Credit Union Rock Stars in Our Communities

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Branch / Culture Transformation

- Branch Remodel
  - Innovative Design
  - Increased Efficiency
  - High Tech Internet Café
  - Exclusive Partnership with Coke
  - Retail / Genius Bar Feel
Branch / Culture Transformation

• Culture Change
  – Universal MSO Position Created
  – Single Point of Contact for Members
  – Relationship Building VS. Paperwork
  – The Experience + Improved Efficiency = Increased Quality Time with Member
Community Involvement

• Personal Volunteerism
• Organization Outreach
• Energizing the Chapter
• Financial Literacy
• Giving Back
Innovative Technology

• Evolving Market
• Members Looking for the “Next Best Thing”
• Cash Recyclers
• Lobby Management System
• Palm Vein System
• Card-less Cash
Palm Vein

Superior security
Veins “hidden” under the skin; forgery is virtually impossible

Superior accuracy
Palm vein patterns are complex with >5 million reference points

Superior acceptance
Hygienic, easy and intuitive
Card-less Cash

- **Emergency Cash**: If a consumer loses a wallet while traveling, they can still access cash immediately without a physical card.
- **Interim Access**: A consumer can access cash while waiting for a lost, stolen or breached card to be replaced.
- **Convenience**: Simply for convenience, a consumer can use an access code to get cash instead of carrying a physical card or wallet.
- **Send Cash**: A consumer can send cash to someone (or self) and the receiver can collect the cash at a participating ATM.
- **Mobile ATM**: Initiate card-free cash access directly from a mobile phone, as well as receive push notifications to access cash at nearby ATMs.
How to generate a CardFree Cash access code

1. Customer logs in to FI mobile app
2. Sends request via secure chat
3. FI provides access code via chat session
4. Customer calls IVR, activates code and selects PIN

How to get cash at the ATM

1. Use locator to find Popmoney ATM
2. ****
3. Enter access code and 4-digit PIN
4. Select account type and dollar amount
5. Collect cash
Leadership Academy

• League Designed Program
• Offered and Operated by Individual Chapters
• Nine Month Curriculum
• Focused on Leadership Philosophy
• Perfect for All Size Credit Unions
Questions