

An aerial photograph of a small, light-colored motorboat floating on clear, turquoise water. The water's clarity reveals the sandy and rocky seabed below. To the right, a dense forest of green trees borders the water. The overall scene is bright and scenic, with a strong blue-green color palette.

# 2024 ONLINE PRICING GUIDE

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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, 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 so we can walk the talk on our philosophy of charging only when we have to, not simply because we can.

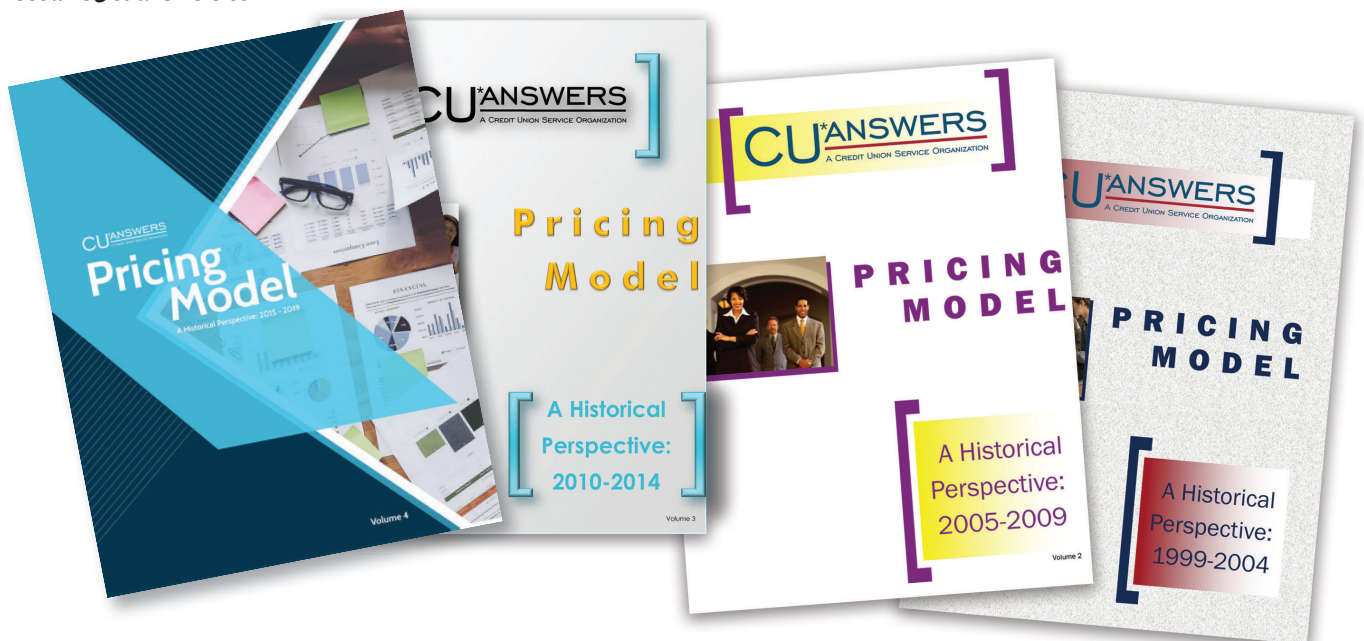
For our CUSO, pricing our offerings is very straight forward: we take on the perspective of a customer-owned partner whose ultimate goal is the financial success of the credit unions we serve. Our pricing models are designed to help facilitate the growth and sustainability of our credit union partners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

To that end, we believe that the pricing in this year's Guide meets our goal of being **disruptive to the established core data processing pricing methodology** that exists in our industry. The sheer breadth and depth of our offerings is a source of pride for our cooperative. With that in mind, I encourage your teams to get familiar with our CU\*Answers Online Store, an excellent reference catalogue that gets updated periodically throughout the year. 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 2024!

Scott Collins  
EVP of National Sales and Marketplace Relationships  
[scollins@cuanswers.com](mailto:scollins@cuanswers.com)





# 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](mailto:sales@cuanswers.com).

Volume 5 will be reviewed at the **2024 Pricing Focus Group**...stay tuned for the May date!

### HISTORICAL PERSPECTIVES

- VOLUME 1 : 1999 - 2004
- VOLUME 2 : 2005 - 2009
- VOLUME 3: 2010 - 2014
- VOLUME 4: 2015-2019
- VOLUME 5: 2020-2024

# ONLINE PRICING Provided by CU\*Answers

## SCHEDULE D1

| <b>A. CU*BASE MEMBER PROCESSING</b><br><i>(NEW CLIENT CONTRACTS)</i>                                                                                 | Monthly Per Member (excl. AK, HI)          |
|------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|
| <b>Member Processing Fee (7-year contract commitment–COLA controlled)*</b><br>First 1 - 35,000 Members<br>35,001 - 45,000 Members<br>>45,001 Members | \$0.56<br>\$0.532<br>\$0.505               |
| <b>Member Processing Fee (5-year contract commitment–COLA controlled)*</b><br>First 1 - 35,000 Members<br>35,001 - 45,000 Members<br>>45,001 Members | \$0.58<br>\$0.551<br>\$0.523               |
| <b>Member Processing Fee (3-year contract commitment–COLA controlled)*</b><br>First 1 - 35,000 Members<br>35,001 - 45,000 Members<br>>45,001 Members | \$0.60<br>\$0.57<br>\$0.542                |
| <b>B. CU*BASE MEMBER PROCESSING</b><br><i>(SHORT-TERM CONTRACT RENEWAL)</i>                                                                          | Monthly Per Member                         |
| <b>Member Processing Fee (1-year contract renewal)*</b>                                                                                              | \$0.80                                     |
| <b>Month to Month</b> <i>(very short term option)</i>                                                                                                | Quote Provided <i>(starting at \$0.90)</i> |
| <b>Closed Member Fee</b> <i>(current tax year)</i>                                                                                                   | \$0.23 <i>(previous tax year free)</i>     |
| <b>CU*BASE History Retention</b> <i>(outside standard published retention period)</i>                                                                | Quote Provided                             |
| <b>Disaster Recovery Fee</b> <i>(layered DR strategy including High Availability)</i>                                                                | \$0.0325                                   |
| <i>Minimum CU*BASE Processing Services Fee \$2,000/month</i>                                                                                         |                                            |
| <i>*Schedule D1 reflects normal list pricing; final pricing determined by CU signed Agreement and subject to COLA</i>                                |                                            |

## SCHEDULE D2

| <b>A. SYSTEM RESOURCE UTILIZATION</b><br><i>(CU*Answers Technology Upgrades and Disk Retention)</i>                                                                                                                              | One Time Charges                                            | Monthly                                                                                    |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------|--------------------------------------------------------------------------------------------|
| <b>Additional CU*BASE Transaction Disk Storage</b> <i>(optional)</i>                                                                                                                                                             | Quote Provided                                              | Quote Provided                                                                             |
| <b>B. E-COMMERCE FEE</b><br><i>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)</i> | One Time Charges                                            | Monthly                                                                                    |
| <b># of Members</b><br>1 - 2,000<br>2,001 - 3,000<br>3,001 - 5,000<br>5,001 - 10,000<br>10,001 - 15,000<br>15,001 - 30,000<br>30,001 - 50,000<br>50,001 - 75,000<br>75,001+                                                      | n/a<br>n/a<br>n/a<br>n/a<br>n/a<br>n/a<br>n/a<br>n/a<br>n/a | Waived<br>\$475<br>\$850<br>\$1,100<br>\$1,660<br>\$2,415<br>\$3,675<br>\$5,250<br>\$7,875 |
| <b>Account to Account Transfers (A2A)</b> - Billed by MagicWrighter<br><i>(includes both the debit and credit ACH transaction)</i>                                                                                               | n/a                                                         | \$1,995 annual maint. fee (+ \$0.40/txn)                                                   |
| <b>E-Direct Mail</b> <i>(marketing messages sent directly by CU*BASE)</i>                                                                                                                                                        | n/a                                                         | Free                                                                                       |

BILLED BY  
MAGIC-  
WRIGHTER

## SCHEDULE D2

### C. 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)

#### VAR Relationships (Bill Pay)

##### **Paymentus** (+ other misc. vendor fees\*)

Set-up/Implementation Fee

CU\*A Programming Fee

Transaction Fee

e-Bill Present

P2P (person-to-person)

P2P only (clients not using Paymentus for BillPay)

Paywatch (fraud detection)

Quote Provided

Quote Provided

n/a

n/a

n/a at time of launch  
(\$500.00 to launch later)

Quote Provided

n/a

n/a

n/a

\$0.661/transaction

\$0.276/active e-Bill

\$0.661/transaction

\$0.661/txn (\$137 min.)

No Charge

##### **iPay/Payrailz** (+ other misc. vendor fees)

Set-up/Implementation Fee

CU\*Answers Programming Fee

Transaction Fee

Single Sign-on Fee - CUs on CU\*A paper

Single Sign-on-Fee - CUs not on CU\*A paper

P2P and other Payrailz Services

Quote Provided

Quote Provided

n/a

n/a

Quote Provided

See Online Store

n/a

n/a

\$0.675/transaction

No Charge

\$25

See Online Store

#### Additional (iPay) Supported Services:

**Annual Compliance**

**Business Bill Pay** (smaller business online bill payment suite)

\$519.00

Contact SettleMINT EFT

n/a

Contact SettleMINT EFT

#### Non-VAR Relationships (Bill Pay)

##### **SSO Connectivity/Support Fee** (per CU\*A supported vendors)

# of Members

1 - 3,000

3,001 - 6,000

6,001 - 10,000

10,001 - 15,000

15,001 - 25,000

25,001 - 50,000

50,001+

Client responsible for all CU\*A/3rd-party  
vendor - 1 time and monthly recurring fees

CU/Vendor Negotiated  
Contract

n/a

n/a

n/a

n/a

n/a

n/a

n/a

n/a

CU/Vendor Negotiated  
Contract

n/a

\$150

\$250

\$400

\$650

\$1,000

\$2,000

##### **Mobile Banking** (powered by CU\*Answers)

**It's Me 247** Mobile Web Banking

**It's Me 247** Text Banking

**It's Me 247** Mobile App

CU\*Answers

CU Selected 3rd-Party Partner

n/a

n/a

See Page 14 Quote

Quote Provided

Free (included in e-Commerce pkg.)

\$.0350 per 1-2 way text

Free (special requests quoted sep.)

Quote Provided

### D. OPTIONAL SELF SERVICE CUSTOM BRANDING

(VIA INTERNET RETAILER SUPPORT CENTER - IRSC)

#### One Time Charges

#### Monthly

**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

### E. REMOTE DEPOSIT CAPTURE

(OPSENGINE SERVICE)

#### One Time Charges

#### Monthly

**RDC-IQ (near real-time) Posting Services**

\$500

\$25/month

Prices in section E. are CU\*Answers Ops Fees only. See Ancillary Pricing Guide for EDOC innovations fees for RDC.

## ONLINE PRICING Provided by CU\*Answers

| F. AUDIO RESPONSE FEES                                                          | One Time Charges              | Monthly                                |
|---------------------------------------------------------------------------------|-------------------------------|----------------------------------------|
| <b>Applicable WATS Line Charge</b> ( <i>shared with multiple CUs</i> )          | n/a                           | \$0.025/minute                         |
| <b>Dedicated CU*Talk Phone Number</b>                                           | n/a                           | \$25                                   |
| <b>Spanish Vocabulary Option</b> ( <i>online - via CU*Answers</i> )             | Free                          | n/a ( <i>custom changes separate</i> ) |
| <b>Audio Response Unit Access Fee</b> ( <i>if installed locally</i> )           | n/a                           | \$250 + maint./support                 |
| <b>Audio Response Unit Install/Test Changes</b> ( <i>if installed locally</i> ) | Custom Bid<br>(minimum \$250) | n/a                                    |
| <b>Audio Response Custom Live Greetings</b> (.wav files)                        | \$250 (minimum)               | n/a                                    |

| G. SERVICE CHARGES AND PROCESSING CHARGES                                                                                                   | One Time Charges | Monthly       |
|---------------------------------------------------------------------------------------------------------------------------------------------|------------------|---------------|
| <b>Dormancy Fee Program</b> ( <i>by CU*A Operations</i> )                                                                                   | n/a              | \$17.50/run   |
| <b>Financial Institution Data Match</b> (FIDM)                                                                                              | n/a              | \$125/quarter |
| <b>OFAC Data Match Processing</b>                                                                                                           | n/a              | \$10          |
| <b>Payroll File Processing</b> ( <i>receive/post</i> )                                                                                      | n/a              | \$20/run      |
| <b>Service Charge Processing</b> ( <i>by CU*A Operations</i> ) ( <i>various account, minimum balance, transaction, and custom options</i> ) | n/a              | \$17.50/run   |

| H. ATM, DEBIT AND CREDIT CARD PROCESSING<br>(INSTANT CARD ISSUE OPTIONS AVAILABLE)                                                                                                                                                                                                                                                                                                                                                                       | One Time Charges                              | Monthly                                                                                                        |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|----------------------------------------------------------------------------------------------------------------|
| <b>ATM/Debit Transactions</b> ( <i>online; tiered rates-w/o online credit card servicing</i> ; <b>WAIVED FOR CREDIT UNIONS LESS THAN 2,000 MEMBERS</b> )<br>First 75,000 transaction<br>>75,001 transactions<br><b>EFT Tiered Cap Structure</b><br>139,259 - 250,000 transactions<br>250,001 - 500,000 transactions<br>500,001 - 750,000 transactions<br>750,001 - 1.5M transactions<br>1.5M - 2M transactions<br>>2M transactions                       | n/a<br>n/a<br>n/a<br>n/a<br>n/a<br>n/a<br>n/a | \$0.0550 each<br>\$0.0448 each<br>\$7K cap<br>\$8.5K cap<br>\$10K cap<br>\$12K cap<br>\$15K cap<br>\$18.5K cap |
| <b>ATM/Debit Transactions</b> ( <i>online; tiered rates- with online credit card servicing</i> ) <b>WAIVED FOR CREDIT UNIONS LESS THAN 2,000 MEMBERS</b><br>First 75,000 transactions<br>All above 75,001 transactions<br><b>EFT Tiered Cap Structure</b><br>153,285 - 250,000 transactions<br>250,001 - 500,000 transactions<br>500,001 - 750,000 transactions<br>750,001 - 1.5M transactions<br>1.5M - 2M transactions<br>greater than 2M transactions | n/a<br>n/a<br>n/a<br>n/a<br>n/a<br>n/a<br>n/a | \$0.0509 each<br>\$0.0407 each<br>\$7K cap<br>\$8.5K cap<br>\$10K cap<br>\$12K cap<br>\$15K cap<br>\$18.5K cap |

| H. ATM, DEBIT AND CREDIT CARD PROCESSING<br>(INSTANT CARD ISSUE OPTIONS AVAILABLE)                                                | One Time Charges          | Monthly    |
|-----------------------------------------------------------------------------------------------------------------------------------|---------------------------|------------|
| <b>ATM/Debit Card - Core Online Interface</b><br>Existing online vendor set-up<br>New online vendor set-up ( <i>per network</i> ) | \$9,000<br>Quote Provided | n/a<br>n/a |



| <b>H. ATM, DEBIT AND CREDIT CARD PROCESSING</b><br>(INSTANT CARD ISSUE OPTIONS AVAILABLE)                                                                                                                                            | One Time Charges                                         | Monthly                         |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|---------------------------------|
| <b>Batch Certification for Credit, Debit/ATM</b><br>Other Vendors                                                                                                                                                                    | \$9,000                                                  | n/a                             |
| <b>ATM/Debit Card - Online to Online Conversion</b><br>Implementation<br>Online Certification, if required<br>Batch Certification, if required<br>Mass Reissue, if required                                                          | \$5,000<br>Quote Provided<br>\$9,000<br>\$3,750          | n/a<br>n/a<br>n/a<br>n/a        |
| <b>Credit Card - Online to Online Conversion</b><br>Implementation<br>Online Certification, if required<br>Batch Certification, if required<br>Mass Reissue, if required                                                             | \$5,000<br>Quote Provided<br>\$9,000<br>\$3,750          | n/a<br>n/a<br>n/a<br>n/a        |
| <b>Credit Card - Batch to Online Conversion</b><br>Implementation<br>Mass Reissue, if required                                                                                                                                       | No CU*A Charge<br>\$3,750                                | n/a<br>n/a                      |
| <b>Credit Card Transactions</b> (online; per debited transaction)                                                                                                                                                                    | n/a                                                      | \$0.09/each                     |
| <b>New Vendor Interface</b><br>Debit<br>Credit                                                                                                                                                                                       | Quote Provided<br>Quote Provided                         | n/a<br>n/a                      |
| <b>Miscellaneous Requests</b><br>Credit, ATM/Debit Mass Reissue<br>Compromised Card Projects<br>Limited Floods<br>New Credit, Debit/ATM BIN (no cert)<br>(up to 3 BINs, then \$100 per additional BIN)<br>Friends and Family Testing | \$3,750<br>\$3,750<br>Quote Provided<br>\$500<br>\$1,000 | n/a<br>n/a<br>n/a<br>n/a<br>n/a |
| <b>Credit Card Rewards Points</b> (file receive/posted)<br>Existing Vendor<br>New Vendor                                                                                                                                             | \$1,000<br>Quote Provided                                | \$100<br>\$100                  |
| <b>Zelle offered by CO-OP</b>                                                                                                                                                                                                        | Quote Provided                                           | \$250                           |
| <b>Credit Card - Batch Process</b>                                                                                                                                                                                                   | See Off Trial Balance<br>(OTB section - pg 12)           | n/a                             |
| <b>Digital Issuance</b><br>See CU*Answers Online Store and “In the Kitchen” for more information.                                                                                                                                    |                                                          |                                 |

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# ONLINE PRICING Provided by CU\*Answers

| I. REDUCED FEES FOR CUs USING MEMBER ACCESS PROCESSING                                                                                                                                                                                                                                                                                                                                 | One Time Charges                                         | Monthly                                                                                                        |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|
| <b>Online EFT Transactions <i>with</i> Credit Cards</b><br>First 75,000 transactions<br>>75,001 transactions<br>Tier Cap 1 (txns = 203,094 - 250,000/month)<br>Tier Cap 2 (txns > 250,001 - 500,000/month)<br>Tier Cap 3 (txns = 500,001 - 750,000/month)<br>Tier Cap 4 (txns = 750,001 - 1M/month)<br>Tier Cap 5 (txns = 1,000,001 - 1.5M/month)<br>Tier Cap 6 (txns > 1.5M/month)    | n/a<br>n/a<br>n/a<br>n/a<br>n/a<br>n/a<br>n/a            | \$0.0409 each<br>\$0.0307 each<br>\$7K cap<br>\$8.5K cap<br>\$10K cap<br>\$12K cap<br>\$15K cap<br>\$18.5K cap |
| <b>Online EFT Transactions <i>without</i> Credit Cards</b><br>First 75,000 transactions<br>>75,001 transactions<br>Tier Cap 1 (txns = 179,167 - 250,000/month)<br>Tier Cap 2 (txns > 250,001 - 500,000/month)<br>Tier Cap 3 (txns = 500,001 - 750,000/month)<br>Tier Cap 4 (txns = 750,001 - 1M/month)<br>Tier Cap 5 (txns = 1,000,001 - 1.5M/month)<br>Tier Cap 6 (txns > 1.5M/month) | n/a<br>n/a<br>n/a<br>n/a<br>n/a<br>n/a<br>n/a            | \$0.045 each<br>\$0.0348 each<br>\$7K cap<br>\$8.5K cap<br>\$10K cap<br>\$12K cap<br>\$15K cap<br>\$18.5K cap  |
| <b>Online ATM/Debit Interface Set-up Fee</b>                                                                                                                                                                                                                                                                                                                                           | \$5,000                                                  | n/a                                                                                                            |
| <b>Batch Certification for Credit, Debit/ATM</b><br>Other Vendors                                                                                                                                                                                                                                                                                                                      | \$4,500                                                  | n/a                                                                                                            |
| <b>ATM/Debit Card - Online to Online Conversion</b><br>Implementation<br>Online Certification ( <i>if required</i> )<br>Batch Certification ( <i>if required</i> )<br>Mass Reissue ( <i>if required</i> )                                                                                                                                                                              | \$2,500<br>Quote Provided<br>\$4,500<br>\$1,875          | n/a<br>n/a<br>n/a<br>n/a                                                                                       |
| <b>Credit Card - Online to Online Conversion</b><br>Implementation<br>Online Certification ( <i>if required</i> )<br>Batch Certification ( <i>if required</i> )<br>Mass Reissue ( <i>if required</i> )                                                                                                                                                                                 | \$2,500<br>Quote Provided<br>\$4,500<br>\$1,875          | n/a<br>n/a<br>n/a<br>n/a                                                                                       |
| <b>Credit Card - Batch to Online Conversion</b><br>Implementation<br>Mass Reissue ( <i>if required</i> )                                                                                                                                                                                                                                                                               | No CU*A Charge<br>\$1,875                                | n/a<br>n/a                                                                                                     |
| <b>Miscellaneous Requests</b><br>Credit, ATM/Debit Mass Reissue<br>Compromised Card Projects<br>Limit Floods<br>New Credit, Debit/ATM BIN (no cert)<br>( <i>up to 3 BINs, then \$100 per additional BIN</i> )<br>Friends and Family Testing                                                                                                                                            | \$1,875<br>\$1,875<br>Quote Provided<br>\$500<br>\$1,000 | n/a<br>n/a<br>n/a<br>n/a<br>n/a                                                                                |
| <b>Online Credit Cards</b> ( <i>per debited transaction</i> )                                                                                                                                                                                                                                                                                                                          | n/a                                                      | \$0.08 each                                                                                                    |

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| I. REDUCED FEES FOR CUs USING MEMBER ACCESS PROCESSING                                                                                                                                                                                                                                                                  | One Time Charges                                                       | Monthly                                                                                                                       |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|
| <b>Off Trial Balance Credit Cards for non-CU*BASE Cores</b><br>One-time Set-up Fee<br>Credit Card Servicing Tool Kit<br>- Mobile App<br>- Online Banking<br>- Content Management System (OLB, Mobile)<br>- e-Statements<br>- 1-Click Credit Cards<br>- Native Rewards Program<br>Member Call Center Support (via Xtend) | Quote Provided<br>n/a<br>n/a<br>n/a<br>n/a<br>n/a<br>n/a<br>n/a<br>n/a | n/a<br>\$0.09/transaction<br>\$500/year<br>\$500/month<br>\$50/month<br>No Charge<br>No Charge<br>No Charge<br>Quote Provided |
| J. EXTERNAL VENDOR COMMUNICATIONS<br>(DOES NOT INCLUDE 3RD PARTY VENDOR FEES)                                                                                                                                                                                                                                           | One-time Charges                                                       | Monthly                                                                                                                       |
| <b>FUEL Automated Decision Model</b> (decision modeling)                                                                                                                                                                                                                                                                | \$3,500                                                                | \$0.05/decision                                                                                                               |
| <b>ACH Processing</b> (per Fedline processing; other vendors quoted separately)                                                                                                                                                                                                                                         | n/a                                                                    | \$50                                                                                                                          |
| <b>ACH Returns and NOCs</b> (assumes CU*BASE processed)                                                                                                                                                                                                                                                                 | n/a                                                                    | \$0.80/item                                                                                                                   |
| <b>ACH File Correction</b>                                                                                                                                                                                                                                                                                              | \$100                                                                  | n/a                                                                                                                           |
| <b>AIRES File Creation, Balancing &amp; Download to Disk or FTP File</b> (CU*A processed)                                                                                                                                                                                                                               | n/a                                                                    | \$50                                                                                                                          |
| <b>Bill Payment File Processing</b> (non-supported 3rd-party vendors)                                                                                                                                                                                                                                                   | Quote Provided                                                         | Quote Provided                                                                                                                |
| <b>Qualifile Risk Assessment</b>                                                                                                                                                                                                                                                                                        | \$500                                                                  | \$0.50/report                                                                                                                 |
| <b>Credit Report Online Archival and Retrieval Data for Non-Booked Loans</b> (60 days plus current month) (no charge for storing credit reports for life of booked loans)                                                                                                                                               | n/a                                                                    | \$5/additional month                                                                                                          |
| <b>Credit Bureau Reporting</b> (via Metro 2)                                                                                                                                                                                                                                                                            | \$250                                                                  | \$20 (reporting to 1 bureau)<br>\$35 (reporting to 2 bureaus)<br>\$45 (reporting to 3+ bureaus)                               |
| <b>Credit Bureau Retrieval</b> (Equifax, TransUnion, Experian)<br>via Sync1 Systems (storing credit reports for life of loan, automated debt population to loan application, full marketing/CRM of all member credit reports)                                                                                           | n/a                                                                    | \$0.75/file accessed (plus applicable bureau fee)                                                                             |
| <b>CU*BASE Reports and Statement Transmission Set-up and Download</b><br>(non-CU*Answers document imaging solutions. Includes daily/monthly CU*BASE reports; regular, credit card and mortgage statements)                                                                                                              | \$750                                                                  | \$150                                                                                                                         |
| <b>Dormancy Reset Fee</b> (per occurrence)                                                                                                                                                                                                                                                                              | \$200                                                                  | n/a                                                                                                                           |
| <b>Kasasa File Transmissions</b> (formerly BancVue)                                                                                                                                                                                                                                                                     | \$2,500                                                                | \$250/month                                                                                                                   |
| <b>Vehicle Valuation Services</b> (Integration with App workflow)<br>JD Power (NADA)<br>Kelley Blue Book                                                                                                                                                                                                                | n/a<br>n/a                                                             | \$55/month + \$0.22/app<br>\$35/month + \$0.15/app                                                                            |
| <b>Loan Insurance File Processing and Posting</b> (e.g. CPI, CUNA Loan Participation Tracking)<br>Existing Vendor<br>New Vendor                                                                                                                                                                                         | Quote Provided<br>Quote Provided                                       | Quote Provided<br>Quote Provided                                                                                              |
| <b>CryptoFi Link from Online/Mobile Banking</b>                                                                                                                                                                                                                                                                         | Quote Provided                                                         | Quote Provided                                                                                                                |

## ONLINE PRICING Provided by CU\*Answers

| <b>J. EXTERNAL VENDOR COMMUNICATIONS</b><br><i>(DOES NOT INCLUDE 3RD PARTY VENDOR FEES)</i>                                                                                                                                                                   | One-time Charges                                  | Monthly                                           |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------|---------------------------------------------------|
| <b>3rd-Party LOS (Loan Origination System)</b><br><i>offered by Sync1, Meridian Link and CU*Direct</i>                                                                                                                                                        | See Ancillary Pricing Guide                       | See Ancillary Pricing Guide                       |
| <b>MCIF Downloads</b> <i>(Raddon)</i>                                                                                                                                                                                                                         | \$1,000                                           | \$250 annual maint. fee                           |
| <b>CUNA Mutual TruStage Membership File Transmission</b>                                                                                                                                                                                                      | n/a                                               | \$100/month<br>or \$100/request                   |
| <b>API Monthly Support Fee</b> - See Developer's Help Desk section of the CU*Answers Online Store for more details                                                                                                                                            | No charge if CU*A spec is used by vendor          | \$100/month                                       |
| <b>Miscellaneous File Transmissions</b> - CU requested daily/monthly transmissions <i>(separate from CU*BASE reports/statements)</i> to 3rd-party archival systems; other on demand transmissions, including membership listing requests to 3rd-party vendors | Quote Provided<br><i>(per frequency required)</i> | Quote Provided<br><i>(per frequency required)</i> |

| <b>K. OFF-TRIAL-BALANCE SERVICE</b><br><i>(FOR THIRD-PARTY SERVICED MEMBER ACCOUNTS)</i>                                                                     | One-time Charges                         | Monthly                                              |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|------------------------------------------------------|
| <b>OTB Analytics</b> - Dashboard Integrations <i>(of 3rd party data)</i>                                                                                     | Custom Bid <i>(per Dashboard Option)</i> | n/a                                                  |
| <b>OTB Master File Exchange</b> <i>(per OTB vendor supported)</i>                                                                                            |                                          |                                                      |
| Existing OTB Vendor                                                                                                                                          | \$500 <i>(minimum)</i>                   | \$100* <i>(unlimited OTB supported vendor files)</i> |
| New OTB Vendor                                                                                                                                               | \$6,000 <i>(minimum)</i>                 |                                                      |
| <b>OTB Payment File Exchange</b> <i>(per OTB vendor supported)</i>                                                                                           |                                          |                                                      |
| New or Existing OTB Vendor                                                                                                                                   | Included in Master File set-up           | Included in Master File fee                          |
| <b>OTB SSO Online Links</b> <i>(per OTB vendor supported)</i>                                                                                                |                                          |                                                      |
| Existing OTB SSO Vendor                                                                                                                                      | \$500 <i>(minimum)</i>                   | \$25 <i>(1-3 connections)</i>                        |
| New OTB SSO Vendor                                                                                                                                           | \$500 <i>(minimum)</i>                   | \$75 <i>(4+ connections)</i>                         |
| <b>OTB Transaction File Exchange</b> <i>(per OTB vendor supported)</i>                                                                                       |                                          |                                                      |
| New or Existing OTB Vendor <i>(adding transactions from a 3rd party into CU*BASE)</i>                                                                        | \$5,000 <i>(minimum)</i>                 | \$100** /file type/vendor                            |
| *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. |                                          |                                                      |
| **OTB file types are typically a Balance/status file and a payment file.                                                                                     |                                          |                                                      |

| <b>L. CU*ARCHIVE AND DOCUMENT IMAGE SOLUTIONS</b>                                 | One Time | Monthly              |
|-----------------------------------------------------------------------------------|----------|----------------------|
| <b>Media Supply</b> <i>(per CU*Answers chosen media type)</i>                     | n/a      | \$10 each            |
| <b>Loan Forms Archiving</b> <i>(+ media)</i>                                      | n/a      | \$50/quarter         |
| <b>Receipt Archiving</b> <i>(+ media)</i>                                         | n/a      | \$50/quarter         |
| <b>Accts Payable Archiving</b> <i>(+ media)</i>                                   | n/a      | \$50/annually        |
| <b>Member Forms/Photo IDs</b> <i>(+ media)</i>                                    | n/a      | \$50/quarter         |
| <b>Report Archiving</b> <i>(+ media)</i>                                          |          | <b>Monthly Fee</b>   |
| <b># of Members</b>                                                               | n/a      | \$50                 |
| 1 - 5,000                                                                         | n/a      | \$100                |
| 5,001 - 7,500                                                                     | n/a      | \$175                |
| 7,501 - 10,000                                                                    | n/a      | \$300                |
| 10,001 - 15,000                                                                   | n/a      | \$600                |
| 15,001 +                                                                          | n/a      |                      |
| <b>Statement Archiving</b> <i>(regular, CCs, &amp; mortgage)</i> <i>(+ media)</i> |          | <b>Quarterly Fee</b> |
| <b># of Members</b>                                                               | n/a      | \$50                 |
| 1 - 5,000                                                                         | n/a      | \$100                |
| 5,001 - 7,500                                                                     | n/a      | \$175                |
| 7,501 - 10,000                                                                    | n/a      | \$300                |
| 10,001 - 15,000                                                                   | n/a      | \$600                |
| 15,001 +                                                                          | n/a      |                      |

| L. CU*ARCHIVE AND DOCUMENT IMAGE SOLUTIONS                                                                                                                                                                                                                                                                                         |  | One Time                                                                                                                                                          | Monthly                                       |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|
| <b>Data Transmission</b> <i>(Clients With Their Own Edoc Servers; hybrid - utilizing CU*Answers Archive service)</i><br>Credit Card Archiving<br>Report Archiving<br>Statement Archiving                                                                                                                                           |  | n/a<br>n/a<br>n/a                                                                                                                                                 | \$10<br>\$10<br>\$10                          |
| <b>Data Transmission</b> <i>(Clients With Their Own Edoc Servers; fully in-house - CU*Answers Archive service)</i><br>Credit Card Archiving<br>Report Archiving<br>Statement Archiving                                                                                                                                             |  | n/a<br>n/a<br>n/a                                                                                                                                                 | \$25<br>\$25<br>\$25                          |
| <b>Re-creation of Archive Media</b>                                                                                                                                                                                                                                                                                                |  | n/a                                                                                                                                                               | \$100 (+ media)                               |
| <b>Offsite Media Storage at CU*Answers</b> <i>(original copy)</i>                                                                                                                                                                                                                                                                  |  | n/a                                                                                                                                                               | \$2.50<br><i>(billed annually in advance)</i> |
| <b>Statement Copies</b>                                                                                                                                                                                                                                                                                                            |  | \$50                                                                                                                                                              | \$1.00/page (\$10 min)                        |
| <b>CU*Answers Online Imaging Solution</b><br><i>(installation and set-up)</i><br><i>Receipts, photo IDs, reports, stmts, e-sig capability &amp; CU*BASE supported e-forms (loan &amp; membership forms); subject to CU*A warranty provisions</i>                                                                                   |  | \$3,000 + applicable SwiftView software license fee, hardware, e-forms programming & T&E<br><i>(no monthly charge)</i><br>No fee if only CU*BASE Reports & stmts. | Quote Provided                                |
| <b>CU*Answers Enhanced Online Solution</b>                                                                                                                                                                                                                                                                                         |  | See Ancillary Pricing Guide                                                                                                                                       | See Ancillary Pricing Guide                   |
| <b>In-house Imaging Solutions</b><br><i>Receipts, photo IDs, loan &amp; misc. forms, loan packaging, member document portal, CU*BASE reports and statements, e-sig capability</i>                                                                                                                                                  |  | See Ancillary Pricing Guide                                                                                                                                       | See Ancillary Pricing Guide                   |
| <b>3rd-Party Online or In-House Document Imaging Solution</b>                                                                                                                                                                                                                                                                      |  | Quote Provided                                                                                                                                                    | Quote Provided                                |
| M. SHARED BRANCHING                                                                                                                                                                                                                                                                                                                |  | Cost                                                                                                                                                              |                                               |
| <b>Xtend Shared Branching</b> <i>(CU*BASE participating clients)</i>                                                                                                                                                                                                                                                               |  | Xtend Initiative<br><i>(See www.xtendcu.com for more info)</i>                                                                                                    |                                               |
| <b>CO-OP Shared Branch Network</b> <i>(previously CUSC and FSCC)</i><br><b>Issuer</b><br>One-time set-up<br>Per transaction fee <i>(plus CO-OP related fees)</i><br><b>Acquirer</b><br>Monthly Branch acquirer processing fee <i>(unlimited branches)</i><br><b>Data line</b> - Monthly fee <i>(for either Issuer or Acquirer)</i> |  | \$1,500<br>No Charge<br><br>\$250<br>\$75                                                                                                                         |                                               |
| <b>Other National Shared Branch Networks</b> <i>(one-time and recurring fees)</i>                                                                                                                                                                                                                                                  |  | Quote Provided                                                                                                                                                    |                                               |
| N. SPECIAL REQUESTS                                                                                                                                                                                                                                                                                                                |  | Cost                                                                                                                                                              |                                               |
| <i>All paper/electronic reports/queries, notices, and print solutions may be viewed and printed at the credit union for no charge. The following are optional for times you wish to use resources to complete a task instead of using your own equipment/staff.</i>                                                                |  |                                                                                                                                                                   |                                               |
| <b>Notice Transmission Set-up Fee</b> <i>(non Sage Direct)</i>                                                                                                                                                                                                                                                                     |  | \$750                                                                                                                                                             |                                               |
| <b>Query or Data File Creation, Special Projects and Balancing Requests</b>                                                                                                                                                                                                                                                        |  | \$100/hour <i>(1 hour minimum)</i>                                                                                                                                |                                               |
| <b>Reset CU*BASE User ID/Password</b>                                                                                                                                                                                                                                                                                              |  | \$25 each                                                                                                                                                         |                                               |



## ONLINE PRICING Provided by CU\*Answers

| O. MISCELLANEOUS PROCESSING CHARGES                                                                                                                                                                                                                                                                                   | Cost                                                                                                                                                   |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>5498, 1099 and/or 1098 Processing and Laser Print</b> ( <i>postage separate</i> )                                                                                                                                                                                                                                  | Quoted Annually                                                                                                                                        |
| <b>AnswerBook, CU*BASE Documentation Guides and Reference Materials</b>                                                                                                                                                                                                                                               | Free Service via Online Help & cuanswers.com                                                                                                           |
| <b>BizLink 247 Manager</b><br><b>BizLink 247 Mobile Manager</b>                                                                                                                                                                                                                                                       | \$50/month<br>\$50/month                                                                                                                               |
| <b>CU*Answers University Online Campus</b> ( <i>basic</i> )<br><b>Full Credit Union Online Campus</b> ( <i>via CU*Training Inc.</i> )                                                                                                                                                                                 | Free Service<br>Quote Provided                                                                                                                         |
| <b>CU Publisher Self Service</b> ( <i>see Online Store for more details</i> )<br>Mobile Manager<br>CU Info<br>Form Generator<br>Request Center<br>Mobile Alerts<br>It's Me 247 Manager<br>MOP Manager<br>Loan Manager                                                                                                 | \$50/month<br>\$20/month<br>\$20/month<br>Included<br>\$50/month<br>\$15/month to \$50/month<br>\$25/month to \$100/month<br>\$25/month to \$100/month |
| <b>Custom Training Edition (CTE)</b> ( <i>CU*BASE sandbox using member data of the credit union in a restricted environment</i> )<br>Initial training files configuration, 2 hours remote workstation support (CNS) 4 hours remote staff training (during 1st month), Data refresh/each quarter                       | \$4,000 set-up fee + \$350/month                                                                                                                       |
| <b>CU*BASE Member Demographics</b> ( <i>messaging tool for visually comparing member addresses to CU offices and ATM locations</i> )                                                                                                                                                                                  | \$1,000 - \$1,500 ( <i>repopulation of data recommended annually - quote provided</i> )                                                                |
| <b>Dividend Regeneration</b>                                                                                                                                                                                                                                                                                          | \$125 each                                                                                                                                             |
| <b>End of Month Processing Verification</b>                                                                                                                                                                                                                                                                           | \$50                                                                                                                                                   |
| <b>End of Month Data Re-Load</b>                                                                                                                                                                                                                                                                                      | \$25                                                                                                                                                   |
| <b>Mobile App</b> ( <i>plus any 3rd party fees</i> )                                                                                                                                                                                                                                                                  | \$250 deployment fee ( <i>per Operating System</i> )                                                                                                   |
| <b>MACO</b> ( <i>Multiple Authentication Convenience Options</i> )                                                                                                                                                                                                                                                    | \$1.80/user/year prepaid (\$2.25 true-up)                                                                                                              |
| <b>MEV</b> ( <i>Membership Eligibility Verification</i> )                                                                                                                                                                                                                                                             | Free                                                                                                                                                   |
| <b>Custom Add Ons</b> ( <i>Pay Anyone for Payveris, manage cards, launch points/log out URLs, etc.</i> )                                                                                                                                                                                                              | Visit IRSC Online Store for Details                                                                                                                    |
| <b>Access to Instant Payment Rails</b> ( <i>RTP and FedNow</i> )<br>One Time Implementation Fee - <i>Covers implementing RTP (via Corporate One) now and FedNow (direct to the Fed) once it is available</i><br>Monthly Maintenance Fee - <i>Covers both RTP now and FedNow once it is available</i><br>Per-Click Fee | \$1,500<br>\$100/month WAIVED FOR 2024<br>\$0.05 /Incoming ("receive") transaction<br>\$TBD/Outgoing ("send") transaction                              |
| O. MISCELLANEOUS PROCESSING CHARGES                                                                                                                                                                                                                                                                                   | Cost                                                                                                                                                   |
| <b>Custom Online Forms Generator</b> ( <i>using the Forms Generator product to create your online forms</i> )                                                                                                                                                                                                         | Visit the IRSC Online Store for Details                                                                                                                |
| <b>MAP - Membership Application Process Site</b> ( <i>IRSC product</i> )<br>1 Site<br>2 + Sites ( <i>for targeted SEGS/audiences</i> )                                                                                                                                                                                | Free<br>\$100 set-up + \$20/month/site                                                                                                                 |

MORE  
OPTIONS

NEW IN  
2024

|                                                                                                                                                                                                     |                                                                                                                                                                               |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>MOP - Membership Opening Process (online)</b><br>License Verification via Daon<br>Experian Precise ID Verification<br>Account Funding<br>Other Authentication Options                            | \$1.80/verification prepaid (\$2.25 true up)<br>\$750 set-up fee (billed by Experian)<br>\$1.34/txn (\$50 minimum; billed by Experian)<br>Fees billed to CU by Magic-Wrighter |
| <b>MAP + (MAP plus Experian Precise ID Verification)</b><br>1 Site<br>2 + Sites (for targeted SEGS/audiences)<br>Experian Precise ID Verification                                                   | Free<br>\$100 set-up + \$20/site<br>\$750 + \$1.34/txn (billed by Experian)                                                                                                   |
| <b>TCD/TCR/ITM Setup/Interface</b> (requires CU*A decision to support)<br>Utilizing DynaCash tool option<br>New TCD/TCR vendor and/or new model<br>ITM Integration with Hyosung                     | Quote Provided (per 3rd-party vendor)<br>Quote Provided<br>Quote Provided; See Online Store                                                                                   |
| <b>Web Conference</b> (via Zoom)                                                                                                                                                                    | Free                                                                                                                                                                          |
| <b>P. CUSTOM PROGRAMMING</b>                                                                                                                                                                        | <b>Cost</b>                                                                                                                                                                   |
| <b>Check Images</b> (retrieved via single 3rd-party; includes member check and Check 21 "counter kill/on-us" images)<br>Existing CU*BASE supported format<br>Alloya format<br>Other vendor formats  | \$2,000<br>\$2,500<br>\$3,500                                                                                                                                                 |
| <b>Check Images Retrieved via 3rd-Parties</b> (non-CU*A)                                                                                                                                            | Quote Provided                                                                                                                                                                |
| <b>Check Processor Set-Up</b><br>Initial Configuration at Conversion<br>Changed Vendor (if not CU*A)<br>New Vendor for CU*A                                                                         | \$2,500<br>\$1,500 (minimum)<br>\$5,000 (minimum)                                                                                                                             |
| <b>Check Processor</b> (recurring fee - if multiple check processors utilized)                                                                                                                      | \$100 monthly (each additional)                                                                                                                                               |
| <b>Corporate Check file</b> (received via third party for check reconciliation)                                                                                                                     | \$500                                                                                                                                                                         |
| <b>Corporate, Starter/Replacement Checks; Money Order Set-up</b><br>Address Change (only)<br>Corporate Check/Money Order Logo Change<br>Logo Edits (after first 10 days)<br>Signature Change (only) | \$950<br>\$50<br>\$275<br>\$50/hour (1 hour minimum)<br>\$225                                                                                                                 |
| <b>Custom Bonus Dividend/Loan Interest Rebate</b> (CU*BASE offers a standard feature for Patronage/Ownership Dividends and Share Bonus Dividend/Loan Interest Rebates )                             | Quote Provided                                                                                                                                                                |
| <b>Electronic Custom Documents</b> (including loan forms)                                                                                                                                           | Quote Provided                                                                                                                                                                |
| <b>MICR Line Changes to Member/LOC Checks</b>                                                                                                                                                       | \$350                                                                                                                                                                         |
| <b>Special Programming Requests</b><br>Credit Union rate<br>3rd-Party/Vendor rate                                                                                                                   | \$125/hour (2 hour minimum)<br>\$160/hour (2 hour minimum)                                                                                                                    |
| <i>*Note: Custom project prices are "general guidelines" and subject to change per individual project requirements.</i>                                                                             |                                                                                                                                                                               |

## ONLINE PRICING Provided by CU\*Answers

| Q. CONVERSION, DECONVERSION AND MERGER PROGRAMMING SERVICES                                                                                                                                                                                                  | Cost                                                                                                      |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|
| <b>Client Letter of Intent</b> <i>(to initially lock a desired conversion date - non-refundable; fee applied to CU*BASE conversion)</i>                                                                                                                      | \$5,000                                                                                                   |
| <b>CU*BASE Conversion Programming</b><br><i>(includes standard conversion of data from core processing system only - applicable fees from third-party vendors quoted separately)</i><br><br>Initial Staff Training                                           | \$1/member<br><br>Per applicable T&E (pass thru)<br>(\$4,000 premium fee for approved Holiday conversion) |
| <b>Bookkeeping - Initial 90-Day Back Office Support</b> <i>(provided by Earnings Edge Accounting Support)</i>                                                                                                                                                | \$4,000                                                                                                   |
| <b>CU*BASE Conversion Support Call Center (1-2 weeks post conversion)</b><br>Under 3,600 Members<br>3,601 to 10,000 members<br>Over 10,000 members                                                                                                           | \$5,000 <i>(up to 3 agents)</i><br>\$10,000 <i>(up to 4 agents)</i><br>\$15,000 <i>(up to 5 agents)</i>   |
| <b>Pre-conversion Outbound Member Contact</b> <i>(via Xtend)</i>                                                                                                                                                                                             | Quote Provided                                                                                            |
| <b>CU*BASE Deconversion Programming Fee</b> <i>(base fee subject to change)</i>                                                                                                                                                                              | \$0.65/member <i>(additional fees may apply)</i>                                                          |
| <b>Data Communication Line to CU*Answers</b> <i>(multiple options available)</i>                                                                                                                                                                             | Quote Provided                                                                                            |
| <b>Merger Programming Fee</b>                                                                                                                                                                                                                                | Quote Provided per CU*BASE Merger Guidelines                                                              |
| <b>Online Only Credit Union</b><br><i>CU*Answers is prepared to invest in your "Online Only" credit union. Contact our Sales Team (sales_team@cuanswers.com) to review your vision and discover the incentives that are available to support that vision</i> | Quote Provided                                                                                            |

# CUSO MAGAZINE

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## R. 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.

Prices below are for statements through Sage Direct only.

|                                               |                |
|-----------------------------------------------|----------------|
| Monthly Admin Fee - Regular Member Statements | \$25/month     |
| Monthly Admin Fee - Credit Card Statements    | \$25/ month    |
| Forms Warehousing                             | \$2/month      |
| Monthly Processing/Lasering                   | \$0.02199/page |
| Delivery (per CU)                             | \$3.50/month   |
| Regular Member Statements Only                | \$0.0229/page  |
| Regular Member + Credit Card Statements       | \$0.0373/page  |



**I'm interested in  
a 3rd party solution....  
who can I talk to?**

---

**The DHD can help!**  
New vendor integrations often  
become reality – let's talk it thru!

Dozens of popular vendor tools/  
techniques are being rolled out  
every year...

Just contact us, we're here to help  
drive your initiative forward!

**dhd.cuanswers.com**



## ONLINE PRICING Provided by CU\*Answers

| <b>S. MAILING SERVICES</b><br><i>(ACCOUNT, CREDIT CARD, MORTGAGES - ASSUMES SAGE DIRECT)</i>                                                                                                                    | <b>Cost</b>                                                                                                                                  |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Bursting</b> <i>(using CU*Answers mailing services)</i>                                                                                                                                                      | \$6.90/1,000 pieces                                                                                                                          |
| <b>Bursting</b> <i>(not using CU*Answers mailing services)</i>                                                                                                                                                  | \$6.90/1,000 pieces                                                                                                                          |
| <b>Folding</b>                                                                                                                                                                                                  | \$6.90/1,000 pieces                                                                                                                          |
| <b>Inserting</b><br><i>(including statements and inserts up to 3 pieces, sorting and metering)*</i>                                                                                                             | \$29.90/1,000 pieces (+ envelopes and postage)                                                                                               |
| <b>Multiple Pages</b>                                                                                                                                                                                           | \$23/1,000 pieces                                                                                                                            |
| <b>Additional Inserts</b> <i>(unmatched)</i>                                                                                                                                                                    | \$4.40/1,000 pieces                                                                                                                          |
| <b>Miscellaneous Fees</b> <i>(i.e. late inserts received, insert info missed deadline, etc)</i>                                                                                                                 | \$50 or \$100/occurrence <i>(as defined within member insert statement guidelines)</i>                                                       |
| <b>Credit Card Return Envelopes</b>                                                                                                                                                                             | Quote Provided                                                                                                                               |
| <b>T. OPTIONAL SERVICES</b>                                                                                                                                                                                     | <b>Cost</b>                                                                                                                                  |
| <b>CASS Certification</b> <i>(for non-CU*Answers prepared statements)</i>                                                                                                                                       | \$100/CASS run                                                                                                                               |
| <b>Loan Notices Printing Service</b> <i>(HELOC/LOC - processed through Sage Direct)</i>                                                                                                                         | \$800 <i>(minimum)</i> one-time set-up<br>\$100/month + \$0.09 each + postage/handling                                                       |
| <b>Member Notice Printing Services</b> <i>(processed through Sage Direct)</i>                                                                                                                                   | \$500 one-time set-up<br>\$0.20 each + postage                                                                                               |
| <b>Member Selected Statement Styles</b> <i>(multiple format statement styles as provided by chosen statement vendor)</i>                                                                                        | Quoted/statement provider                                                                                                                    |
| <b>Mortgage Statement Processing</b> <i>(through Sage Direct)</i>                                                                                                                                               | \$0.18/statement + postage                                                                                                                   |
| <b>Selective Statement Inserts</b> <i>(to targeted member groups per statement mailing)</i>                                                                                                                     | 1st selective insert run - \$150<br>2nd and above selective insert runs - \$50/run.                                                          |
| <b>Statement Audits</b> <i>(through Sage Direct)</i>                                                                                                                                                            | \$150 + \$0.01/statement                                                                                                                     |
| <b>Statement Back Page</b> <i>(recon, disclosure) Set-up &amp; Changes</i>                                                                                                                                      | \$250/occurrence                                                                                                                             |
| <b>Statement Digitized Logo Set-up &amp; Changes</b>                                                                                                                                                            | \$175                                                                                                                                        |
| <b>Statement Onserts</b> <i>(graphical advertising message printed on stmt.)</i>                                                                                                                                | Quoted/statement provider                                                                                                                    |
| <b>Statement Transmission</b><br><i>(3rd-party - except for Sage Direct or Bridgestone Print)</i>                                                                                                               | \$5,000 <i>(minimum)</i> <i>(per stmt. type regular, CC's, mortgages)</i><br>\$100/occur. <i>(per stmt. type - regular, CC's, mortgages)</i> |
| <i>*When mailing weight exceeds 1 oz., added postage is required. CUs not mailing through CU*A, handling/transportation costs for shipping printed pages to the CU's chosen mailer will be billed directly.</i> | Pricing Subject to Periodic Change                                                                                                           |





**Las Vegas, NV 89119**

# TOGETHER

At the National Center for Collaboration, we have several options for facility use depending on your needs, goals and group size. Whether it's hosting an event or simply using us as a home base for a day, the Innovation Center is a cooperative-owned resource for you to leverage.

Visit <https://wecanbeyourwildcard.com/reservations/>  
to make your reservation today!



An aerial photograph of a small boat on a calm lake. The water is a deep teal color, and the shoreline on the left is covered with dense green trees. The boat is positioned in the upper right quadrant of the image.

## CONTACT INFORMATION

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