Plaid FAQ

PLAID

CU*ANSWERS
A Credit Union Service Organization

At CU*Answers, we've integrated our credit unions with Plaid to simplify the connection process between financial accounts and financial apps. Plaid makes it easier to transfer your financial information from your credit union to your financial apps.

How do I know I'm connected with Plaid?

Look for the Plaid logo on the app you are trying to connect with. If you can choose your CU from a list rather than manually entering all details, there is a good chance you are connecting with Plaid.

How do I use Plaid?

From within an app or service integrated with Plaid, you start the process to connect your financial accounts, which will begin Plaid's account connection flow. Learn more.

What apps support Plaid?

Many financial apps are powered by Plaid. Discover some of the apps powered by Plaid.

How do members view and control their connections made using Plaid?

Members can view and manage all their Plaid connections in the Plaid Portal.

Is it safe? What about fraud?

Learn more about Plaid's security.
Learn more about fraud and compliance with Plaid.

How do I update my CU logo in Plaid?

Contact IRSC@cuanswers.com to ask them to update the logo for you.

Connection Troubleshooting

Ask the following questions:

- Did your credit union opt-out of Plaid?
  - If so, the member will have to enter their financial details manually.
  - To opt-in a previously opted-out CU, contact IRSC@cuanswers.com.
- Did the member choose the CU name from a list, or did they enter CU/online banking info and details manually?
  - If they entered their details manually, they did not connect through Plaid.
- Has the member tried to uninstall and reinstall the app, or delete their account and attempt to re-enroll through Plaid?
- Does the member have the most current version of the app?
  - Have them check for app updates in their app store.
  - If applicable, update and try again.

Visit https://plaid.com/trouble-connecting/ to troubleshoot.

If you are still having issues connecting, contact IRSC@cuanswers.com

Contact Us

If you have any questions or need assistance, please contact IRSC@cuanswers.com.