



Putting Every Credit Union in The Document Transfer Business

By creating free member drop boxes in
It's Me 247



CU*Answers with its Relationship with My Virtual StrongBox is Putting Every Credit Union in the Document Transfer Business

Through its relationship with My Virtual StrongBox, CU*Answers is providing all credit unions in the network with free cloud storage. Credit unions also have the ability to move to the next level with My Virtual StrongBox with branding, profit sharing, and more.

Members Access My Virtual StrongBox via a Single Sign-On (SSO) From Within Online Banking

Now credit unions can offer members an SSO link to an online safe deposit box, accessed from directly within **It's Me 247**. Here, members can conveniently save their important documents, such as wills, mortgages, tax documents and loan forms—all safely and securely.

Send Receipts and Forms from ProDoc to My Virtual StrongBox.

Today's society demands that credit unions have the ability to send receipts and documents to members electronically. CU*Answers has met this demand by adding a one click feature to ProDoc. With a simple click of the mouse send receipts or other forms directly to It's Me 247 Online Banking where the member will retrieve from their StrongBox.

This feature is available to all credit unions using CU*Answers Online or *In-house Imaging Solutions.

*Credit Unions using CU*Answers in-house Imaging Solutions must be using Release Management or be operating on the most current version. For more information contact imaging@cuanswers.com.

My Virtual StrongBox Allows Members to Exchange Documents via a Secure Link

Members can also share private documents with whomever they wish, including your credit union. You can also use the service to exchange and distribute documents securely with any of your members. This alternative to traditional email and file exchange services has proven to be very popular, and allows you to provide top-notch service to your members.



Look inside for more information



The Member Experiences the Feature Right in It's Me 247

Once the feature is activated, members will access this new feature from the "My Documents" section in **It's Me 247**. From "My Documents," members will be able to access the My Virtual StrongBox SSO link.

When members click the "Go to Virtual strongbox" button, they will not feel as if they are entering an external website. Instead, they will log in and upload their documents using the My Virtual StrongBox pages accessed from **It's Me 247**.

Once they create an account, they will be able to securely and easily upload and archive documents such as wills, trusts, birth certificates, and deeds.

Package Options to Match Your Strategy

Combined with the trusted brand of It's Me 247 Online Banking and single sign on, members now have the ability to retrieve important information from their credit union. Using this same patented technology members have the additional flexibility to upload and share their important documents with only those they trust.

My Virtual StrongBox is about the cyber security of your members by being a leader in encrypted, document security. Select a strategy that works best for you.

Standard Package

This strategy is used for sending receipts and standard forms electronically to members. This option will allow you to provide minimal storage to members and have the ability to save money on printed receipts and forms. Your members will love the ability to retrieve their receipts from It's Me 247 Online Banking.

Members also love the added benefit of using encrypted technology sending documents to their credit union and others they trust without having to navigate to other websites. Members have the control of the amount of storage they own by making additional purchases.

Charge: There is no set up or monthly charge for Standard VSB Packages

Premium

This strategy is used for credit unions who wish to be in the cloud storage business. With the Premium Edition credit unions receive all of the features of standard with additional benefits of logo branding, expanded storage options and revenue sharing from member purchases.

There is no right or wrong answer, only the answer that works best for you. Converting from Premium to Standard is as simple as sending an email. Start with Standard and transition to Premium. CU*Answers is here to assist.

Charge- Pricing is dependent on storage and branding options selected. Details are available upon request.

Kickstart

Manage your grand opening with your staff and members by using the CU*Answers launch program.

For more information and to begin placing your order please contact: jgessner@cuanswers.com or 800-327-3478 x131



Yes! My Credit Union is Ready to Activate My Virtual StrongBox in It's Me 247.

Select your Launch Program

Launching My Virtual StrongBox is very easy for all levels of staff and experience. To provide this online safety deposit box as a service to your members, CU*Answers will act as your product launch coordinator every step of the way.

Quick Launch Flight Plan

Activation is just a week away. Follow these easy steps for a carefree soft launch of My Virtual StrongBox for free.

1. Review agreements delivered by CU*Answers Managed Services
2. Return your agreements to CU*Answers and select your internal associate who will make decisions regarding your training and activation dates
3. CU*Answers will help you select your launch date
4. CU*Answers will help you coordinate your initial training
5. CU*Answers will coordinate the activation date

This option is perfect for credit unions who would like to have a soft launch.

Cost: \$ FREE

Learn More about My Virtual StrongBox

In addition to this brochure, be sure to check out the features comparison and case study documents. These additional resources provide you more details on My Virtual StrongBox features.

Kickstart Your Launch with a Fully Managed Program

Make a statement with your board, management staff, frontline associates and members with a Grand Opening.

With this option CU*Answers will coordinate with your program liaison to assure your vital communications are delivered on time and on schedule.

The Flight Plan – 5 Easy Steps to the successful launch of My Virtual StrongBox

30 Days	Review & select your MVSB package
20 Days	Inform your Board
15 Days	Attend Administrative Training
10 Days	Train Your Staff
5 Days	Soft Launch
5 Days Post	Grand Opening–Member Communications Begin

Cost: \$100 + additional marketing

jgessner@cuanswers.com
800-327-3478 x131



Can't find an answer? Visit our website for answers to Frequently Asked Questions and side by side comparisons! open.cuanswers.com/mvsb

Kickstart Your Launch with a Fully Managed Program!

Make a statement with your board, management staff, frontline associates and members with a Grand Opening.

Xtend is pleased to partner with CU*Answers and Digital Mailer to bring you MyVirtualStrongBox Kickstarter marketing.



Xtend is offering our credit unions 2 solutions to help them kickstart and continue to grow their MVSB member participation. We suggest opting into both offerings.

Kickstart Option:

This option includes 3 emails post MVSB launch. These emails will be timed a few weeks apart from one another and will encourage members to sign up for MVSB by providing details regarding the benefits of MVSB. The emails will track the number of members who read and took action. They are designed to encourage your members to enroll in MVSB today!

Annual Plan:

The annual plan options allows credit unions to market MVSB throughout the year. This plan includes emails that will encourage members to sign up for MVSB. These emails will be sent quarterly. If you are not a Member Reach client, we can still send these out for you. We will even manage the bounces and unsubscribes so you stay compliant with the CAN-SPAM Act. If you are already a Member Reach client, the setup is free, you just need to turn the message on.

Cost:

Kickstart Option: \$150 & \$0.02/email

Annual MVSB Program Option: \$100/quarter & \$0.02/email

ChatterYak Add-on: \$100/quarter

Let us do the data mining and manage your marketing for you!

Sign up by visiting:

xtendcu.com/solutions/member-marketing/custom-messages

To Get Started...

Imaging Solutions
imaging@cuanswers.com
CU*Answers
6000 28th Street SE
Grand Rapids, MI 49546
(800) 327-3478

www.cuanswers.com/imaging-solutions

Management Services Sales
cmssales@cuanswers.com

CU*Answers is teaming up with Xtend and Chatter Yak! to coordinate and be your program liaisons to reach your members and assure your vital communications are delivered on time and on schedule.

Kickstart + ChatterYak

This solution combines the power and experience of Xtend's email delivery with the innovative web based technology of ChatterYak.

Ever wanted to know what products your members want, but have not been able to ask? Of course you have. With Yak Tracker, you no longer have to guess, you just need to ask. Yak Tracker is the easiest way to ask your members what they want and need from your credit union in order to build strong member relationships and continuing to improve product and service offerings.

Up-to-the-minute updates

You ask the questions, your members answer, Yak Tracker provides you with real-time answers and detailed reports to improve your cross-sale efforts.

Turn Key Delivery

But how will your members know about Yak Tracker? As a cooperative, we know a thing or two about the cooperation among cooperatives and by Yak tracker partnering with Xtend, we can email your entire member email database to get you the information you need for a successful campaign.

Available everywhere

Anywhere you can post a URL, you can use our application. Share your entry information on your website, in an email blast, on social media and anywhere else you'd like.

Responsive design

With the majority of Internet traffic coming from somewhere other than desktops or laptops, it's important that any application your credit union uses is responsive. Yak Tracker is 100% responsive, beautiful and sleek when used on mobile.

Peace of mind

Unlike other contest-based applications, Yak Tracker was built for credit unions so we know all of the regulatory and compliance issues credit unions must consider when advertising. With Yak Tracker, your credit union is covered with our additional credit union specific compliance features.

CHATTERYAK.COM 920.236.7056



Learn more about My Virtual StrongBox
cuanswers.com/imaging-solutions