

MEMBER AID PACKAGE

Powered by CUTEK

Benefits

- Reduction in staff effort
- System vs staff managed
- Reduce loan defaults
- Member retention
- Credit Score protection

Key Features

- Loan Skip-A-Pay
- Batch Skip-A-Pay
- Loan payment changes
- Loan interest rate changes
- In-house credit card, LOC, and HELOC Skip-A-Pay
- Batch Delinquency Forgiveness (skip only past due loans)
- Bankruptcy Loan Payment Schedules
- (Optional) Skip A Pay integration with digital banking solutions
- Batch reversals of ATM fees



Sometimes your members may need a helping hand, for whatever reason, perhaps an unforeseen circumstance causing financial hardship. Whatever the reason, CUTEK is always looking for proven solutions to ensure our credit unions can continue to do what they do best -- provide excellent member service to their membership in the good and sometimes not so best times.

The CUTEK Member Aid Package offers a set of automated solutions to manage Workout Loan Modifications, Skip A Pay, and Foreign ATM Fee Reversals. From a high level, it supports temporarily reducing monthly loan payments and interest rates. It has the means to extend loan payments (SAP). Also, if there is the need to reverse foreign ATM fees for specific date range, it supports that as well.



This program allows us to be more responsive when most needed.