

CUTEK SOURCECODE

Disaster Recovery | Collections | Charity Jar | Member Aid Package

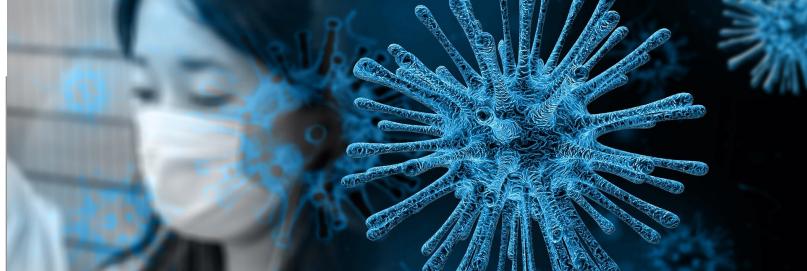
President's Letter

When we began putting together this newsletter a couple months ago, we had no idea how quickly our work would change as result of the COVID-19 pandemic.

We did not yet know that the world as we knew it would be changing, or that small businesses would be ordered to close, or that families would be struggling to provide daily meals due to loss of income.

But in the past few months, we began to notice that certain needs were emerging as a result of this emergency – and we began to act.

We started putting our skills to use with clients throughout the nation to help address needs of credit union members and credit union employees. We developed the Member Aid package of solutions with our rapid response team, so support can be provided to individuals most affected by COVID-19 within days.



Disaster Recovery Insurance Plan

Every year, disasters strike. Hurricanes, floods, fires and most recently pandemics. These disasters can bring business processes to their knees — as we have, unfortunately, seen all too well.

Fortunately, credit unions can take proactive steps to mitigate the impact of a disaster on their business and members. We now offer a Staffing Insurance Plan to ensure you have prepared, trained essential staff resources when they are needed most.

Outsourcing Brings Expertise to Your Door – Creating the credit union game plan in case of a disaster is a long and strenuous task. Once all critical business processes have been identified, you still need to review and mitigate probable points of failure.

When you outsource these activities, you can reallocate your employees to their day-to-day work while still accessing the expert support needed to design and implement an effective business continuity plan. CUTEK consultants have years of disaster recovery and project management and planning behind them to guide you through a successful project.

Productivity and Potential – Keeping the IT team moving during normal times is challenging enough. Add disaster recovery to the mix and you have the potential for full-blown madness. Outsourced recovery solutions provide both an expert staff and



President's Letter

cont.

So Credit Unions were able to meet member needs in record time with batch skip payments, loan modifications, and ATM fee reversals. We then moved onto addressing the needs developed by the CARES Act with PPP loan consulting and automating ACH stimulus payment exception handling - again all within record time. Each day we engage in impactful work by assisting with products, consulting, custom programming, staff augmentation, and other needs.

We also understand that this public health emergency is causing – and will continue to cause – a disruption in way of life to credit union members and employees. We have asked our clients to share with us what long-term effects they are seeing arise within their organizations and local communities.

We also are offering up our Savings Jar program to also work as a Charity Jar program at a discount for credit unions who wish to do more through the power of community fund raising in their local areas. We are following all of the regulatory and compliance changes as well in order to stay abreast of the issues that affect our clients most.

infrastructure to support the credit union's business requirements.

We offer a Staffing Insurance Plan to backfill any staffing needs you may have when disaster strikes. Custom programming, daily operations, and IT management are all pieces of the complex puzzle that can be covered remotely should a disaster strike in your local area. CUTEK has staffing resources located all across the country to support you in your time of need.

Outsourcing Lowers Costs – Outsourcing is one of the most cost effective decisions you can make for your credit union. A favorable pricing model that gives you peace of mind allows you to maintain business continuity with a set of guaranteed resources.

Outsourcing Ops Review - Not sure if your procedures are up to date? CUTEK also offers efficiency reviews which include analysis of your operating procedures.

Contact us for more details or click here <https://www.cutek.com/email--covid-whitepaper.html> to ensure your operations don't miss a beat during the next disaster.



CU-Collect-Advanced Collections System

Our Advanced Collections System offers a simple to use interface that places the critical information your collectors need up front, limiting the secondary systems and work areas required to work an account. The information presented is updated in real time, which means there's no need to access the host, including transactions.

The Advanced Collections System is perfectly scaled to meet your needs, while having the capability to integrate with any core processor and requiring minimum maintenance because of its web-based platform.

Benefits

- Lower administration costs



President's Letter

cont.

We know there are short- and long-term needs, and we are available to assist credit unions with the resources they need most. As an organization that maintains strong personal ties with so many credit unions throughout the country, we care deeply about the welfare of every individual who lives not just in our own local areas, but yours as well. The credit union industry is highly resilient and we are proud to stand by you as we work together to meet the needs of your members and local communities.

In addition to our custom programming services for Symitar's Episys® core, we have the resources and expertise to help credit unions incorporate a staff remote work program during this time of social distancing.

We are grateful to know so many people like you who make this industry a tremendous place to serve. We thank you for your support.

Give us a call at 951-696-9715 or check our website at www.cutek.com for the most up-to-date information surrounding our COVID-19 efforts.

Sincerely,

Ron J Murray

- Higher productivity
- No programming required
- Drop-in replacement for current host solution

Key Features

- Single sign-on to Episys® Quest
- Real-time update from host
- Real time pulse check on your collectors activities
- Reshuffle queues on the fly
- Built-in letter and note template system
- Letter printing to printers or export to mail house partners

Contact us or click here for more product information <https://www.cutek.com/advanced-collections-solution.html>

Charity Jar

Let a little change make a big impact on the charities of your choice. Consider our Charity Jar solution, which is "transaction round-up" module designed to promote charitable giving. Our streamlined interface lets members choose which card (ATM or debit) they want attached to the program. Transactions are then rounded up to next whole dollar amount, which the collective of funds are directed to the Credit Union's chosen charity.



Savings Jar

Beyond handling charities, this program can also be used to build your member's savings account. This is CUTEK's Savings Jar option. It leverages the "transaction round-up" engine so that the round-up money is directed to the members savings account.



Contact us or click here <https://www.cutek.com/savings-jar.html>.

Announcements!

Upcoming Conferences

SEC Virtual conference

Sept. 1st - 3rd

Check our website for upcoming details as the conference dates gets closer on how to chat with us virtually at SEC

Need Programming Assistance? CUTEK can assist with all your custom programming needs, ARCU, PowerDocs and more!

Please contact your CUTEK Relationship Executive-CRE:

East Coast-Kerry Hoffmans

Click here to set up a meeting with Kerry

<https://meetings.hubspot.com/kerry-hoffmans>

West Coast-Wendy Palasky

Click here to set up a meeting with Wendy

<https://meetings.hubspot.com/wendy115>

You can now CHAT with CUTEK Live - we have added a chat feature to our website www.cutek.com where you can chat with us live during business hours.

Member Aid Package

In these uncertain times and as the economy slows, we have bundled many of our products to create a unique Member Aid Package.

This discounted package looks to help credit unions better serve members impacted by the COVID-19 outbreak and beyond by offering specific product arrangements when members are in need of financial relief.



Our Member Aid Package offers you three modules:

1. Loan Modification Workflow — assists in offering members lower loan payments or rates on existing loans
2. Skip-A-Pay Solution — includes a batch SAP, as well as SSO for home banking
3. ATM Foreign Fee Reversal program

From a high level, this package supports temporarily reducing monthly loan payments and interest rates for credit union members. It also has the means to extend loan payments (SAP). Additionally, if there is the need to reverse ATM fees for specific date range, it supports that as well.

Another unique feature of this package is the built-in batch processing for skip-a-pay. No other skip-a-pay on the market today has a batch processing feature.

Benefits of this package to credit unions and their members include:

- Reduction in staff effort
- System vs staff managed
- Reduce loan defaults
- Member retention
- Credit Score protection
- **Contact us** for more details on our <https://www.cutek.com/email-form---covid.html>