



What's Changing with Virtual StrongBox?



Receipts and forms are now available in **It's Me 247**, accessible right next to eStatements. Best of all, these can be accessed for FREE! You can set up receipts and forms in **It's Me 247** simply by marking a checkbox in ProDOC.

In tandem with this move, effective April 1, 2023, CU*Answers will no longer participate in the funding of Virtual StrongBox (VSB) for the cuasterisk.com network. We will continue to integrate and maintain our partnership with VSB and encourage credit unions to consider this solution as a more comprehensive way for members to upload and store their own documents. In the future, credit unions will need to have a direct agreement with VSB for this service.

What does this mean for my credit union?

You will need to decide to continue your relationship with Virtual StrongBox, sign up to put receipts and forms next to eStatements in **It's Me 247**, or discontinue the service altogether. Below is a detailed description of the two products:



This secure cloud storage lets you send receipts and other documents electronically to members.

Members can also use the encrypted technology to securely send documents to your credit union and others they trust without having to navigate to other websites.

Members control the amount of storage they own by easily making additional purchases inside the VSB service.

Want to learn more about Virtual StrongBox?
Follow the link to our online store:
<https://store.cuanswers.com/product/my-virtual-strongbox/>

NEW! Receipts and Forms in



Put receipts and other forms next to eStatements in **It's Me 247**. Just use the *Send to Member* button in ProDOC to save receipts or forms and make them available in **It's Me 247**.

NOTE: This feature does not allow members to upload or save their own documents. If that is the option you're looking for, you will want to stay with Virtual StrongBox, or offer a combination of both.

Visit our online store to learn more about Receipts & Forms in It's Me 247!
<https://store.cuanswers.com/product/receipts-and-forms-in-its-me-247/>

What are my next steps?

The following options are available to fit the needs of your credit union. For more information on these options, visit the Imaging Solutions online store or reach out to us via email at: imaging@cuanswers.com.

Online CU*Spy Imaging Credit Union with Virtual StrongBox	Inhouse Imaging Credit Union with Virtual StrongBox	3 rd Party Imaging or No Imaging Credit Union with Virtual StrongBox
Virtual StrongBox: \$100-450 per month, depending on options Receipts & Forms in It's Me 247 : Free	Virtual StrongBox: \$100-450 per month, depending on options Receipts & Forms in It's Me 247 : Free	Virtual StrongBox: \$100-450 per month, depending on options Receipts & Forms in It's Me 247 : Not supported at this time

Frequently Asked Questions

Below are some frequently asked questions related to this change. **For a full list of FAQs, please visit the CU*Answers website at: <https://www.cuanswers.com/wp-content/uploads/Virtual-Strongbox-Changes-FAQs.pdf>.**

Q: What date does this change take place?

A: By March 31, 2023, your credit union needs to have a relationship with Virtual StrongBox, convert to the new feature provided by CU*Answers, or discontinue services. With that date in mind, please understand that you need time to sign new agreements with Virtual StrongBox or convert to our new product. Provide your credit union 30-45 days to get this worked out to minimize any fees or cancelation of services.

Q: Will the documents my credit union already sent to Virtual Strongbox be available for members if we switch to CU*Answers receipts and forms in **It's Me 247**?

A: Yes, six months of history will be available. No member self-uploaded documents will be available. It's important you communicate that to them so they can download anything they wish to retain before the sunset date.

Q: Does my Credit Union have Virtual StrongBox today? How can I find out?

A: Look for the Virtual StrongBox under "Member Services" in **It's Me 247**. (Your credit union might have relabeled or moved this if you customized your online banking menus.)

Q: What should I communicate with my members?

A: If your credit union is staying with Virtual StrongBox, you will not need to communicate to your members. If you're moving to receipts and forms next to eStatements in **It's Me 247**, you will want to let your members know so they have time to download any documents they uploaded to VSB.

Q: Can I move from one to the other in the future?

A: Yes, these services can be chosen at any time (setup fees do apply).

Q: Who can I reach out to for additional help on each feature?

A: For Virtual StrongBox: accountservices@virtualstrongbox.com and for CU*Answers: imaging@cuanswers.com