



Date:

May 5, 2017

Subject:

CO-OP Shared Branching Platform Consolidation

As part of CO-OP's commitment to offering clients the most seamless and secure solutions and experiences possible, over the next several months we will be working toward consolidating shared branch processing to one platform.

What are the benefits of a single platform?

The consolidated switch will offer new enhancements, including:

- Machine-based learning to assist in fraud mitigation
- New analytical reports and business intelligence to create more personalized member experiences
- A more seamless experience for both your credit union and your members

What will the migration process look like?

CO-OP's number one priority throughout this migration is to ensure a smooth transition and limited impact to all shared branch participating credit unions, core processors and your valued members. As such, after many months of thoughtful planning, the CO-OP team has outlined a phased migration strategy.

What will happen during phase 1?

The first phase will take effect on **October 1, 2017** and will include changes to shared branch settlement and reports through data navigator. To make this transition as easy as possible, you will receive the following resources and information leading up to the changes:

- A comparison guide detailing where the information from the current reports will be found within the new reports
- Training on the new reports and adjustment system (Webinars will be provided regularly to ensure availability and convenience for schedules)
- Frequent communications on project updates

What will happen during phase 2?

After October 1, 2017, the CO-OP team will work with individual credit unions and their core processor on telecom migrations to the single platform.

What does my credit union need to do?

Credit union participants will need to contact their core processors for any programming changes needed to support the new shared branching reports.

Thank you!

We appreciate your attention and cooperation for this important project and timeline. Please contact Network Services with any questions at networkservices@co-opfs.org, or 866-812-2872 Option 2.