



# Interface

A Newsletter from AFTECH

## AFTECH Welcomes Another Ohio Client

AFTECH added another Ohio credit union to its in-house Advantage core processing Client list this month when Cincinnati Ohio Police Federal Credit Union announced it will convert to the AFTECH system October 1.



The Cincinnati Ohio Police FCU investment in AFTECH brings to the \$50 million credit union the full range of AFTECH's Advantage member service products. In addition to core processing, the credit union will be offering credit and debit card processing; shared branching; aftech@net home banking; Advantage Collections software; OFAC Tracker; and the Wisdom suite of financial products, all backed up by AFTECH disaster recovery.

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## Lehigh Valley Adds New Audio Response

Lehigh Valley Educators Credit Union has expanded its new ConvergeIT communications system to add audio response capability. The Allentown, PA, credit union customized the application internally and introduced it with little member notification.

Rosemarie Krantz, the credit union's former IT manager and current assistant credit union manager, reported that the move from the former audio response system to the ConvergeIT application went smoothly.

"We did our own recordings for the new system here at the credit union. When it was time to go live, we added a message to the audio response welcome greeting, informing our members to please listen carefully, since our menu options have changed." She added, "We didn't do a mailing or newsletter article or anything like that, and it all went relatively smoothly."

Lehigh Valley Educators CU introduced the internal telephone system and Call Center components of ConvergeIT in October 2005.

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Another Fiserv Connection



## ➤ From the President

### **BSA, MFA & Indirect Lending**

*We have received a few inquiries regarding availability of BSA Compliant solutions due to the intensified attention toward compliance audits are demanding. As a result*

*we have made changes to the BSA report for the 2006 Annual Release that will include the following enhancements:*

- *Track the SSN of the 'actor' who performs the transaction if the actor is not the primary accountholder, so that the report can produce accurate information for section B of the CTR*
- *Ability to record the SSN, name and address of non-members who complete cash transactions at the teller line*
- *Ability to report on transactions that occurred within a specified date range and exceeded the BSA limit*

*Together with the other Fiserv Business Units we are participating in an evaluation of several BSA specific software solutions that will integrate with our core platform transaction flow and include case management. As soon as more*

*information becomes available we will share it with you.*

*We are on target to provide a cost effect Multifactor Authentication (MFA) solution powered by Passmark's technology and supported by the '06 Annual Release. We will offer both an out-sourced and self hosted license to accommodate everyone's needs. In addition we will offer a scalable package ranging from basic to premium servicing. Our Account Management Personnel are available to provide additional information upon request.*

*We are interested in evaluating the opportunity to provide an integrated Indirect Lending Solution with Fiserv Automotive Solutions (FAS). FAS supports interfaces to the top six dealer portals including Dealer Track. Dealer Track alone processes 16 million applications per month from 21,000 Dealers. If you have any interest in participating or contributing to our evaluation please contact me via email at [joe.antellocy@aftech.fiserv.com](mailto:joe.antellocy@aftech.fiserv.com). Your opinions are of great value to us so please contribute if you can.*

*We appreciate your business,*

## Audio Response Upgrade Special:

Even if you were unable to attend this year's exciting conference in Scottsdale, your credit union is eligible for the \$5,000.00 initial investment discount and \$75 per month maintenance discount offered to all conference attendees. Orders must be placed by September 30, 2006, and installation completed prior to December 31, 2006. Contact your Account Manager for details.

# Sun East Goes Mobile



Sun East Federal Credit Union, an AFTECH Client in Aston, PA, is the first credit union in the Northeast region to launch a full-service mobile branch. The 32-foot long vehicle provides everyone - from school children and festival-goers to factory

workers and company executives - convenient access to the same array of credit-union services available at a permanent branch, according to Michael J. Kaczynski, Sun East CEO.

The new facility will allow members to conduct business with a teller from either an outside teller window or at one of two stations inside. Members will have access to two ATM machines, one on either side of the mobile branch. They can also step inside the mobile branch to apply for a loan, open an account, or discuss their financial situation with a member service representative and financial planner.

If necessary, Sun East FCU can use the mobile unit to provide disaster recovery, or to set up temporary credit union offices in new shopping centers or areas without conveniently located financial institutions.

## ATPC Report

AFTECH is creating task force subcommittees to address products that would benefit from the participation of credit union subject matter experts, and the ATPC is leading creation of groups to work closely with AFTECH. We have one goal: to assist in the design of AFTECH products by incorporating Client requests and Task Force expertise.

If you or someone in your credit union has an in-depth understanding of and experience with the selected sub-committee topics, we strongly encourage you to join when the opportunity presents itself. Just bring expertise to the discussion!

We plan to meet via WebEx or conference calls every two weeks for the first couple of months until the project is going well. The meetings will tail off to possibly monthly or bi-monthly once the programming phase begins.

When the testing phase begins, meetings may go back to every two weeks for feedback purposes. Annual Client Conference and Departmental

Managers' Conferences will be used for possible face-to-face meetings. The overall timeframe for participation in any one project would be six to eight months.

AFTECH's primary stakeholder is Joe Riccardi. Mark Malarz is the facilitator and project manager, and Marie Stephens, Bob Burghardt, Jen Hrynkow, and other AFTECH subject matter experts will take part as necessary. If you're up to the task, have some time to dedicate to completion of the migration project, and have an interest in improving the AFTECH suite of solutions, please contact me via e-mail or at the phone number listed. If you have any questions that I haven't covered, feel free to contact me.



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## AFTECH Welcomes Another Ohio Client

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Commenting on the Cincinnati Ohio Police FCU investment in AFTECH, Tina Woche – the credit union's CEO – said "We chose AFTECH as our data processor after reviewing several other systems over the past six months. AFTECH was chosen based on the internal and external efficiencies it could provide to our employees and to our membership. With such a high demand from our membership for technology and on-line communications, the Cincinnati Ohio Police FCU had to partner with a

data processor that focused and excelled in this area. The Cincinnati Ohio Police FCU felt that AFTECH had outpaced its competition and proved to be a leader in this area. We look forward to the efficiencies the AFTECH system will provide."

AFTECH provides the Advantage core processing system to credit unions either in-house or as an ASP, and also provides best-of-breed Internet member service tools, including [aftech@net](mailto:aftech@net).



## Meet AFTECH:

### Michele Hill

Michele Hill has been working in financial services for more than 20 years, starting at a local bank and then moving to a credit union a year later.

Starting as a teller, Michele went through a number of positions at State Employees (now NuUnion) Credit Union before settling in Information Services.

"I was a floater," Michele explains. "It was a great job and doing that helped me diversify my knowledge of credit union operations. I spent time working in the IRA department, accounting, loans, member services and even a little time in collections (although I did not have to call any members to pay on their delinquent loans!)."

Michele says the credit union's conversion to AFTECH led to her move into IT. "I had no idea I had any of 'those kinds of skills' until we went

through the conversion process in 1984. We used the train-the-trainer philosophy for the conversion, and my department chose me to be one of the trainers.

"I was in the IT department for about seven years before leaving the credit union. One of my main roles was to help bridge the gap between IT and the rest of the credit union. I translated between computer talk and English!"

Michele joined AFTECH as a member of the Professional Services Team in June of 2005. But her life is not centered just on work!

"I am especially proud of my daughter Tiffany." Michele comments. "She is working on her Master's degree and is a joy to be around. She and I spend a lot of time together, and we especially enjoy traveling together, mostly on cruises. She has attended a number of AFTECH conferences with me during my credit union years and we both regretted missing the last one!"



If you have any questions, concerns, or suggestions about AFTECH, or want more information, please contact:

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