



We are looking to fully understand our Credit Union Communities process as it relates to handling ATM/Debit and in-house credit cards. Please complete this survey, then forward it to info@wearecupay.com.

Credit Union: _____
 Contact Name: _____
 Email: _____

Card Processing Survey

Responses

1. Who do you use for ATM/Debit card processing?

NOTES

2. Who do you use for in-house (gateway) credit card processing?

NOTES

3. What brands do you use for debit cards? What brands do you use for credit cards?

NOTES

4. Are you a principal member with Visa or Mastercard?

NOTES

5. When does your contract expire?

NOTES

6. How many regional networks do you use? Please list them all in the notes section.

NOTES

7. Who fills/services your ATM machines?

NOTES

8. Who balances your ATM machines? Provide details on the process in the notes section.

NOTES

9. Who handles the software on your ATM machines?

NOTES

10. Who do you use for authorization fraud? Examples: Falcon, Flagright, Featurespace

NOTES

11. Who produces your plastic? Examples: Idema, AB Corp, Thales, CardPro

NOTES

12. Who do you use for Instant Issue Processing?

NOTES

13. Do you offer ATM-only cards to your members?

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