



Letting Members Transfer Money Between Your Credit Union and Other Financial Institutions

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Your members can use **It's Me 247** Online Banking to transfer money between their credit union accounts and their accounts at other financial institutions!

Account-To-Account (**A2A**) transfer capabilities are now available both in CU\*BASE and via **It's Me 247** online banking. We have developed an interface to a third-party partner, Magic-Wrighter, which uses the ACH system to handle the movement of funds.

## Feature Highlights

### Configuration Options

A2A services can be activated via **Tool #569 Online/Mobile/Text Banking VMS Configuration**. You can activate either incoming or outgoing transfers, or both, setting maximum \$ amounts per day and per the last 30 days.

Member fees can also be configured, including the usual standard fee waivers for things like age, aggregate balance, and OTB accounts. You can charge fees separately for incoming and outgoing A2A transfers (you could, for example, make incoming transfers free or cheaper than outgoing transfers). Both Tiered Services and Marketing Clubs will include fee waiver options so you can control fees based on member relationships.

### Credit Union A2A Configuration

Corp ID 01

A2A Incoming	A2A Outgoing
<input checked="" type="checkbox"/> Activate A2A transfers	<input checked="" type="checkbox"/> Activate A2A transfers
Max \$ per day <input type="text" value="5,000"/> (credit)	Max \$ per day <input type="text" value="5,000"/> (debit)
Max \$ per last 30 days <input type="text" value="15,000"/> (credit)	Max \$ per last 30 days <input type="text" value="15,000"/> (debit)
Fee amount <input type="text" value="1.00"/>	Fee amount <input type="text" value="1.00"/>
Fee income G/L account <input type="text" value="154.60"/>	Fee income G/L account <input type="text" value="154.60"/>
<input checked="" type="checkbox"/> Allow recurring A2AFT	<input checked="" type="checkbox"/> Allow recurring A2AFT
Default memo type code for AT Audit Trackers <input type="text" value="AD"/> (Applies only to maintenance done online by members.)	
Clearing G/L account <input type="text" value="870.14"/>	

Fee Waivers

Low age  High age

Aggregate savings  Aggregate loans

Waive if present:  ATM card  Debit card  Credit card  OTB savings account  OTB loan account

Allow fee to be manually waived



## Member Enrollment

In order for a member to perform A2A transfers, he first needs to work with a CU representative in CU\*BASE to set up the **relationship account** via **Tool #14 Member Personal Banker**, which includes the R&T and other details about the account at the other financial institution. Authentication is simply a matter of the credit union employee “approving” the relationship (you would follow your own internal procedures to verify ownership) and setting up the record in CU\*BASE (which will be scanned against OFAC at the time it is set up). Once this process is complete, the member can initiate transfers at any time with no further authentication needed.

### A2A Transfer Account Relationships

Account #	SUZIE Q MEMBER
Transfer description	For John's College Acct
Financial institution name	West Credit Union
FI routing #	123456789
Account # at other institution	999
Type of account	<input type="radio"/> Savings <input checked="" type="radio"/> Checking <input type="radio"/> Loans
Account holder name at other institution	John Member
Last maintained by	on

## PIB Controls

Access to A2A can be controlled by a member's PIB profile, including the ability for the member to set \$ limits and require a confirmation code before initiating a transfer.

## Transferring Money

You can configure whether your A2A program allows members to initiate debits (withdrawals from a CU account), credits (deposits to a CU account), or both. Then, a member simply logs in to online banking and selects to transfer money using the transfer wizard.

There is also a separate feature in CU\*BASE Phone Operator (Phone Op) so that a Call Center employee can initiate a transfer for a member as requested.

The image shows a mobile app interface for Success Credit Union. At the top, there is a teal header with the Success Credit Union logo and a 'MM' icon. Below the header, the text 'Quick Transfer' is displayed. Underneath, there is a 'Transfer From' section with a dropdown menu labeled 'Select an Account...'. A list of accounts is shown below the dropdown, including 'My Accounts' with three entries: '000 SAVINGS: \$4,000.03', '005 SAVING 2: \$4,000.00', and '018 CHECKING: \$3,000.46'. Below these are 'Accounts at Other Financial Institutions' with a 'BILLS ACCOUNT' entry. There is a 'Memo - Optional' text input field. At the bottom of the transfer section is a large orange 'Continue' button. Below the button, a message states 'Page will timeout in 12:02'. At the very bottom, there is a footer with the Success Credit Union logo and a disclaimer: 'This site contains links to other sites on the internet. We, and your credit union, cannot be responsible for the'.

The image shows a screenshot of a software configuration window titled 'Session 0 CU\*BASE GOLD Edition - Credit Union A2A Configuration'. The window has a blue title bar and a standard Windows-style interface. It contains several sections for configuring A2A transfers. The 'A2A Incoming' section has a table with columns for 'A2A Incoming' and 'A2A Outgoing'. The 'A2A Incoming' column has a checked 'Activate' checkbox, a 'Max \$ per day' field set to '5,000 (credit)', a 'Max \$ per last 30 days' field set to '15,000 (credit)', and a 'Fee amount' field set to '0.00'. The 'A2A Outgoing' column has a checked 'Activate' checkbox, a 'Max \$ per day' field set to '5,000 (debit)', a 'Max \$ per last 30 days' field set to '15,000 (debit)', and a 'Fee amount' field set to '0.00'. Below these sections is a 'Clearing G/L account' field set to '070.14'. There is also a 'Fee Waivers' section with fields for 'Low age' (1), 'High age' (999), 'Aggregate savings' (9,999,999.99), and 'Aggregate loans' (9,999,999.99). There are checkboxes for 'Waive if OTB account is present' (Credit, Loan, Savings, ATM, Debit) and 'Allow fee to be manually waived'. At the bottom left, there is an 'Update' button and a set of navigation icons. The bottom right corner shows the number '(4234)'.

## Settlement

The A2A process is handled through your general ledger; funds are transferred into and out of your ACH Settlement G/L as ACH files process. Funds transferred out of a member's account will be immediately evident. The actual transaction is held in your G/L Account until the ACH file is processed. Money transferred into a member account is not visible until the ACH deposits the funds two or more days later.

A credit union must be an ODFI (Originating Depository Financial Institution) in order to offer A2A.

## Pricing

*Fees are assigned by Magic-Wrighter.*

One time Set-up Fee . . . . .	<b>\$595.00</b>
Annual Maintenance Fee . . . . .	<b>\$595.00/year</b>
Transaction Fee . . . . .	<b>40¢ per transfer*</b>

*\*Includes both the debit and credit ACH transaction.*

## Getting Started

You've made the decision to provide A2A services for your members. Now what? CU\*Answers and Magic-Wrighter have an easy process in place, and it starts right here.

Before you can turn on any of the CU\*BASE features you will need to work through a sign-up process with Magic-Wrighter.

Contact a CSR at [a2ahelp@cuanswers.com](mailto:a2ahelp@cuanswers.com). We will send the forms and walk you through the process to launch a successful A2A service for your members.

### **Here's a brief rundown of the steps to get you started.**

- Request the service by contacting a CSR at 800.327.3478 or by emailing us at [a2aHelp@cuanswers.com](mailto:a2aHelp@cuanswers.com).
- You will receive three (3) forms which must be completed, signed, and returned to CU\*Answers.
  - Magic-Wrighter Electronic Payment Service Agreement
  - Federal Reserve Bank Fed ACH Participation Agreement—Service Provider Designation
  - Magic-Wrighter Non-Disclosure Agreement
- Fax all 3 forms to CU\*Answers at 616.285.7285. Remember to fill in all requested information and have your CEO sign each form.
- CU\*Answers will work with Magic-Wrighter to configure your credit union for the A2A services you've requested.
- You will be contacted when configurations are complete and you're set to implement the service; allow approximately 12 business days.

# A2A: What's In It For Me?

Account-to-Account (A2A) processing is gaining momentum in the financial marketplace. Don't let your competitors sprint too far ahead! This is no longer a futuristic ideal; this functionality is available now. All you need is the interface that uses ACH technology to transfer money from one financial institution to another, even though they are unrelated. Magic-Wrighter software in conjunction with CU\*BASE and **It's Me 247**, establishes this relationship that allows transactions to be exchanged between your credit union and any other financial institution.

## Easy Access A2A

When you're ready to offer Account-to-Account services to your members, it's as easy as this 3-Step process:

Indicate by filling in the Sign Up Form your intent to provide A2A Services.

Complete and sign all forms listed on page 3 of this brochure.

Fax the forms to CU\*Answers!

Need help? We've got an easy helpline too. email us directly at: [a2aHelp@cuanswers.com](mailto:a2aHelp@cuanswers.com)

If you prefer a phone contact, call a CSR at 800.327.3478.

- Create an environment of trust where current members are confident that they can transfer money between their credit union account and other financial institutions. Keep their membership by providing flexible options.
- Appeal to future members by making it easy to transfer their accounts from other institutions to your credit union.

## What about training?

You might be wondering:

How does all this A2A functionality work? What underlies the exchange of data between financial institutions? What does this look like to Tellers and MSRs? Do our members have to use **It's Me 247** to take advantage of A2A services?

Prior to activation, you can order Magic-Wrighter training in the CU\*Answers store by using <https://store.cuanswers.com/product/magic-writer/>.

## What about documentation?

If you've already decided to provide A2A services or even if you're on the fence, you will find detailed documentation on our website. The **A2A Transfers** booklet is posted on our Client website:

<https://www.cuanswers.com/wp-content/uploads/A2ATransfers.pdf>

The link below will open the booklet which covers everything you need to know to get started, set up configurations, create relationships and learn about basic processing.

Additionally, all screens associated with the A2A process have the standard CU\*BASE online help available at any time by selecting Learn More About This Feature.

