



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](mailto: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?

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

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

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5. When does your contract expire?

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

NOTES

7. Who fills/services your ATM machines?

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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?

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

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

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12. Who do you use for Instant Issue Processing?

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

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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