



We are looking to fully understand our Credit Union Communities process as it relates to handling ATM/Debit and in-house credit cards. Please assist us by completing this survey, then forwarding it to cardsandpayments@cuanswers.com.

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

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?	

Thank you for taking the time to complete this survey. Your feedback is valuable to us and will help us continue providing excellent service.

Sincerely,
The Cards & Payments Team