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Vertifi Develops New iPhone® Application for Randolph-Brooks Federal Credit Union

Eastern Corporate Federal Credit Union (EasCorp) and its CUSO, Vertifi Software, LLC (Vertifi), are pleased to announce that Vertifi™ has developed a fully-featured mobile banking iPhone® application for members of Randolph-Brooks Federal Credit Union (RBFCU) of Live Oak, Texas, and it is now available on the App StoreSM.

Dubbed RBFCU Mobile, the downloadable application is the first of its kind among credit unions to integrate check deposit capabilities with more traditional mobile banking activities such as balance transfers and account inquiries. The application also contains a branch/ATM locator, account transfer and loan payment capabilities, access to archived check images, a secure messaging system, and access to loan and deposit rates. The program was designed primarily with native user interface elements, making it stand apart from other systems in its usability and performance.

“Our members are located all over the country and across the globe, and many are on the go. With the release of this application, it is now easier for them to transact their business with us,” said Mary O’Rourke, RBFCU’s vice president, electronic services. O’Rourke went on to say “We are excited to be the first credit union in the nation to deploy this technology and delighted to work with Vertifi in order to make it happen.”

The application also contains fun features such as “What’s Shakin’ at RBFCU,” enabling users to shake their phone upon login and be directed to a webpage that provides the credit union’s latest news and specials.

In collaboration with Vertifi, RBFCU will release its Android™ version of the application during the third quarter of 2010.

If you would like more information about this project or DeposZip Mobile, please contact George Dow at 781.994.3302 (gdown@vertifi.com) or Alan Bernstein at 781.994.3316 (abernstein@vertifi.com).

**IN OBSERVANCE OF LABOR DAY,
EASCORP AND VERTIFI WILL BE CLOSED
MONDAY, SEPTEMBER 6, 2010**

Wednesday, September 22 is
the Autumnal Equinox



ACH Returns and Notifications of Change (NOCs) Module Move

Beginning Friday, September 10, 2010, EasCorp's ACH Return/NOC Module will be moved from Ease-Link to the Vertifi Customer Portal (VCP). The switch will be made after the close of business on September 9, and system downtime will be minimal to none.

The change consolidates all ACH administrative functions into one area and streamlines ACH activities for participating credit unions. The module incorporates all of the same features that users are accustomed to and brings a brand new feature—Automated ACH Returns—which enables a Receiving Depository Financial Institution (RDFI), whose data processing system can create a NACHA-94 formatted ACH Return and NOC file, to upload return items via our online channels, saving time and effort.

EasCorp is set to unveil the newly-configured module during an ACH service user webcast on Wednesday, September 8, 2010. During the webcast, EasCorp will present detailed instructions for uploading and automating ACH returns and provide a general overview of the new module.

You may sign up for the webcast by clicking on the News & Events link at www.eascorp.org. For further questions regarding EasCorp's ACH program, you may contact Darlene Howlett at 781.994.3353 (dhowlett@vertifi.com).

Nonlocal Checks Are Now a Thing of the Past



Check 21 legislation, which became effective in 2004, has affected how credit unions and other financial institutions handle their item processing. On February 27, 2010, the Federal Reserve Banks restructured their paper check processing operations and consolidated all check processing activities into one central facility in Cleveland, Ohio.

As a result of this consolidation, Appendix A of Regulation CC was updated to reflect the existence of only one check-processing region. According to the regulation, depository institutions must make funds available within two business days on most items. Some exceptions do apply, e.g., deposits to new accounts, deposits over \$5,000, etc. Credit unions should refer to the regulation for a complete list of exceptions and guidance on how to properly handle these items.

EasCorp recommends that all credit unions review their check and deposit holds and funds availability policies, procedures, disclosures and operations to ensure compliance. Additional reference material may be found at www.federalreserve.gov. If you have any questions about check hold policies and procedures, you may contact Ed Wilk at 781.994.3352 (ewilk@vertifi.com) or Jenny Heighton at 800.428.1144, extension 3521 (jheighton@vertifi.com).



Using Strong Passwords

Safe online financial transactions rely on a variety of different security devices and practices to authenticate the identity of users who perform online transactions. But no matter how many precautions you take, there is one way that perpetrators can easily gain access to your systems—a weak password. To combat attacks from unwanted sources, EasCorp recommends that you develop and implement a comprehensive set of guidelines for system passwords.

Members and administrators who perform online transactions should use strong passwords which typically conform to the following standards:

- Passwords should never be shared with anyone.
- Passwords should be a minimum of seven characters.
- Passwords should use a combination of upper and lower case alphabetic characters (B, c) and alphanumeric characters (6, 11). The use of special characters (!, &) can make the password stronger.
- Passwords should not use sequential or repeated characters.
- Passwords should not contain family members' names, nicknames, or initials.
- Passwords should not contain birth dates, telephone numbers (or portions thereof), Social Security numbers, or any other easily-identifiable personal information, or similar information for your loved ones.
- Passwords should not use words that would appear in a dictionary in any language.

Credit unions should also consider these additional protections for both employee and member passwords:

- **Password age.** A password age determines the number of times that a password can be used before the system requires the user to change it. Requiring frequent password changes reduces the amount of time available for attackers to crack passwords.
- **Password length.** Password length determines the minimum number of characters that a user's password must contain. Increasing the number of characters required for a password makes it harder to crack.
- **Password history.** Password history determines the number of unique new passwords required before an old password can be reused. Requiring the use of new passwords prevents users from reusing old passwords continually.

EasCorp's *Security Guidelines for Online Financial Activity* provides additional recommendations for mitigating security risks inherent with online financial transactions. This document can be accessed via the Due Diligence page of www.eascorp.org by anyone having an EasCorp-issued digital certificate. If you have any questions regarding best practices for securing your online systems, please contact Ed Wilk (ewilk@vertifi.com) at 781.994.3352 or Jenny Heighton (jheighton@vertifi.com) at 800.428.1144, extension 3521.

Save Money and Trees with eStatements

Beginning January 2, 2011, the U.S. Postal service will increase the price to mail a first-class letter from \$0.44 to \$0.46. With the increased cost of printing and mailing paper statements, now may be a good time to focus on the benefits eStatements offers both you and your members. eStatements are an efficient, safe, cost-effective, and environmentally-conscious way of providing statements to your members.

Many credit unions wonder how they can improve their market penetration with eStatements. Vertifi recently performed a survey across all of its user credit unions with high usage rates and suggests the following best practices.

NEW ACCOUNTS

One of the most effective ways to increase eStatement usage is to make them the default for all new accounts. With new accounts being opened every day, what better way to watch your eStatement participation climb?

INCENTIVES

If the average eStatement is about \$0.75 less expensive to deliver than paper-based statements, pay your member service representatives \$0.75 for each member they sign up for eStatements. The incentive pays for itself in the first month.

ELECTRONIC ACCOUNT PACKAGES

By bundling eStatements into a package of services, you encourage usage while your member takes advantage of the benefits of other service offerings. For example, you can require eStatements as a condition of using online banking services or a condition of receiving free online bill payment services.

GET PASSIONATE ABOUT eSTATEMENTS

Focus on and stress the benefits of eStatements to your members at every opportunity:

- *Increased security* — Electronic delivery of statements incorporates all of the latest technologies to protect member information. Traditional delivery methods leave your members more vulnerable to identity theft.
- *Timely delivery* — Members receive eStatements faster than traditional paper-based statements.
- *The environment* — Because eStatements are not printed, they reduce paper usage and the harmful pollutants that are generated by the delivery process.
- *Easy access to past statements* — Vertifi's eStatements system will retain up to seven years of past statements.

By incorporating strategies like these into your daily routine, you are sure to see eStatement usage spike. Contact Ed Wilk at 781.994.3352 (ewilk@vertifi.com) or Eleanor Melchionda at 781.994.3323 (emelchionda@vertifi.com) if you would like more information on how eStatements can help your credit union save money and reduce your environmental impact.

Coin and Currency Orders for Labor Day

In observance of Labor Day, all Federal Reserve offices will be closed on Monday, September 6, 2010. As a reminder, cash orders prepared by the Federal Reserve Bank must be placed two business days in advance of delivery (e.g., orders must be placed by 11:30 a.m. on a Monday for Wednesday delivery). Due to the holiday, you may need to place your cash order a day earlier than normal (e.g., the same order referenced above should be placed on a Friday for Wednesday delivery).

If you have any questions regarding your cash orders, please contact Ed Wilk at 781.994.3352 (ewilk@vertifi.com) or Jenny Heighton at 800.428.1144, extension 3521 (jheighton@vertifi.com).

New Product Users

DeposZip
Altier CU
Tempe, AZ

ALM Modeling and Consulting
Mass Bay CU
South Boston, MA

DeposZip Mobile
Baxter CU
Vernon Hills, IL

ACH Origination
St. Dominic's FCU
Swansea, MA

Forum CU
Fishers, IN

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Assistant Vice President, Risk Management

Kevin Peters, CFA
Assistant Vice President, Investment Services

Jonathan Rankin
Assistant Vice President, Asset Liability Management

Upcoming Events

New ACH Return File Upload Feature Webcast
September 8, 2010, 10 a.m. ET

ALM & Investment Academies
March 9-11, 2011, at the Babson Executive Conference Center,
Wellesley, Mass.

Image Cash Letter (ICL) Scorecard

We are pleased to report on the progress of Vertifi's Image Cash Letter (ICL) program.

Branch Capture

- 123 credit unions are currently participating
- 473 Branch Capture licenses distributed
- Collecting over \$1.5 billion in deposits every month

DeposZip® Remote Deposit Capture

- 59 credit unions
- Representing 22 states
- Collected more than \$560 million in deposits

Deposits are being received from all over the world.

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a U.S. Government Agency