Agenda

- **Checking in with a Peer** (Don Mills from Alpena Area Credit Union)

- **Documentation Reigns Supreme**

- **Junk Fees & APSN Fees**

- **Share Draft and ACH Exception Reports**

- **Other Ideas/Concepts**
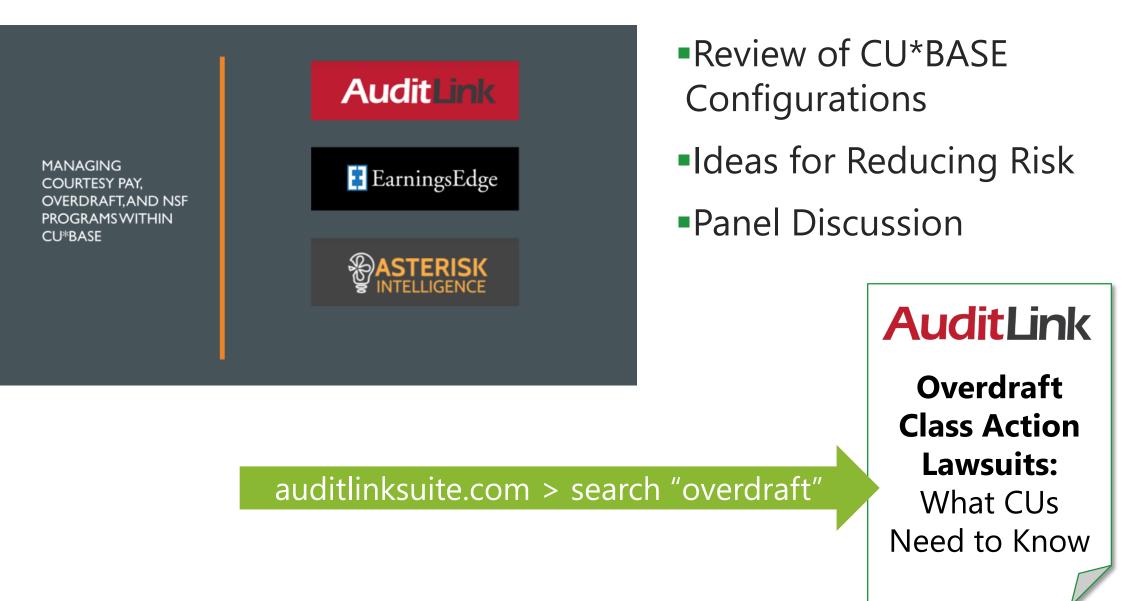
Checking in with a peer…

- Don Mills (CEO of Alpena Alcona Area Credit Union) joins us to discuss his credit union's historical journey (over the last 7 years) as it relates to NSF and Courtesy Pay Fees.

Documentation Reigns Supreme

- If you have not reviewed your credit union's disclosures and/or you have not reviewed your CU*BASE configurations, you may wish to do so.

- Please reach out to the AuditLink team for more information and do not hesitate to reach out with any questions you may have.

MANAGING COURTESY PAY, OVERDRAFT, AND NSF PROGRAMS WITHIN CU*BASE

AuditLink

EarningsEdge

ASTERISK INTELLIGENCE

- Review of CU*BASE Configurations
- Ideas for Reducing Risk
- Panel Discussion

auditlinksuite.com > search "overdraft"

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Overdraft Class Action Lawsuits: What CUs Need to Know

The buzz:

"Junk fees" and "APSN fees"

- Through the grapevine we are hearing that CUs are being asked to report on APSN fees and Junk Fees in general.

  CU*BASE does not have any fee configurations that are labeled as junk fees and there is no data that labels a transaction as an APSN transaction.

  Therefore if you reach out to us and ask us for assistance, we will likely be asking you for specific details on the data you are interested in.

  Data Governance (Tool #906)?

The buzz:

Exception Reports

- CU*Answers is working on a project to archive all ACH and Share Draft exceptions reports for all CUs everyday in CU*Spy.

  But until that project is released, we would encourage your CU to archive your exception reports based upon your CUs RIM policies.

  Some CUs have archived their reports in their DAILYxx out queue while others may have an alternative strategy.

The buzz:

Represented Transactions

- CU*Answers has no way od identifying whether an item is being re-presented or not. There are no indicators in the ACH or Share Draft files that indicates that an item is being re-presented.

  Study Project : So, what if we created a canned query of all NSF/ANR fees assessed per day and your CU would review the information and perform any necessary steps to reverse those fees? We would then learn together about the consistencies (and inconsistencies) that you see and we can collect those ideas for discussion on automating the processes.

Let's hear from you? What have you been doing? What have you been hearing? And what else should we be considering related to these fees?

Other ideas we've heard

- ODP transfers from an LOC
  Back to basics!

- Fee cap per day for NSF items

- Caps per day for NSF fees
  Caps per week/month/quarter/year?

- Monthly service charge, then lower NSF fees

- Marketing club service charges
  Monthly credits to members posted via Mail/Direct

- Subscription service?
  Just refunds, or per-fee tracking?

- Secondary tran description on ODP transfers?
  Might include multiple items

- Expand delivery channel options for fees by channel
  Add new origin codes recently added/to be added

- 24-hour grace period (*a la* Huntington)
  Lots of caveats, and is it even a solution?

- Daily/monthly refunds?
  Remember Reg Z

Interested in ideas for recovering ANR/NSR fee income? **Join the conversation!**

Conversations on *
Deposit Operations & Member Service
A CU*Answers Collaboration Group