



MEMBER SERVICE AND TELLER QUESTIONNAIRE

Credit Union Name: _____

Teller Balancing Information:

Do your tellers post their own teller reversals? Yes No

If no, who is responsible for the reversals?

When they post a reversal involving a corporate check or money order, is the corporate check or money order automatically voided? Yes No

If not, who is responsible for voiding it and how does staff get the information to them?

Who processes cash transfers (buy/sells), tellers, head tellers, or either?

When cash transfers (buy/sells) are done currently, does one transaction perform the activity for both the teller and the vault or are they two separate transactions that have to be done?

CU*BASE generates a receipt for vault cash transfers (buys/sells). What would the management team like to do with these receipts per policy? CU*Answers does not warranty their storage in the online iDOC vault.

Do tellers sell their drawer back nightly? Yes No

Do branches have floating teller drawers? Yes No

If yes, do they have separate log on information for the float drawers? Yes No

Do tellers have any other miscellaneous items such as stamps in their drawers that are included in the cash inventory? Yes No

If yes, please explain what could be in their drawers.

Do tellers balance their corporate checks and money orders nightly? Yes No

If yes, please explain their procedure.

Are the tellers responsible for viewing outstanding corporate drafts/money orders in their day-to-day operations? Yes No

Who is responsible for Teller Transaction Overrides? What does the credit union consider a teller override? Please list all employees with this authority.

What is your teller procedure to CTR's? Are they completed by tellers at the teller line? Once completed, where do they go?

Do tellers redeem savings bonds? Yes No

If so, are bonds included with outside checks? Yes No

When is a signature required for receipts?

Are tellers responsible for anything other than transactions (wires, verification of deposit forms, etc.)?

How is daily work and/or drawer totals stored? Do tellers receive a printout of their drawer totals at the end of the night? Yes No

Vault Balancing Information:

Is there a physical vault at each location and how often/what time of the day is it balanced?

Is there more than one head teller responsible for the cash vault including balancing?

When is cash ordered and how often is it ordered?

Who posts the transaction when cash is delivered?

Do the branches have a coin machine? Yes No

Is each machine tracked separately from the branch vault and have its own cash GL? Yes No

Which branches have coin machines and how are the coin transactions processed?

Is there a member or non-member coin machine fee? Yes No

Can tellers refund fees for members? Yes No

If yes, please explain what types of fees.

Who can process Member Account Adjustments (adjusts a member balance and offset a GL)?

ATM Balancing:

Please list all of your ATM Machines and applicable information below.

| Network ID # | Location | Accepts Deposits? | Who is responsible for filling machine and what vault does it come from? | Balanced by CU? |
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What time of day are the machines balanced?

Do tellers post the deposits and/or withdrawals? Yes No

Is the physical cash for each machine represented by its own GL account ? Yes No

| Network ID # | GL # |
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Member Service Questions:

Is a credit report required to open a membership and/or checking account? Yes No

Is an OFAC scan required at time of membership opening? Yes No

Is Chex Systems/Qualifile required at the time of membership or checking accounts? Yes No

Who can open memberships? Subaccounts?

Who can close memberships? Subaccounts?

General Questions:

Does the credit union cash checks for non-members? Yes No

If yes, how are they processed (use member account, credit union account, ID required, etc.)?

Who will be responsible for working the member service applications/requests that come in through online banking/audio banking? (Name, Title, Branch)

Who will print and mail auto-checks? Who prints and mails notices?
