2015-2019

IN-HOUSE PRICING Provided by CU*Answers

A. TECHNOLOGY INFRASTRUCTURE	One Time Charges	Monthly
IBM Power i Server <i>Hardware, Operating System, LegaSuite, 1-yr IBM Maint/Support</i>	\$40K - \$160K	\$150- \$350
B. CU*BASE OPSENGINE - PRODUCTION	One Time Charges	Monthly
Stand-By Remote Operations (1X /mo. test requirement) 1 - 10,000 members 10,001 - 20,000 members Over 20,000 members	\$750	\$50/day \$75/day \$100/day
CU*BASE OPSENGINE - TOOLS (SUBJECT TO 3RD PARTY COLA INCREASES)	One Time Charges	Monthly
CU*BASE Application: Multi-Processor License Fee -Per Member Under 25,000 Members 25,001 to 50,000 Members 50,001 to 100,000 Members 100,001 + Members	\$8 \$7 \$6 \$5	n/a n/a n/a n/a
License & Software Maintenance	n/a	\$0.25/member month
Application/Operations Help Desk Support (Partner)	n/a	\$0.05/member month
Automation Processing Support <i>(Special support requests, scheduling changes, issue resolution)</i>	n/a	\$100/hr (one hour minimum)
ACH Continuity Partner (ACH Recovery Partner Service)	\$100/test	\$50/year <i>(invoiced annually 10-1)</i>
Backup Assessment (data backup analysis & recommendation)	\$500 (+ T & E)	n/a
Custom Automation Projects/Programming	Quote provided	\$100/hour
Defense DB (field level encryption powered by Linoma) Production Server license & Support High Availability Server	\$1,500 \$7K - \$9K n/a	\$150 - \$300 \$125 - \$200
DefenseMD (backup tape encryption powered by P. Townsend & Assoc.) Production Server license & support High Availability Server	\$5K - \$10K \$2.5K - \$5K	\$175 \$100
i-Plan for Production (comprehensive technical service/support plan for CU*BASE core server)	n/a	\$500
i-Plan for High Availability (comprehensive support plan for CU*BASE HA server) Power-i High Availability Server (1 yr. maint/support) Data Replication Software HA Server Hosting (at CU*Answers Data Center) HA Server Hosting (at Site-Four Data Center)	\$2,500 \$20K-\$50K license \$15K-\$35K license Quote provided Quote provided	\$750 \$75 \$400-\$800 Quote provided Quote provided
OPER Audit (audit, alerting & reporting toolset powered by SEA)	\$1000 setup \$6K - \$9K license	\$150 - \$250
OPER Firewall (iShield Security) <i>(intrusion detection & prevention for core system powered by SEA)</i>	\$4K-\$10K setup \$6K-\$9K license	\$200

CU*BASE OPSENGINE - SERVICES	One Time Charges	Monthly
OpsEngine Automation Suite (includes Automation suite maintenance, application updates, object maintenance)	\$2,500	\$500 - \$995 (covers license and app. maintenance)
OpsEngine Training ISO Environment Operations (card switch operations) Automation Training (per OpsEngine Automation Suite) Special Training Requests	Quote provided	n/a
Optimized End of Month (EOM) Automation	\$1,500	\$50/month maint.
Performance Management Toolkit powered by MPG (predictive analysis of core CU*BASE server life cycle)	\$4,000	\$200 - \$400
Processing / Workflow Review (operations & run sheet audit)	\$1,000 (+ T & E)	n/a
24/7 Automation Monitoring (EFT and system messages)	\$500	\$100
Financial Institution Data Match (FIDM)	n/a	\$125/quarter
For OpsENGINE service details visit http://www.cuanswers.com/solutions/opsengine/		



CUANSWERS
Network Services

More than just a service provider, CU* Answers Network Services is an extension of your staff with the expertise to cut through the confusion and deliver the solutions you need at a price you can afford.

www.cuanswers.com/solutions/network-services/



C. E-COMMERCE FEE		
Includes It's Me 247 with PIB multi-layered security, E-Statements, e-Notices, e-Alerts, Mobile Web Banking, online Audio Response usage fee (up to a \$300 credit for CU installed IVR unit)		
	One Time Charges	Monthly
# of Members		
1 - 2,000	n/a	Waived
2,001 - 3,000	n/a	\$450
3,001 - 5,000	n/a	\$810
5,001 - 10,000	n/a	\$1,050
10,001 - 15,000	n/a	\$1,600
15,001 - 30,000	n/a	\$2,300
30,001 - 50,000	n/a	\$3,500
50,001 - 75,000	n/a	\$5,000
75,001 +	n/a	\$7,500
Account to Account Transfers (A2A) (includes both the debit and credit ACH transaction)	\$99	\$99 annual maint. fee \$0.48/transaction
E-Direct Mail (marketing messages sent by CU*BASE)	n/a	Free
e-Statements (internal CU staff)	n/a	Upload fee

IN-HOUSE PRICING Provided by CU*Answers

D. E-COMMERCE (MISC. ONLINE BANKING FEES)	One Time Charges	Monthly
It's Me 247 Online Bill Payment and Presentment (conversions from existing bill pay program may incur various 3rd party fee)		
<u>VAR Relationships (Bill Pay)</u>		
Payveris (plus other misc. vendor fees)		
Setup/implementation fee	Quote provided	n/a
Transaction fee	n/a	\$0.605/transaction
e-Bill Present	n/a	\$0.25/active e-Bill
P2P (Person-to-Person)	n/a	\$0.40/transaction
P2P only (clients not using Payveris for BillPay)	Quote Provided	\$0.40/transaction (\$100 min)
Paywatch (Fraud detection)	n/a	\$0.02/transaction
iPay (plus other misc. vendor fees)		
Setup/implementation fee	Quote provided	n/a
Transaction fee	n/a	\$0.655/transaction
Single Sign-on fee	Quote Provided	\$25
<u>Additional (iPay) Supported Services:</u>		
Annual Compliance		
	\$495	n/a
Business Bill Pay (smaller business online bill payment suite)		
Monthly Subscriber	\$1,250	n/a
	n/a	\$6 / subscriber fee (includes first 10 trans.) + \$0.425/ trans. fee above 10
Monthly Minimum	n/a	\$250 (assets < \$50 million)
		\$650 (assets > \$50 million)
Bill Simple (Automated Business invoicing, receivables tracking, payment system)		
Implementation/Setup Fee		
Business DDA Count of 0 - 1,000	\$1,000	\$300 (minimum)
Business DDA Count of 1,001 - 2,500	\$1,500	\$400 (minimum)
Business DDA Count of 2,501 - 10,000	\$2,000	\$500 (minimum)
Business DDA Count of 10,001 - 25,000	\$2,500	\$700 (minimum)
Business DDA Count of 25,001+	\$3,000	\$900 (minimum)
Transaction Fees		
ACH	n/a	\$0.065
ACH Returns & ACH NOCs	n/a	\$0.75
Credit Card	n/a	\$0.18
(Contact Earnings Edge for additional iPay Business Bill Pay; BillSimple pricing details/ considerations)		
<u>Non-VAR Relationships (Bill Pay)</u>		
SSO Connectivity/Support Fee (per CUA supported vendors)		
First 1 to 3,000 Members	CU/vendor negotiated contract	CU/vendor negotiated contract
3,001 to 6,000 Members	Quote Provided	n/a
6,001 to 10,000 Members	n/a	n/a
10,001 to 15,000 Members	n/a	\$150
15,001 to 25,000 Members	n/a	\$250
25,001 to 50,000 Members	n/a	\$400
50,001 + Members	n/a	\$650
Client responsible for all CUA/3rd party vendor - 1 time and monthly recurring fees	n/a	\$1,000
	n/a	\$2,000
Mobile Banking (powered by CU*Answers)		
It's Me 247 Mobile Web Banking	n/a	Free (included in e-Commerce pkg.)
It's Me 247 Text Banking	n/a	\$.0350/1-2 way text
It's Me 247 Mobile App	See Page 13	Free (special requests quoted separately)
CU*Answers	Quote provided	Quote provided
CU Selected 3rd Party Partner		

E. OPTIONAL SELF SERVICE CUSTOM BRANDING <i>(VIA INTERNET RETAILER SUPPORT CENTER - IRSC)</i>	One Time Charges	Monthly
Custom Online Banking Desktop Photo Album (1 - 6 custom pics) Album Photo Change Fee	\$750 \$350	\$20 n/a
Direct Login Widget Options (alternative to It's Me 247 button)	Free	Free
It's Me 247 Branding (changes requested after initial conversion)	Quote/desired modification - min.1 hr. prgm. time	n/a
It's Me 247 Desktop Theme (custom colors)	\$2,000	n/a
It's Me 247 Mobile Web Banking Theme (custom colors) Credit unions less than 5,000 members Credit unions greater than 5,000 members	Free \$800	\$20 \$20
It's Me 247 Navigation Features (CU determined launching points)	\$25	n/a
It's Me 247 Online Banking Desktop Logo Swap (with CU logo)	\$750	\$20
Online Banking Community (OBC) Custom Background Color, Website & Social Media Links	Free	Free
OBC Logo Replacement (with CU logo)	\$750	\$20
Video Customization Service (ability to brand It's Me 247 how-to-videos with CU log, text, voice, software display options)	Quote provided	n/a

F. REMOTE DEPOSIT CAPTURE (OPSENGINE SERVICE)	One Time Charges	Monthly
RDC File Posting Services <i>(max 4 postings daily) Operations fees only; does not include applicable RDC vendor fees</i>	\$500	Urban FT = \$3.00/file eDOC (posting only)= \$1.25/ file eDOC (posting with CUA MobileApp) = \$1.25 / file
RDC-IQ (near real-time) Posting Services	\$500	\$25/month
New Vendor for RDC	Custom Bid	Custom Bid

G. AUDIO RESPONSE FEES	One Time Charges	Monthly
Applicable WATS Line Charge (shared with multiple CUs)	n/a	\$0.025/minute
Dedicated CU*Talk Phone Number	n/a	\$25
Spanish Vocabulary option (online - via CU*Answers)	Free	n/a (custom changes separate)
Audio Response Unit Access Fee (if installed locally)	n/a	\$250 + Maint/Support
Audio Response Custom Live Greetings (.wav files)	Quoted (min. \$250)	n/a

IN-HOUSE PRICING Provided by CU*Answers

H. ATM, DEBIT AND CREDIT CARD PROCESSING <small>(INSTANT CARD ISSUE OPTIONS AVAILABLE)</small>	One Time Charges	Monthly
ATM/Debit Card Network Interface	n/a	\$500 <i>(per network)</i>
ATM/Debit Card Processing - Online interface Existing online Network setup <i>(per network; based on certification requirements)</i> New online Network setup <i>(per network)</i>	\$6,000 - \$9,000 Quote Provided	n/a n/a
ATM/Debit Card Processing - Batch Set-up or processor change Positive Balance File transmission setup <i>(includes 1 daily file transmission)</i>	Quote provided Quote provided	n/a n/a
Credit Card Transactions (Online)	n/a	\$0.09/transaction
Credit Card Rewards Points (File receive/posted) Existing Vendor New Vendor	\$1,000 Quote Provided	\$100 \$100
Credit Card - Batch Process	See OTB section <i>(pg 11)</i>	n/a
Credit Card - Online Servicing via CU*BASE (new vendor interface)	Quote provided	n/a
Credit Card - Batch to Online Conversion	Free	n/a
Credit Card, ATM/Debit - Online to Online Conversion	Quote provided	n/a
Credit Card, ATM/Debit Mass Reissue	\$2,500	n/a
Limit Floods or BIN Additions (ATM/Debit; Credit Cards)	Quote provided	n/a

I. BUSINESS COMMUNICATIONS <small>(DOES NOT INCLUDE 3RD PARTY VENDOR FEES)</small>	One Time Charges	Monthly
247 Lender (Decision Modeling)	\$500	\$0.50/qualified decision
QualiFile Risk Assessment	\$500	\$0.50/report
Communication Line to CU*Answers EBN MPLS and VPN options available	Quote provided	Quote provided
Credit Bureau Retrieval (Equifax, Trans Union, Experian) via ZOOT Credit Bureau file processed storing credit reports for life of loan, automated debt management of loan application, full marketing/CRM of all member credit reports)	n/a	\$0.75/file accessed <i>(plus applicable bureau fee)</i> <i>(Contact CU*A for discounted national bureau pricing)</i>
CU*BASE reports/statement archival transmission set-up (non-CU*A Document imaging solutions)	\$1,000	n/a
Experian ID Verification	Contact Earnings Edge for other options	
Experian Commercial ID Verification	Contact Earnings Edge for other options	
Kasasa File Transmissions (formerly BancVue)	\$1,500	\$100 <i>(CU owned server)</i> \$250 <i>(CUA shared server)</i>
Loan insurance file processing (e.g. - CPI; Credit Life/Disability) Existing Vendor New Vendor	\$500 minimum \$1,000 minimum	n/a n/a
3rd Party LOS (Loan Origination System) <i>offered by Syncl, Meridian Link and CUDirect</i>	See Ancillary Pricing Guide	See Ancillary Pricing Guide
Extended Business Network (EBN) It's Me 247, e-Statements, Credit Bureau, Select 3rd-Party Vendor Access, optional Data Replication	\$5,000	Quote provided

MCIF Downloads (<i>Raddon</i>)	\$1,000	\$250 annual maint. fee
Network Hardware - EBN	Quote provided	Quote provided

J. OFF-TRIAL-BALANCE SERVICE (FOR THIRD PARTY SERVICED MEMBER ACCOUNTS)		
	One-time Charges	Monthly
OTB Analytics - Dashboard Integrations (<i>of 3rd party data</i>)	Custom Bid (<i>per Dashboard Option</i>)	n/a
OTB Master File Exchange (<i>per OTB vendor supported</i>)		
Existing OTB Vendor	\$500 minimum	\$100* (<i>unlimited OTB supported vendor files</i>)
New OTB Vendor	\$1,000 minimum	
OTB Payment File Exchange (<i>per OTB vendor supported</i>)		
New or Existing OTB Vendor	Included in Master File Set-up	Included in Master File Fee
OTB SSO Online Links (<i>per OTB vendor supported</i>)		
Existing OTB SSO Vendor	\$500 minimum	\$25 (<i>1-3 connections</i>)
New OTB SSO Vendor	\$500 minimum	\$75 (<i>4+ connections</i>)
OTB Transaction File Exchange (<i>per OTB vendor supported</i>)		
New or Existing OTB Vendor (<i>adding transactions from a 3rd party into CU*BASE</i>)	\$500 minimum	\$100* (<i>unlimited OTB supported vendor files</i>)
*File transmissions from CU*BASE Snapshot Library carry the base \$100 monthly fee. File transmissions coming from CU*BASE FILEXX carry a \$200 monthly fee.		

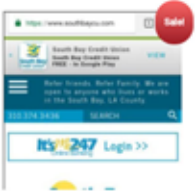
K. CU*ARCHIVE AND DOCUMENT IMAGE SOLUTIONS		
	One Time Charges	Monthly
Media Supply (<i>per CU*Answers chosen media type</i>)	n/a	\$10 each
Loan Forms Archiving (<i>plus media</i>)	n/a	\$50/quarter
Receipt Archiving (<i>plus media</i>)	n/a	\$50/quarter
Report Archiving (<i>plus media</i>)	# of Members	Monthly fee
	1 - 5,000	\$50
	5,001 - 7,500	\$100
	7,501 - 10,000	\$175
	10,001 - 15,000	\$300
	15,001 +	\$600
Statement Archiving (<i>Regular, CCs, & Mortgage</i>) (<i>plus media</i>)	# of Members	Quarterly fee
	1 - 5,000	\$50
	5,001 - 7,500	\$100
	7,501 - 10,000	\$175
	10,001 - 15,000	\$300
	15,001 +	\$600
Re-creation of Archive Media	n/a	\$100 (<i>plus media</i>)
Offsite Media Storage at CU*Answers (<i>original copy</i>)	n/a	\$2.50 (<i>billed annually in advance</i>)
CU*Answers Online Imaging Solution (<i>installation and set-up</i>) <i>Receipts, photo IDs, reports, stmts, e-sig capability & CU*BASE supported e-forms (loan & membership forms); subject to CU*A warranty provisions**</i>	\$3,000 + applicable SwiftView software license fee, hardware, e-forms programming & T&E (<i>no monthly charge</i>) **No fee if only CU*BASE Reports & stmts.	Quote provided
CU*Answers Enhanced Online Solutions	See Ancillary Pricing Guide	See Ancillary Pricing Guide
CU*Answers In-house Imaging Solutions (<i>Multiple options</i>) <i>Receipts, photo IDs, loan & misc. forms, loan packaging, member document portal, CU*BASE reports and statements, e-sig capability</i>	Quote provided	Quote provided
Third-Party Online or In-House Document Imaging Solution	Quote provided	Quote provided

IN-HOUSE PRICING Provided by CU*Answers

L. SHARED BRANCHING	One Time Charges	Monthly Support Fees
CO-OP Shared Branch Network (previously CUSC and FSCC)		
Issuer One-time setup (plus CO-OP related fees)	\$1,500	
Acquirer Branch acquirer processing fee (unlimited branches)	n/a	\$250
Data line - Monthly fee (for either Issuer or Acquirer)	n/a	Client responsibility
Other National Shared Branch Networks	Quote provided	Quote provided

M. MISCELLANEOUS PROCESSING CHARGES	Cost
5498, 1099 and/or 1098 Processing and Laser Print (postage separate)	Quoted annually
AnswerBook, CU*BASE Documentation Guides and Reference Materials	Free service via Online Help and cuanswers.com
CU*Answers University Online Campus (basic) Full Credit Union Online Campus (via CU Training Inc.)	Free service Quote provided
Custom Training Edition (CTE) (CU*BASE Sandbox using member data of the credit union in a restricted environment) <ul style="list-style-type: none"> - Initial training files configuration - 2 hours remote workstation support (CNS) - 4 hours remote staff training (during 1st month) - Data refresh/each quarter - Special Requests 	\$2,000 setup fee plus \$250/month Quote Provided
CU*BASE Member Demographics (messaging tool for visually comparing member addresses to CU offices and ATM locations)	\$1,000- \$1,500 (repopulation of data recommended annually - quote provided)
Dividend Regeneration	\$125 each
End of Month Data Re-Load	\$25
End of Month Processing Verification	\$50


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WordPress Theme & Hosting Bundle

\$4,000.00
\$3,500.00

Select options



CFO / Back Office Review

\$2,500.00

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M. MISCELLANEOUS PROCESSING CHARGES (CONT.)	Cost
Mobile App Custom Online Form Generator/Request Generator	Free
Mobile App (CU*A developed wrapper-style app; must complete requirements)	\$250 deployment fee (per Operating System)
MACO (Multiple Authentication Convenience Options)	\$1.80/user per yr. prepaid (\$2.25 true-up)
MEV (Membership Eligibility Verification)	Free
CU Publisher Self Service (see Online Store for more details) - Mobile Manager - CU Info - Form Generator - Request Center - Mobile Alerts - Pay Anyone Manager	\$50/month \$20/month \$50/month Included \$50/month \$15/month
Custom Add Ons (Pay Anyone for Payveris, Manage Cards, Launch Points/ Logout URLs, etc.)	See Online Store
MAP - Membership Application Process Site (IRSC product) 1 Site 2 + Sites (for targeted SEGS/audiences)	Free \$100 setup plus \$20/month (per site)
MOP - Membership Opening Process (online) Experian Precise ID Verification Account Funding	Free \$750 + \$1.34/txn (billed by Experian) Fees billed to the CU client by Magic Wrighter
MAP + (MAP plus Experian Precise ID Verification) 1 Site 2 + Sites (for targeted SEGS/audiences) Experian Precise ID Verification	Free \$100 setup + \$20/site \$750 + \$1.34/transaction billed by Experian
Mobile Experience Center (showcase CU mobile app store)	Free





ANALYTICS BOOTH



Analytics Booth enables you to understand your credit union better than ever before. You'll never have to say you don't know the latest information happening right now. Your credit union's vitals are at your fingertips.

cuanswers.com/solutions/asterisk-intelligence/analytics-booth/

IN-HOUSE PRICING Provided by CU*Answers

O. CUSTOM PROGRAMMING	Cost
Check Images (retrieved via single 3rd-party; includes member check and Check 21 "counter kill/on-us" images) Existing CU*BASE supported format Alloya supported format Other vendor formats	\$2,000 \$2,500 \$3,500
Check images retrieved via 3rd-parties (non-CU*A)	Quote provided
Check Processor set-up (new or changed vendor-if not CU*A)	\$2,500
Check Processor (recurring fee - if multiple check processors utilized)	\$100/month (each additional)
Corporate Check File (received via third party for check reconciliation)	\$500
Corporate, Starter/Replacement Checks; Money Order Set-up Address Change (only) Corporate Check/Money Order Logo Change Logo Edits (After first 10 days) Signature Change (only)	\$1,500 \$50 \$275 \$50/hr (1 hr. min) \$225
Custom Bonus Dividend/Loan Interest Rebate (CU*BASE offers a standard feature for Patronage/Ownership Dividends and Share Bonus Dividend/Loan Interest Rebates)	Quote provided
Electronic Custom Documents (including loan forms)	Quote provided
MICR line changes to Member/LOC checks	\$400
Special Programming Requests Credit Union rate 3rd Party/Vendor rate	\$125/hour (2 hour minimum) \$160/hour (2 hour minimum)
<i>*Note: Custom project prices are "general guidelines" and subject to change per individual project requirements.</i>	

P. CONVERSION, DECONVERSION AND MERGER PROGRAMMING SERVICES	Cost
Client Letter of Intent (to initially lock a desired conversion date-non refundable; fee applied to CU*BASE conversion)	\$5,000
CU*BASE Conversion Services (includes standard conversion of data from core processing system only-applicable fees from third-party vendors quoted separately) Install and Test Initial Staff Training	\$2.50/member \$25K - \$50K (per applicable T&E) \$4,000 premium fee for approved Holiday conversion
Bookkeeping - initial 90-Day Back Office Support (Provided by Xtend)	\$4,000
CU*BASE Conversion Support Call Center Inbound Member Support (1-2 weeks post-conversion support) Pre-conversion Outbound Member Contact (via Xtend)	\$100 - \$300/day/person (includes min. 5 agents/day for 8/hrs a day) \$300 + \$2.50/call (CU provided lists)
CU*BASE Deconversion Programming Fee (base fee subject to change)	\$1/member (additional fees may apply)
Merger Programming Fee (Refer to CU*BASE Merger Guidelines)	Quote provided per CU*BASE Merger Guidelines

Q. STATEMENT PRINT/MAIL SERVICES

As a service to CU*BASE processed credit unions, CU*Answers maintains a contractual relationship with Sage Direct for providing laser statement print and mailing services. Currently the costs that are passed through to our clients represent a direct pass-through fee. This relationship provides a level of automated service that allows credit unions to enter mailing instructions through a menu option. This includes the name and number of inserts, when they should arrive at the mailing center, the cutoff date for mailing without the insert, and the contact name at the credit union for verification. This information is forwarded to Sage Direct each month to verify the items received and allows CU*Answers to monitor the process from statement creation through mailing.

Due to consistently declining check volumes and credit unions migrating to e-Statements, this process and related pricing will regularly change in the future. Additionally, as based upon new CU*BASE flexibility for providing statement file formats, should your credit union choose an alternative statement provider, such as Bridgestone Print, other pricing may apply as based upon that vendor relationship and transmission requirements.

R. STATEMENT SERVICES (ACCOUNT, CREDIT CARD, MORTGAGES - ASSUMES SAGE DIRECT)	Cost
Credit Card Return Envelopes	Quote provided
CU*BASE Statement Processing Fee (through Sage Direct)	\$0.075/page (plus envelopes and postage)
Member Selected Statement Styles (multiple format statement styles as provided by chosen statement provider)	Quoted/statement provider
Miscellaneous Fees (late inserts received, insert information missed deadline, etc.)	\$50 or \$100/occurrence (as defined within Member Insert Statement guidelines)
Mortgage Statement Processing (through Sage Direct)	\$0.18/statement. + postage
Selective Statement Inserts (to targeted member groups per statement mailing)	1st selective insert run - \$150 2nd and above selective insert runs - \$50/run
Statement Back Page (recon, disclosure) set-up & changes	\$250/occurrence
Statement Digitized Logo set-up & changes (if utilizing Sage Direct)	\$250
Statement Onserts (graphical advertising message printed on stmts)	Quoted/statement provider
Statement Transmission (3rd-party - except for Sage Direct or Bridgestone Print)	\$5,000 one-time (per statement type - regular, CC's, mortgages)
* When mailing weight exceeds one ounce, additional postage is required. Also, for credit unions not mailing through CU*Answers, handling and transportation costs for shipping printed pages to the credit union's chosen mailer will be billed directly.	Pricing subject to periodic change

Contact Information:

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