Corporate Connection
First Quarter 2020

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Contact Us
Phone: (800) 622-7494
Email: accountmanagers@vfccu.org
2020 Events: See What’s Happening This Year!

Education, development and working together...these are the keys to a successful credit union movement. That’s why Vizo Financial will offer a variety of educational conferences, workshops and exciting events over the next year. Take a look at our 2020 event schedule below.

Please note that more events may be added throughout the year. Details regarding our upcoming events can be found on the Upcoming Events page of our website.

**GAC Reception**
*February 23, 2020 - 6:30 - 9:00 p.m.*
The Henley Park Hotel, Washington, D.C.
Register Now!

**Risk Management Lunch & Learns**
*February 19, 2020 – Grille 3501, Allentown, Pa.*
*March 17, 2020 – City Range Steakhouse Grill, Greenville, S.C.*
*March 18, 2020 – Lucky 32, Greensboro, N.C.*
*May 13, 2020 – Crab Louie’s, Midlothian, Va.*
*August 27, 2020 – Old Ebbitt Grill, Washington, D.C.*
Register Now!

**Leadership Workshops**
*June 17, 2020 – DoubleTree by Hilton, Pittsburgh, Pa.*
*October 7, 2020 – Sheraton Columbia Town Center, Columbia, Md.*
*December 9, 2020 – Vizo Financial, Greensboro, N.C.*
Register Now!

**Financial Strategies Workshops**
*March 25, 2020 – Richmond Marriott Short Pump, Richmond, Va.*
*April 29, 2020 – Hilton Charlotte University, Charlotte, N.C.*
*May 6, 2020 – The Hotel Hershey, Hershey, Pa.*
*June 3, 2020 – DoubleTree by Hilton, Pittsburgh, Pa.*
Register Now!

**Risk Management Conference**
*April 15-17, 2020*
The Hotel Hershey, Hershey, Pa.
Register Now!

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2020 Events: See What’s Happening This Year! (continued)

**Small Credit Union Workshop**
May 7, 2020  
Vizo Financial, Middletown, Pa.

**Member Appreciation Reception**
May 18, 2020 - 5:15 - 6:30 p.m.  
Nemacolin Woodlands Resort, Farmington, Pa.

**Member Appreciation Luncheon**
June 15, 2020 - 12:00 - 1:30 p.m.  
Marriott Resort & Spa at Grand Dunes, Myrtle Beach, S.C.

**HR Workshop**
August 13, 2020 – Vizo Financial, Greensboro, N.C.

**Risk Management Roundtables**
July 15, 2020 – South Carolina  
July 16, 2020 – North Carolina  
October 13, 2020 – Virginia  
October 14, 2020 – Maryland/DC  
November 17, 2020 – Western PA  
November 18, 2020 – Central/Eastern PA

**CECL Workshops**
August 4, 2020 – Sheraton Columbia Town Center, Columbia, Md.

**Annual Meeting**
September 16, 2020 – 11:45 a.m. – 1:15 p.m.  
Ballantyne Hotel, Charlotte, N.C.

**Financial Conference**
September 16-18, 2020  
Ballantyne Hotel, Charlotte, N.C.

**Payments Conference**
October 20-21, 2020 – Hilton Charlotte University, Charlotte, N.C.  
Will 2020 Be the Year of Risk Management?

There’s been no shortage of headlines in the realm of risk management over the past several years. Here are just a few things that you might remember: the Experian breach, ransomware attacks, countless money scams, disastrous hurricanes, etc. Let’s be honest...risk management is ALWAYS important, but with all these things top of mind, we wonder if risk management will take center stage in 2020.

Credit unions can armor up in all areas of risk management with help from Vizo Financial’s many services. We offer everything from information security to vendor management, business continuity, compliance and everything in between. In fact, here’s a quick look at the services we offer (click here to learn more):

**Business Continuity**
- Business Impact Analysis
- Business Continuity Assessments
- Business Continuity Planning
- Mass Notification Services

**Consulting Services**
- Business Continuity/Disaster Recovery
- Compliance
- Enterprise Risk Management
- IT Security & Risk Mitigation Strategies
- Policy & Procedure Assistance
- Project Management
- Vendor Management

**Information Security Risk Solutions**
- Information Security Risk Assessments
- Incident Response Planning
- Penetration Testing
- Social Engineering Testing
- Vulnerability Scanning
- Web Application Vulnerability Scanning
- Wireless Security Audit

**Training & Education Services**
- Bank Secrecy Act (BSA)
- Business Continuity
- Enterprise Risk Management
- Security Awareness

**Enterprise Risk Management**
- Enterprise Risk Monitoring
- Vendor Management
- Findings Manager

Not only do we have the products to help your credit union stay on top of your risk management needs, but we have the experts to back them up too. In fact, we have a team of eight risk management professionals who have a combined 100+ years of experience working with credit unions and financial institutions. And each one of them has at least one certification to his or her name. Some of their certifications include Bank Secrecy Act Compliance Specialist (BSACS), Certified Business Continuity Professional (CBCP), Certified Credit Union Internal Auditor (CCUIA), Credit Union Compliance Expert (CUCE), Credit Union Enterprise Risk Management Expert (CUERME) and more!

We’re ready to provide credit unions with any of their risk management needs. Now we want to ask you, will 2020 be the year of risk management for your credit union? If so, feel free to reach out to us at riskmanagement@vfccu.org!
ACH Conversion Complete!

In other payments news, Vizo Financial and MY CU Services completed the final phase of the ACH conversion in December!

All credit unions that process ACH with the Corporate have now been converted to MY CU Services’ ACH system, which includes both ACH Originations and ACH Receipt & Returns.

The conversion took place on December 16, 2019. It was a very smooth transition, thanks to the cooperation and support of our credit unions.

We hope you’re enjoying the new system and its many features!

Mission accomplished!

Are You Heading to the GAC?

If you are, you’re in for a treat! Vizo Financial will be hosting our annual reception during CUNA's Governmental Affairs Conference...and it’s going to have a super fun twist! Let’s party like it’s the ’20s (1920s to be exact)! Watch the video below to learn more about our 2020 GAC Reception!

Don’t forget, you’ll need this oh-so-fitting password to register for the event: GIGGLE WATER. Register now!

Holiday Closing

Vizo Financial will be closed in observance of the following upcoming holiday:

Monday, February 17
Presidents’ Day

Monthly Financials Now Available

Vizo Financial is pleased to announce that our monthly financials for October, November & December 2019 are available on our website. To review the financials, please click here!
Community Involvement

Vizo Financial is looking to make a big impact in our local communities in 2020! That’s why we’re going to be supporting a number of charities throughout the year. Want to know a bit about each of our chosen charities? Read below!

American Cancer Society
The American Cancer Society is on a mission to free the world from cancer. They raise money for research, patient support, prevention awareness and more. You’ve probably heard of Relay for Life, the organization’s signature fundraiser. For more information about this cause, visit www.cancer.org.

BackPack Beginnings
BackPack Beginnings’ mission is to deliver child-centric services to feed, comfort and clothe children in need. Childhood hunger and trauma expose children to risk of developmental, emotional and educational delays that can last a lifetime. By ensuring food and basic necessities are given directly to children in need, BackPack Beginnings makes a positive and lasting impact on their health and well-being. For more information about this cause, visit www.backpackbeginnings.org.

Children’s Miracle Network (CMN) Hospitals
CMN raises funds and awareness for the work that is done at 170 children’s hospitals across the country. The funds support the purchase of life-saving equipment, patient programs and research to better the needs of sick or injured children. For more information, visit www.childrensmiraclenetworkhospitals.org.

Cure Sanfilippo Foundation
The Cure Sanfilippo Foundation advocates for and funds research directed towards a cure and treatment options for patients with Sanfilippo Syndrome. Children born with Sanfilippo Syndrome are born with a change in their DNA that causes an important enzyme to be made improperly, or not at all. Due to the lack of this critical enzyme, children with Sanfilippo Syndrome cannot breakdown and recycle natural cellular waste. While every cell in the body is affected, brain cells suffer the most. Children will go on to experience progressive dementia similar to Alzheimer’s, stealing away their skills and knowledge. It is relentless and devastating, and children often pass away in their teenage years. For more information about this cause, visit www.curesff.org.

Harvest Hope Food Bank
Harvest Hope Food Bank offers a place for those in need to get the nutritious food supplies to take care of their families in times of need. They serve the following counties in South Carolina: Calhoun, Chester, Fairfield, Kershaw, Lexington, Newberry, Orangeburg, Richland, Saluda and Sumter Counties. The organization along with 248 partner agencies, their Shop Road location distributed food to 323,954 families in 2017. For more information about this cause, visit www.harvesthope.org.

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Community Involvement (continued)

**Hospice of Central Pennsylvania**
Hospice care is delivered by a team made up of physicians, social workers, nurses, chaplains, nursing assistants and volunteers. Their goal is to provide care and comfort, rather than curing those with life-limiting illnesses. For more information about this cause, visit www.hospiceofcentralpa.org.

**Milagro House**
The Milagro House in Lancaster, Pa., provides education, housing and support services for women and their children who would otherwise be experiencing homelessness. Their vision is to prepare the women and children who come through our doors with the skills they need to break the cycle of homelessness and poverty and move from dependency to self-sufficiency. For more information, visit www.milagrohouse.org.

**Pet Match Rescue PA**
Pet Match Rescue PA rescues, rehabilitates and rehomes dogs and cats in the Pittsburgh area to give them a second chance at life. Fundraising initiatives and grant money help Pet Match Rescue to reach its goal of keeping cats and dogs off of death row. For more information about this cause, visit www.petmatchrescuepa.org.

**ROAR Outdoors**
Their mission is to empower the disabled to get out and rediscover a love for life after traumatic injury. They are based in Greer, S.C. They were founded by Mike Hudson who was an avid outdoorsman before he became a paraplegic after a swimming pool accident. He is developing land in SC as a refuge/camp for folks to hunt, fish, target practice, etc. following injury. Many find the experience a chance to be the old ‘normal’. For more information about this cause, visit www.roaroutdoors.org.

**Victory Junction**
Victory Junction is a camp for children with serious illnesses and disabilities to be kids, play, imagine, make friends and enjoy the adventures and experiences of camp life. Located in Randleman, N.C., the camp has been open since 2004, and it provides a chance for these children to foster independence, inspire confidence and build self-esteem, all at no cost to them or their families. For more information about Victory Junction, visit www.victoryjunction.org.

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Thank You New Users

Thank you to the credit unions and organizations that recently began using the following services:

- **BSA Training**
  - New Castle Bellco FCU PA

- **Enterprise Risk Management**
  - American Heritage FCU PA

- **Information Security Risk Assessment**
  - Pheple FCU PA

- **Securities Safekeeping**
  - Georgetown Univ. Alumni & Student FCU DC

- **SimpliICD**
  - North East Welch FCU PA
  - Shaw University FCU NC
  - Service 1st FCU PA

- **Social Engineering Testing**
  - Alcoa Pittsburgh FCU PA
  - ALCOSE CU PA
  - Blue Chip FCU PA
  - Latino Community CU NC
  - Lion’s Share FCU NC
  - Shuford FCU NC

- **Social Engineering Testing – DDI**
  - 1st Ed CU PA
  - People First FCU PA

- **Vendor Management**
  - Riverset CU PA

- **Vulnerability Management Analysis**
  - Parkview Community FCU PA

- **Vulnerability Scanning**
  - Ambridge Area FCU PA

- **Zephyr**
  - 1st Choice CU GA
  - Artesian City FCU GA
  - BEKA FCU GA
  - Combined Employees CU GA
Upcoming Education Sessions

February 6

BSA/AML Basics Compliance Training  
*Cindy Hagan, compliance administrator, Vizo Financial*  
2:00 p.m. ET

The NCUA requires Bank Secrecy Act (BSA) and Anti-Money Laundering (AML) training each year for credit union personnel. Fulfill this requirement by attending this webinar on the basics of BSA/AML.

This session will cover:
- BSA and AML regulations
- BSA and AML reporting requirements
- CTRs, SARs, 314(a) and member identification
- Enhanced due diligence and beneficial ownership

**The cost for this session is $79.00 per registered attendee.** Each registered attendee will receive a certificate of completion. Space is limited, so register today.

This webinar is designed for all credit union staff who need to complete their yearly BSA/AML training. This session will NOT be recorded for playback. This session does NOT qualify for CPE credits.

Various Dates

The Ins and Outs of Vizo Financial’s CECL Modeling Solution  
*Mike Umscheid, president/CEO, ARCSys*

February 20 at 2:00 p.m. ET  
May 19 at 2:00 p.m. ET  
August 6 at 2:00 p.m. ET  
November 10 at 2:00 p.m. ET

Join Mike Umscheid of ARCSys, as he examines the features and functionality of Vizo Financial’s CECL Modeling Solution powered by ARCSys. This webinar will be a demonstration of the CECL solutions offered by Vizo Financial through our partnership with ARCSys.

This session will cover:
- How Vizo Financial holds your hand throughout the implementation process
- A demonstration of the data loading and modeling process
- How Vizo Financial supports your annual update of your models
- Reporting and analytics

These demo webinars are designed for all staff who are responsible for CECL within your credit union, or anyone wishing to learn more about Vizo Financial’s CECL solution.

There is no fee to attend these educational webinars, however registration is required.  

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Upcoming Education Sessions (continued)

March 3  Understanding CECL for Small Institutions
Mike Umscheid, president/CEO, ARCSys
2:00 p.m. ET

Please join Vizo Financial’s CECL partner Michael Umscheid, president/CEO of ARCSys as he discusses the CECL needs for smaller institutions of $100 million and below. This webinar will focus on the key elements a smaller institution needs to have in their CECL application process and different models that can be run with loan level or summary data.

This session will discuss:
• Key elements for the CECL process
• Different models with loan level and summary data
• How Vizo Financial can assist

This webinar is designed for all staff who are responsible for CECL within your credit union, or anyone wishing to learn more about CECL. There is no fee to attend these educational webinars, however registration is required.

This session will be recorded for playback. In accordance with the National Registry of CPE Sponsors, CPE credits will be granted based on a 50-minute hour.

March 5  Leveraging Data & Technology to Reduce Healthcare Friction
Matt Sweeney, credit union practice, Lockton
Ryan Staub, credit union practice, Lockton
Jesse Kohl, president, InterLutions
2:00 p.m. ET

The average medical insurance premium that families paid in the U.S. in 2018 increased 71% over the past decade, and the trajectory of healthcare costs over the next 10 years will continue to rise at an even faster pace. Learn about healthcare claims data reports that HR departments can leverage to reduce cost and friction associated with offering competitive benefits to employees. In studying the trends of nearly 30 credit unions and over 7,500 insured credit union member lives, InterLutions has proven that credit union employee medical insurance claims outperform other industries on a per-employee per-year (PEPY) basis.

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We have the Payment Solutions for you!

At MY CU Services we offer products to help make you successful, including services for the technologically driven and traditional processing programs.

Payment Solutions:
- Automated Clearing House (ACH)
  - Originations
  - Files & Returns
- Cash Services
- Electronic Bill Payment (EBP)
- International Services
  - Foreign Currency & Card Services
  - Foreign Collections
  - International Wires
- Items Processing
  - Remote Branch Capture
  - Remote Teller Capture
  - Remote Merchant Capture
  - ATM Capture
  - Official Checks
  - Share Draft Processing
  - Money Orders
- Lockbox Operations
- Western Union
Upcoming Education Sessions (continued)

HR departments can use claims data reports, PEPY trends and other forecasting metrics to negotiate better pricing from insurance carriers. Through collaboration, data and technology, credit unions can provide employees with a better benefits experiences.

This webinar is designed for staff responsible for employee benefits within your credit union, or anyone wishing to learn more about healthcare. There is no fee to attend this educational webinar, however registration is required. Space is limited. This session will be recorded for playback. This session does NOT qualify for CPE credits.

March 11 Portfolio Strategies with Monetary Policy on Hold

*Scott Wood, portfolio strategist, Vizo Financial*

2:00 p.m. ET

Credit unions everywhere are feeling the impact of a market where monetary policy is at a standstill. But that leaves the question: what do we do now? Which direction is the right one? There’s not a one-size-fits all answer, but there are some strategies you can explore to help you manage your portfolio in the current environment. This session will help you understand the current yield curve and rate projections, then walk you through some potential strategies for your credit union.

We’ll discuss Vizo Financial’s share account options, what many credit unions are investing in today and how strategies will evolve for a flat rate curve and a Fed that remains on hold. In addition, we’ll do a yield comparison to see how different fixed income investments would be advantageous in a variety of scenarios. Just because monetary policy is static doesn’t mean your portfolio has to be. Join us for this session to keep your strategy strong!

This session will discuss:

- Current yield curve and rate projections
- Vizo Financial share accounts and CD Special
- What credit unions are investing in today
- Investment strategies for a flat curve and a Fed on hold through 2020
- Yields and advantages of different fixed income investments

This webinar is designed for credit union staff responsible for managing the credit union’s investment portfolio or anyone wishing to learn more about portfolio strategies. There is no fee to attend this educational webinar; however, space is limited and registration is required.

This session will be recorded for playback. In accordance with the National Registry of CPE Sponsors, CPE credits will be granted based on a 50-minute hour.
Preparing for the Year Ahead: 3 Tips from Vizo Financial

We’re a couple of weeks into the new year already, but there are still some operational preparations you can make to set your credit union up for success in 2020. Vizo Financial has three reminders that might come in handy for your organization:

Review Wire Limits
Your credit union’s wire limits can be a major risk exposure to financial losses. Having your wire limits set too high can expose your credit union to additional unnecessary losses in the event of a fraudulent transaction.

Vizo Financial strongly recommends that credit unions periodically review their wire history to confirm their wire limits with the Corporate are set to realistic levels. For example, if a credit union has a total daily wire limit of $500,000, but has not wired more than $100,000 in a day over the past year, the credit union should strongly consider reducing their daily wire limit to lower their exposure from the potential of $400,000 in fraudulent transactions.

Your credit union should also review the individual limits of each staff member with wire access. In addition, please review who at the credit union has wire access and delete any individuals who are no longer employed at the credit union or should no longer have wire permissions.

Review Authorized Signers
Now is the time to review your authorized signers. These signers are permitted to sign documents on behalf of the credit union for check withdrawals and account closure requests. To see who is an authorized signer for your credit union, please review your copy of the Corporate Signature Authorization Form. If you need a copy, please contact our member services department.

If you need to make any updates to your authorized signers, we ask that you please fill out a new Corporate Signature Authorization Form, which can also be obtained from our member services department. The new form will override any existing forms. Please return the completed form to Vizo Financial via email at msr@vfccu.org.

Notifications: Subscription Lists & IP Addresses
Vizo Financial offers many notification lists to credit unions. Through these lists, you can subscribe to receive communications about information that is important to you, whether it’s upcoming events and education, service announcements, videos and more.

Here’s the best part - you are in control of the communications you receive. How? Once you’ve created a profile within our notification system, you can go back and add or remove subscriptions at any time. You can also update your profile information if you have an email address update, name change, etc.

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Preparing for the Year Ahead… (continued)

Managing Your Profile & Subscriptions
If you already have a profile, simply click the “Manage Your Profile and Subscriptions” link at the bottom of any email you receive from Vizo Financial and/or MY CU Services. This will take you to your pre-filled profile, where you can update information and subscriptions as necessary.

If you do not currently have a profile, go to our homepage at www.vfccu.org. At the bottom of the page, click on the Subscribe button to create your profile and subscribe to any notification lists we offer.

Approved IP Addresses
In addition to managing your notification lists, we also encourage you to add the following IP addresses to your list of accepted websites/email addresses. These IP addresses will ensure that you receive communications from our notification system, so they don’t get lost in spam or rejected from your email application.

192.190.92.0/23
198.97.238.0/23
204.239.0.0/24
198.207.147.224/27
204.239.0.224/27

If you have any questions regarding Vizo Financial’s notifications, please contact our marketing team at marketing@vfccu.org.