

A2A Transfers

Transferring Funds between Financial Institutions

Rev. April 27, 2012

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INTRODUCTION

Account-to-Account (A2A) transfer capabilities in CU*BASE and **It's Me 247** Online Banking allow members to initiate transfers between their credit union accounts and accounts at other financial institutions. A third party vendor, Magic-Wrighter will provide the ACH system which will handle the movement of funds. Magic-Wrighter's tool is referred to as "On Demand Transfers" or ODT.

In order for a credit union to offer A2A transfer services, the credit union must be an ODFI (Originating Depository Financial Institution). Additionally, it is the credit union's responsibility to define the process by which it validates the other financial institutions information, such as R&T number to ensure accuracy in transfer of funds.

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For an updated copy of this booklet, check out the Reference Materials page of our website:
http://www.cuanswers.com/client_reference.php
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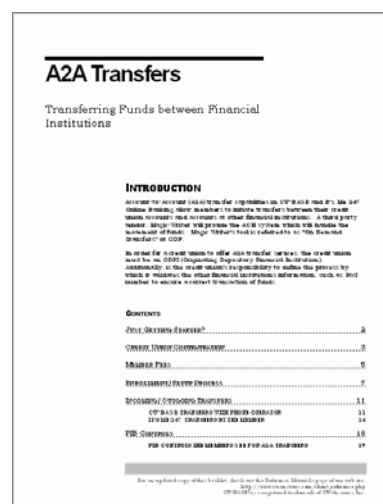
JUST GETTING STARTED?

Account-to-Account (A2A) transfers allow transfers between credit union accounts and accounts at other institutions. Members can initiate transfers from **It's Me 247** or credit union employees can use CU*BASE Phone Operator.

For more information on getting started with A2A Transfers at your credit union, be sure to check out the companion, Getting Started with A2A brochure. This brochure will give you an overview of the offering, the considerations, training and more. Additionally, this brochure will give you more information about signing up for the product.



This booklet deals more with the configuration of the product and is designed for credit unions that need assistance with the setup and use of A2A transfers for their credit union.



OVERVIEW

Now your members can use **It's Me 247** Online Banking to transfer money between their credit union accounts and their accounts at other financial institutions!

Account-To-Account (**A2A**) transfer capabilities are now available both in CU*BASE and via **It's Me 247** online banking. We have developed an interface to a third-party partner, Magic-Wrighter, which uses the ACH system to handle the movement of funds.

CONFIGURATION OPTIONS

A2A services can be activated via “Online Banking VMS Configuration” (MNCNFE #1). You can activate either incoming or outgoing transfers, or both, setting maximum dollar amounts per day and per the last 30 days.

Member fees can also be configured, including the usual standard fee waivers for things like age, aggregate balance, and OTB accounts. You can charge fees separately for incoming and outgoing A2A transfers (you could, for example, make incoming transfers free or cheaper than outgoing transfers). Both Tiered Services and Marketing Clubs will include fee waiver options so you can control fees based on member relationships.

MEMBER ENROLLMENT

In order for a credit union to perform A2A transfers, a member first needs to work with a credit union MSR to set up the **relationship account**. This is a configuration (done via MNSERV #22 Member Personal Banker) that includes the R&T and other details about the account at the other financial institution. Authentication is simply a matter of the credit union employee “approving” the relationship and setting up the record in CU*BASE. Once this process is complete, the member can initiate transfers at any time with no further authentication needed.

- At this time transfers can only be made to financial institutions in the United States—transfers to non-domestic financial institutions are not allowed and your credit union will need to have a policy in place not to create these sort of relationships.
- An OFAC Scan is run at the time the relationship is configured and an Audit Tracker is automatically created for the OFAC scan.
- Your credit union should establish and follow internal procedures for A2A transactions.

TRANSFERRING MONEY

You can configure whether your A2A program allows members to initiate debits (withdrawals from a CU account), credits (deposits to a CU account), or both. Then a member simply logs in to online banking and clicks Transfer

Money to initiate a transfer, using the new transfers wizard. There is also a separate feature in the CU*BASE Phone Operator software so that a Call Center employee can initiate a transfer for a member as requested.

PIB CONTROLS

Access to A2A can be controlled by a member's PIB profile, including the ability for the member to set dollar limits and require a confirmation code before initiating a transfer. We have also added an A2A flag to the CU Default PIB Profile.

SETTLEMENT

Like other ACH Transactions, the A2A process is handled through your general ledger. Funds are transferred into and out of your ACH Settlement G/L Account as ACH files process. Funds transferred out of a member's account will be immediately evident. The actual transaction is held in your G/L Account until the ACH file is processed. Money transferred into a member account is not visible until the ACH deposits the funds two or more days later.

CREDIT UNION CONFIGURATION

Credit unions will need to activate A2A transfers to offer this service to their members. Within the configuration, credit unions can define separate minimum and maximum amounts for incoming and outgoing transfers, as well as separate settings for maximum daily and monthly transfers. Credit unions can offer one type of transfer free of charge, while charging for the other. Setting a maximum monthly threshold can work against money laundering through your credit union.

MNCNFE #1-Online Banking VMS Configuration," then A2A Transfers

The screenshot displays the 'Credit Union A2A Configuration' window. It includes a navigation bar at the top with 'Session 0 CU*BASE GOLD - Credit Union A2A Configuration' and 'Network Links'. The main content area is divided into sections for 'A2A Incoming' and 'A2A Outgoing'. Key settings include:

- Corp ID: 01
- Activate A2A transfers: Activate
- Max \$ per day: 9,999,999.99 (credit)
- Max \$ per last 30 days: 9,999,999.99 (credit)
- Fee amount: 1.00
- Fee income G/L account: 154.60
- Clearing G/L account: 870.14
- Fee waivers: Low age High age 999
- Aggregate savings: 9,999,999.99
- Aggregate loans: 9,999,999.99
- Waive if OTB account is present: Credit Loan Savings ATM Debit
- Allow fee to be manually waived

 A callout box on the left side of the screen points to the 'Allow fee to be manually waived' checkbox, explaining its function.

If this checkbox is checked, tellers will be able to waive fees, if any are configured to be charged, when processing A2A transfers using Phone Operator.

NOTE: Prior to activating this feature at the credit union level, it will need to be activated in the Credit Union Master Profile in OPER. An "M" for Magic Wrighter must be entered in the A2A Interface field.

The above screen allows the credit union to activate A2A for its members and to set default minimum and maximum transfer amounts, as well as fees for these transfers. The credit union must configure a G/L for the incoming and outgoing funds, as well as one for the fee income. Additionally, the credit union can set up fee waivers for selected members.

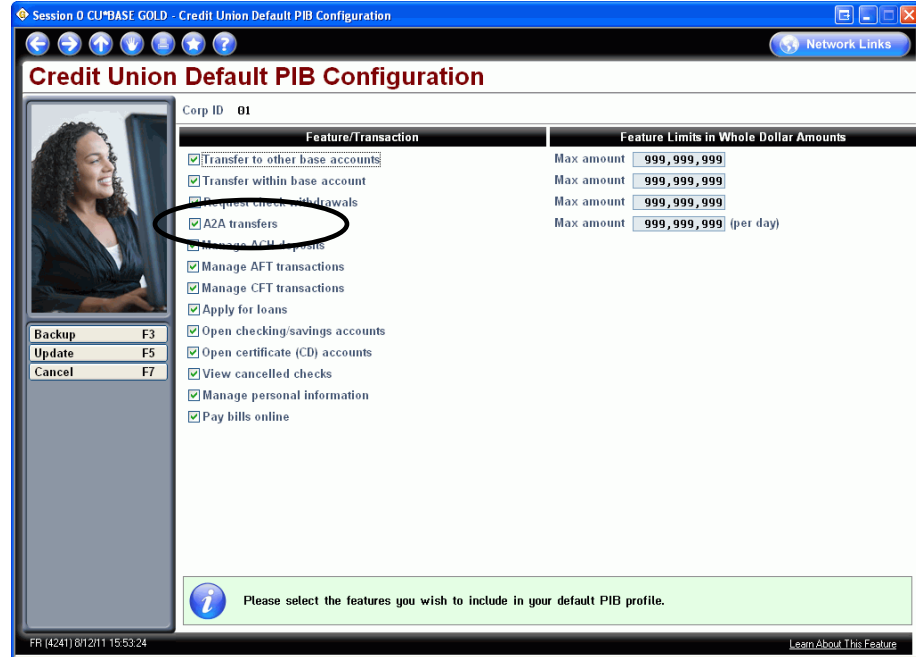
Refer to CU*BASE Online Help for more information on the fields on this screen. To activate the online help, click the [Learn About This Feature](#) link at the bottom right of the CU*BASE screen.

This screen will activate A2A transfers for Phone Operator and is required for A2A transfers. You cannot offer A2A transfers in **It's Me 247** without offering it in Phone Operator.

To offer this option to members in **It's Me 247**, use MNCNFE #1 Online Banking VMS Configuration, then select A2A Transfers. Simply place a check in the checkbox in front of **A2A Transfers** to activate the feature.

- NOTE: A2A Transfers must first be activated in OPER #10, #3-CU Master Profile by typing an M (for Magic Writer) in the A2A Interface field on the first configuration screen.

MNCNFE #1 Online Banking VMS Configuration (PIB, third screen)



Since the credit union has elected to offer A2A transfers, members have the option to allow or restrict A2A transfers in their PIB. However, if an individual member's PIB profile has this option turned to No (not allowing the transfers) and this sort of transfer will not be allowed.

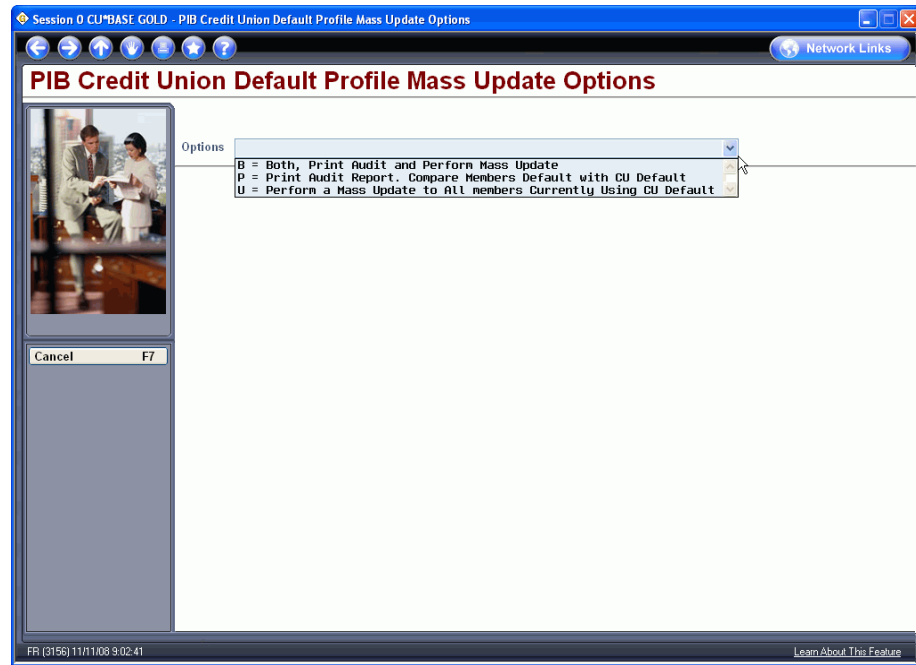
I want to be able to transfer money to other financial institutions in It's Me 247.

Tell me More

Yes
 No

Because of this the members cannot make transfers to other financial institutions. Therefore, the credit union must change the option to Yes and the credit union can do this using MNCNFE #5 Flood PIB Default Profile Changes.

MNCNFE #5 Flood Default Profile Changes



Three Options of MNSERV #5 Flood PIB Default Profile Changes

<i>Option</i>	<i>Description</i>
B	Both, Print Audit and Perform Mass Update
P	Print Audit Report, Compare Members with CU Default
U	Perform a Mass Update to All Members currently using the default

This option will allow you to make batch adjustments to existing PIB profiles and/or view a report of the members affected by the change. The mass update will affect members who have accepted the default profile by going into PIB and setting up an account or by a credit union employee setting up a PIB account for a member, but who have not customized their PIB profile.

Using the options listed above, credit unions can change the member's PIB option to Yes, allowing the member to make A2A transfers. Once you have reviewed the members who will have their profile changed and are ready, use *U = Perform a Mass Update to All Members currently using the default* or *B = Both, Print Audit and Perform Mass Update* to flood the members to change the setting to the following:

- If member have elected not to allow A2A transfers (by manually adjusting their member PIB profile—if allowed), the credit union MSR will manually change this setting to allow them at the time the member is set up for A2A transfers. More about this on page 14.

MEMBER FEES

The configuration is designed so that credit unions can offer different fees for incoming and outgoing transfers, for example making incoming transfers free or cost less than an outgoing one. The fee is taken from the same account from which the funds are outgoing or incoming; this fee cannot be taken from a different sub-share. A fee can bring an account to a negative balance, and standard fees (such as NSF fees), therefore, may be assessed.

- In the case of an incoming loan payment, however, no fee is assessed.

Through the use of Tiered Services or Marketing Clubs, the credit union can waive that fee for selected members. Additionally, if this authority has been given, the teller can even manually waive the fee for the transfer when making the transfer in Phone Operator.

In the fee posting programs, Tiered Services or Marketing Club will be recorded as the reason for the waived fee if that is what caused the fee not to be charged. Any time the fee is waived this waived fee record is recorded in the Fee Waiver Information File (FWHIST) and can be viewed using the Fee Waiver Information Report on MNRPTC.

Waiving incoming and outgoing A2A transfer fees have separate settings, so a credit union can choose to offer one option but not the other. The option to waive fees with Tiered Services defaults to being unchecked (fees not waived), so use this setting if you wish to waive fees.

MNCNFD # 1 Tiered Service Level Config (Mbr Elected Svcs tab)

Incentive Reward	Levels			
	Basic	A	B	C
Member Elected Outside Services				
ATM transaction service charge code (01-99)	00	00	00	00
Waive OTB balance transfer service charge		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bill payment/presentation service charge code	00	00	00	00
Electronic deposit hold group code (01-99)	00	00	00	00
Waive overdraft transfer fee from shares		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waive overdraft transfer fee from LOC		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waive combined overdraft transfer fee		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waive E-statement fees		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waive A2A incoming transfer fee		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waive A2A outgoing transfer fee		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

You can waive either incoming or outgoing transfers, or both.

As with waiving fees in Tiered Services, credit unions can use Marketing Clubs to make different waivers for incoming and outgoing A2A transfers. These options also default to unchecked (fee not waived), and must be activated in order for the waiver to be active.

MNCNFD #4 Marketing Club Configuration

The screenshot shows the 'Club Fee Waivers and Benefits' configuration window. The club name is 'LIFE SAVINGS MEMBERS'. The interface is divided into several sections:

- Interactive Fee Exemptions:** Includes checkboxes for 'Waive deposit item fee', 'Waive cashed check fee', 'Waive CU printed check fee', 'Waive CU money order fee', 'Waive phone transfer fee', 'A2A incoming transfer fee', and 'A2A outgoing transfer fee'.
- Self-Service Club Benefits:** Lists 'ARU free minutes', 'ARU per minute fee', 'Online banking free logons', and 'Online banking per logon fee', each with a value of '000'.
- Periodic Service Charge Exemptions:** Includes 'Waive Configured Transaction Charges' (T01-T09) and 'Waive Configured Account Charges' (A01-A09).
- Waive all configured minimum balance charges:** A checkbox option.
- Periodic Service Charge Exemptions (continued):** Includes 'ATM transaction service charge code assignment', 'Assign bill payment/presentation service charge code', and 'Assign electronic deposit hold group code', each with 'Active' and 'Suspended' radio buttons.
- Other options:** 'Waive E statement fees' and 'Waive OTB balance transfer service charge'.

A callout box on the left points to the 'A2A incoming transfer fee' and 'A2A outgoing transfer fee' checkboxes, stating: 'You can waive either incoming or outgoing fees, or both.'

This credit union in the following image has given the teller authority to waive the fee during the transfer. This option can be selected when A2A transfers are configured for the credit union.

Phone Operator Transfers

The screenshot shows the 'Member Account Transfer Phone Transfers' screen. The transfer amount is 500.00. The 'From account' is 'COMERICA CHECKING' and the 'To account' is 'COMERICA CHECKING'. The 'Charge fee' checkbox is checked. The screen also displays account details for 'JOHN Q MEMBER' and a summary of the transfer:

From Account		To Account	
Name	JOHN Q MEMBER	Name	COMERICA CHECKING
Mbrshp Desgn	Individual		
Beginning available balance	5,421.73		
Transfer amount	500.00-		
Fee amount	2.00-		
Ending available balance	4,919.73		

A callout box on the left points to the 'Charge fee' checkbox, stating: 'Here the teller can choose to uncheck the Charge Fee checkbox and remove the fee.'

ENROLLMENT/SETUP PROCESS

In order for the member to use A2A to transfer funds to another financial institution, the financial institution's information must be entered into CU*BASE to form a **relationship** between the credit union member's account and the account at the other financial institution. These relationships will create an **A2A transfer control list** which will drive the teller's options when transferring funds in Phone Operator, as well as the member's options in **It's Me 247**.

Relationships are designed to allow the member to either transfer money **to** another institution or receive funds **from** another institution, but not both in the same transfer. A separate fee is configured for incoming and outgoing transactions to allow the credit union to charge differently for each type of transfer. An OFAC scan is run once the relationship is set up.

This sensitive information, such as account and R&T numbers will not be visible to the teller when making a transfer. Only the description is available when selecting the correct account.

The credit union employee configures the relationship for the member using **MNSERV # 22 Member Personal Banker**. The member must work with a credit union employee to set up the relationship. Once it is created, the member can use **It's Me 247** to make the transfer. Members cannot, however, create these relationships themselves in online banking.

MNSERV #22 Member Personal Banker

The screenshot shows the 'Member Personal Banker' web application interface. The title bar indicates 'Session 0 CU*BASE GOLD - Member Personal Banker'. The main content area displays the member's information and a list of services to be configured. On the left, there is a navigation menu with 'Backup F3', 'Cancel F7', and 'Bypass F8'. The main area shows the following details:

- Account base: [Redacted]
- Date opened: Nov 23, 1982
- Name: CHRISTOPHER MEMBER
- Agreement accepted: 000000
- E-Statements: 000000
- Bill payment: 000000
- PIB: [Checked]
- eAlerts/eNotices: [Checked]

Below these details is a list of services with checkboxes:

- E-statements (enroll or change enrollment status)
- Choose style for printed statements
- Bill Payment (enroll or change enrollment status)
- Bill Payment PIN reset
- Online banking/ARU (activate, change PIN/password; view password history)
- Online banking/ARU Transfer Control (update or add transfer accounts)
- Personal Internet Branch (enroll or change PIB settings)
- PIB password reset (change PIB password or view PIB username)
- eAlerts/eNotices (subscribe or change settings; view eAlert history)
- A2A account relationships (add, modify, or remove relationships)
- Email address maintenance
- Reset online banking security questions
- Mobile banking (view member access and mobile devices)
- Debit card round up (enroll or change transfer account)
- Reg E opt in/out preference

The bottom left corner shows the date and time: 'FR [2640] 6/28/11 08:21:38'. The bottom right corner has a link: 'Learn About This Feature'.

On the previous screen, check the checkbox in front of **A2A account relationships (add, modify, or remove relationships)** and press Enter to move to the second screen to view a list of the relationships that the member already has configured.

MNSERV #22 Second Screen



To create a new account relationship, simply use F6-Add.

A2A Account Relationship Configuration Screen

The Type of account option allows you to configure this as either a savings, checking or loan account. Incoming transfers from a loan account are allowed.



Refer to *CU*BASE Online Help* for more information on the fields on this screen. To activate the online help, click the [Learn About This Feature](#) link at the bottom right of the CU*BASE screen.

Using this screen the credit union employee first will enter a description that tellers and the member will use when making the transfer. This secures the rest of the financial information needed for this relationship since it is the only information the teller or member sees when making an A2A transfer. All of the other information is used only for the configuration.

The member must provide the information about the other financial institution, including the financial institution's name, routing number, and the account number of the person at the other institution. The type of account (savings, checking, loan) is also needed at this time as well as the name of the person at the other institution. Once the relationship has been configured, this relationship can be used by a credit union employee in Phone Operator. It can also be used by a member in **It's Me 247** to transfer money in and out of an account at another financial institution.

Note: The system will allow a member to transfer money to an outside loan account. It will not, however, allow a member to transfer money out of a loan account. If a relationship is designated as a loan account, account will not appear as an option when a teller or member selects the **transfer from** account.

Once you press Enter CU*BASE will run an OFAC scan on the outside financial institution.

Session 0 CU*BASE GOLD - OFAC Name Breakdown

Network Links

OFAC Name Breakdown

Organization

Entered name First Bank

Organization name FIRST BANK

Backup	F3
Individual Acct	F9
Continue	Ent

IC (3440) 11/11/08 10:32:01

Learn About This Feature

Press Enter to verify this institution.



Next, Press Enter to run an OFAC scan on the individual. Press Enter to run the verification.

If the organizational OFAC screen is needed, use F9- Organizational Acct.



Ensuring the Member's PIB Controls Allow A2A Transfers

Now that the relationships are created, there is one additional step that to ensure that the member can make the A2A transfers online in **It's Me 247**. Return to MNSERV #22 Member Personal Banker. This time select Personal Internet Branch (enroll or change PIB settings).

MNSERV #22 Member Personal Banker (Personal Internet Branch (enroll or change PIB settings), third screen)

Session 0 CU*BASE GOLD - Configure PIB Profile

Account base [] Name MARY A MEMBER

UPDATE

Please select the features for the member PIB profile. The availability of the features in online banking is dependent on which features your credit union offers.

Feature/Transaction	Feature Limits in Whole Dollar Amounts	Confirmation Code
<input checked="" type="checkbox"/> Transfer to other base accounts	Maximum amount 999,999,999	<input type="checkbox"/> Require
<input type="checkbox"/> Transfer within base account	Maximum amount 999,999,999	<input type="checkbox"/> Require
<input checked="" type="checkbox"/> A2A transfers	Maximum amount 999,999,999 (per day)	<input type="checkbox"/> Require
<input checked="" type="checkbox"/> Request check withdrawals	Maximum amount 5,000	<input type="checkbox"/> Require
<input checked="" type="checkbox"/> Manage ACH deposits		<input type="checkbox"/> Require
<input checked="" type="checkbox"/> Manage AFT transactions		<input type="checkbox"/> Require
<input checked="" type="checkbox"/> Manage CFT transactions		<input type="checkbox"/> Require
<input checked="" type="checkbox"/> Apply for loans		<input type="checkbox"/> Require
<input checked="" type="checkbox"/> Open checking/savings accounts		<input type="checkbox"/> Require
<input checked="" type="checkbox"/> Open certificate (CD) accounts		<input type="checkbox"/> Require
<input checked="" type="checkbox"/> View cancelled checks		
<input checked="" type="checkbox"/> Manage personal information		<input type="checkbox"/> Require
<input checked="" type="checkbox"/> Manage online bill pay		<input type="checkbox"/> Require

Confirmation code []

IC (2643) 11/10/08 12:50:09 [Learn About This Feature](#)

Make sure that the checkbox next to **A2A transfers** is checked.

This is also the location to enter a confirmation code if the member wishes to add one at any time.

Press Enter to move to the PIB confirmation page. Then click F5-Apply and Send to save any changes that are made or to exit this screen.

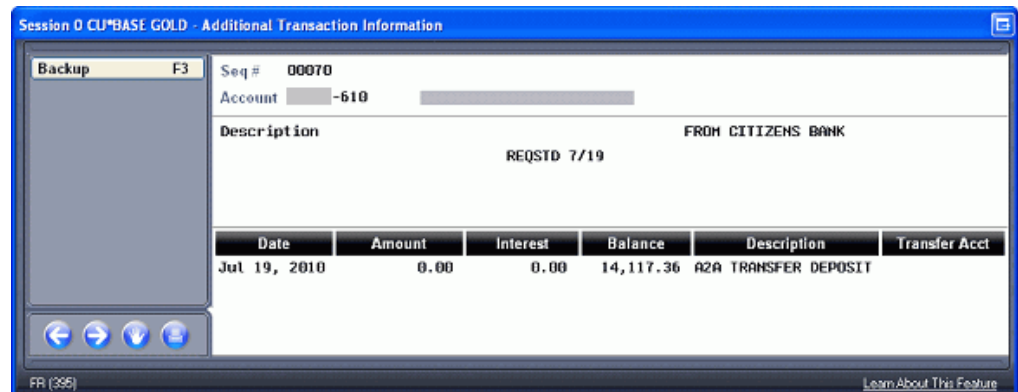
INCOMING/OUTGOING TRANSFERS

Once A2A transfers are activated by the credit union and the relationships are configured, both tellers (in Phone Operator only) and members (in **It's Me 247** online banking) will be able to initiate transfers with other financial institutions. This section will cover the actual transfers and how they are made in CU*BASE and **It's Me 247**.

With outgoing transfers, the money will immediately be removed from the members account. The member will immediately see a record in **It's Me 247** (or transaction history in CU*BASE) documenting the transfer, as well as a record for the fee (if one was charged). Transfers will not be made if the member's account does not contain sufficient funds for the transfer, but the transfer will still be made even if the transfer **fee** takes the member's account to a negative balance. The person receiving the transfer will receive the money according to normal ACH activity.

With either incoming or outgoing transfers, the transfer is made by the system immediately. If the transfer is an outgoing transfer, the money is transferred out of the members account immediately and is placed in the G/L account (that was configured when A2A processing was configured for the credit union) and then transferred during normal ACH processing. Incoming funds are not credited to the members account until they arrive from the other financial institution, but the fee is debited at the time of the transfer. Incoming transfers will also follow standard ACH activity.

With incoming transfers, a \$0 transaction entry will appear in the member's transaction history in CU*BASE when the transfer is made. Use Phone Operator History, then Additional Transaction Information to view the details.



When the actual transfer is made by the other financial institution, the member will see a record of the transfer itself. If a fee is charged for the transfer a fee transaction will immediately appear in the account summary.

Once the transfer is made, the credit union cannot cancel the transfer. Because of this, transfers cannot be reversed. The member will receive a warning about this when making a transfer online.

Note on Transfers (ACH and Failed Transfers)

If for some reason the ACH transfer does not process correctly and bounces back (perhaps a number was incorrectly keyed when the relationship was set up), Magic-Wrighter will return the transfer request to avoid complications with the other financial institution. These failed transfers are recorded on the LMBRA2AEXP report in CU*SPY. Fees for these transfers must be manually reversed.

CU*BASE TRANSFERS WITH PHONE OPERATOR

Tellers will only be able to process A2A transfers in Phone Operator. First the teller enters Phone Operator and selects the member account that is involved in the transfer and selects the Transfer option. From this screen the teller selects to make an incoming or outgoing transfer by selecting the function keys to the left (**F11 A2A In** or **F12 A2A Out**).

Transfer Screen

Use **F11-A2A In** or **F12-A2A Out** to make incoming or outgoing A2A transfers.

Session 0 CU*BASE GOLD - Member Account Transfer

Member Account Transfer Phone Transfers

Transfer amount: 0.00

From account: 000 IRA/HSA code:

To account: 000 IRA/HSA code:

Description: PHONE TRANSFER

Print receipt

Refresh/Calculate Ent	
Post	F5
Bypass	F8
A2A In	F11
A2A Out	F12

IC (3442) 11/10/08 09:53:55

Once either **F11-A2A In** or **F12 A2A Out** is selected, the transfer control list for the member appears so that the teller can select the correct account to either transfer funds from or funds to.

Transfer Control List

Session 0 CU*BASE GOLD - A2A Relationships

Backup F3 Account: _____

Relationship Descriptions

COMERICA CHECKING
MARY'S CREDIT UNION ACCT

Select ↑ ↓

IC (3435)

If the transfer is an incoming transfer, accounts that have been configured as loan accounts will not appear on the list.

The credit union simply selects the account at the other financial institution involved in the transfer by double clicking on the selection or by selecting the account and choosing Select. The teller can only see the description that was entered when the relationship was configured. No financial information appears in the list.

The Phone Operator transfer screen returns and the teller then can enter the amount of the transfer. If a fee will be charged, the fee will appear in the calculation. If the teller can override the fee, the checkbox will not be grayed out and the teller can uncheck it.

If configured, the teller can choose not to charge the fee. Fees are configurable and can be waived. See page 9.

Notice how the function key has changed to allow the teller to return to Phone Operator

From Account		To Account	
Name	JOHN Q MEMBER	Name	COMERICA CHECKING
Mbrshp Desgn	Individual		
Beginning available balance	5,421.73		
Transfer amount	500.00-		
Fee amount	2.00-		
Ending available balance	4,919.73		

The teller simply posts the transaction as usual and the transfer is processed using normal ACH processing. If the transfer is an outgoing transfer, the funds will be removed immediately and the member will see a record of the transfer, plus any fee that was assessed on his or her account summary page. If the transfer is an incoming transfer, a zero (0.00) dollar transfer record is recorded in the transfer history until the money is deposited from the other financial institution's account. When the money arrives from the other institution, it is deposited in the member's account and the zero (0.00) dollar transaction record is removed from the account transaction history and is replaced with a record for the amount of the deposit.

IT'S ME 247 TRANSFERS BY THE MEMBER

If configured (see page 7) members can also transfer money to and from accounts at other financial institutions. They cannot, however, set up the relationships themselves in **It's Me 247**. They must contact their credit union and have a credit union service representative configure the relationship.

In order to make an Account-to-Account transfer, the member must click on Transfer Money on the bar to the left when viewing the My Accounts page. The Transfer page walks the member through the four steps of creating a transfer.

In the first step the member only has the option to make the transfer "Right Away." At this time, the member cannot schedule A2A transfers; they must all be immediate transfers (although behind the scenes ACH processing rules apply).

The screenshot displays the 'It's Me 247 Online Banking' interface. At the top, there is a navigation bar with 'Beta Test Credit Union', 'Preferences', 'Help', and 'Logout'. Below this is a main menu with icons for 'My Messages', 'My Accounts', 'New Accounts', 'Pay My Bills', 'E-Statements', 'Vote Now', 'Contact Us', and 'Go Mobile!'. The main content area is titled 'Movin' my money around' and includes a 'Print' button. A sidebar on the left lists 'My Accounts' with sub-items: 'Account Summary', 'Transfer Money', 'Nicknames', 'Scheduled Check Transfers', 'ACH Transactions', 'Checks Cleared', 'Check Stop Payment', 'Check Withdrawal', 'Dividend/Interest', and 'Downloads'. The main content area contains a 'Set up my transfer:' section with four steps: 'Step 1. When do I want it to happen?', 'Step 2. Where am I getting the money?', 'Step 3. Where's it going?', and 'Step 4. How much do I want to transfer?'. Step 1 includes a text box with instructions and a list of radio button options: 'Right Away', 'Bi-Weekly', 'Monthly', 'One Time Only', 'Quarterly', and 'Weekly'. To the right of the steps is a 'What I have so far:' section with fields for 'When?', 'From where?', 'To where?', and 'How much?'. A small badge on the right side of the page says 'I Have 400 Pc'.

The second step **Where am I getting the money?** allows the member to select the account the money is coming from. If the member scrolls to the bottom of the available accounts, he or she will be able to select the accounts at other financial institutions.

The screenshot shows the 'Beta Test Credit Union' online banking interface. The top navigation bar includes 'My Messages', 'My Accounts', 'New Accounts', 'Pay My Bills', 'E-Statements', 'Vote Now', 'Contact Us', and 'Go Mobile!'. The main content area is titled 'Movin' my money around' and features a 'Print' button. Below the title, there is a brief instruction: 'From here you can move money between available accounts, just complete four easy steps. Specify the timeframe of the transfer, select the source and destination accounts, and you're practically finished! That's left is telling us how much to transfer. At any point in the process you can track your progress using the summary on the right.'

The 'Set up my transfer:' section is divided into four steps:

- Step 1. When do I want it to happen?
- Step 2. Where am I getting the money?
Pick the account you want the money to come from:
 - 000 - Regular Savings: \$3,712.54
 - 050 - Vacation Saving: \$3,300.03
 - 052 - Savings Club: \$200.00
 - Mary Member - Mary Credit Union Account
 - Jane Member - Comerica Checking
- Step 3. Where's it going?
- Step 4. How much do I want to transfer?

The 'What I have so far:' section on the right includes:

- When? Right Away
- From where?
- To where?
- How much?

A sidebar on the left under 'My Accounts' lists: Account Summary, Transfer Money, Nicknames, Scheduled Check Transfers, ACH Transactions, Checks Cleared, Check Withdrawal, Dividend/Interest, and Downloads.

The system will not allow a member to make an outgoing transfer from an account configured as a loan account. An account configured in this manner will not appear on the list of "from" options.

In the next step the member selects the account to transfer to. Again if the member scrolls to the bottom of the list, he or she will see the accounts from the other financial institutions.

The screenshot shows the 'Beta Test Credit Union' online banking interface. The top navigation bar includes 'Preferences', 'Help', and 'Logout'. The main header features the 'It's Me 247 Online Banking' logo and a photo of a young boy. Below the header is a menu with icons for 'My Messages', 'My Accounts', 'New Accounts', 'Pay My Bills', 'E-Statements', 'Vote Now', 'Contact Us', and 'Go Mobile!'. The main content area is titled 'Movin' my money around' and includes a 'Print' button. A sidebar on the left lists 'My Accounts' options: Account Summary, Transfer Money (selected), Nicknames, Scheduled Check Transfers, ACH Transactions, Checks Cleared, Check Stop Payment, Check Withdrawal, Dividend/Interest, and Downloads. The main content area contains a 'Set up my transfer:' section with four steps: 'Step 1. When do I want it to happen?', 'Step 2. Where am I getting the money?', 'Step 3. Where's it going?' (which is currently active), and 'Step 4. How much do I want to transfer?'. Step 3 includes a list of 'My CU accounts' and 'My accounts at other financial institutions'. The 'What I have so far:' summary shows 'When? Right Away', 'From where? 000 - Regular Savings: \$3,712.54', and 'To where?' and 'How much?'.

The system will not allow transfers between two outside financial institutions. At least one account must be at your credit union. The member will receive an error message if he or she tries to do this asking the member to pick at least one account from your credit union.

In the final step the member enters the amount of the transfer.

The screenshot shows the 'Beta Test Credit Union' website with the 'It's Me 247 Online Banking' logo. The navigation bar includes links for 'My Messages', 'My Accounts', 'New Accounts', 'Pay My Bills', 'E-Statements', 'Vote Now', 'Contact Us', and 'Go Mobile!'. The main content area is titled 'Movin' my money around' and features a 'Print' button. A sidebar on the left lists 'My Accounts' options: 'Account Summary', 'Transfer Money', 'Nicknames', 'Scheduled Check Transfers', 'ACH Transactions', 'Checks Cleared', 'Check Stop Payment', 'Check Withdrawal', and 'Dividend/Interest'. The 'Transfer Money' section is active, showing a four-step process: 'Step 1. When do I want it to happen?', 'Step 2. Where am I getting the money?', 'Step 3. Where's it going?', and 'Step 4. How much do I want to transfer?'. Step 4 includes a text input field for the amount and a 'Continue with transfer' button. A 'What I have so far:' summary on the right shows 'When? Right Away', 'From where? 000 - Regular Savings: \$3,712.54', and 'To where? Mary Member - Mary Credit Union Account'. A 'How much?' label is also present.

At this point the member would scroll to the bottom of the page and select **Continue with transfer**.

The member will simply click Accept to finish the transfer. If the member has a confirmation code from a PIB (Personal Internet Branch) configuration, the confirmation code will need to be entered at this time.

What the Member Will See in It's Me 247

If the member makes an outgoing transfer, there will be a record of the withdrawal reading "A2A Transfer W/D" followed by the Description of the relationship and the date the transfer request was made. Additionally if the member is charged a fee for the withdrawal, he or she will see a record for the fee with a description of "A2A Transfer W/D Fee."

Transaction History			
Date	Description	Amount	Balance
10/30/2010	A2A TRANSFER W/D FEE	(\$1.00)	\$3,616.54
10/30/2010	A2A TRANSFER W/D TO MARY CREDIT UNION ACCOUNT REQSTD 11/16	(\$100.00)	\$3,617.54

If the member makes an incoming transfer, he or she will have a zero dollar record the day the transfer is scheduled. Additionally, if a fee is charged for the transfer the assessed fee will appear in the account summary. An incoming transfer will read "A2A Transfer Deposit," followed by the description of the relationship and the date the transfer **request** was made,

not the date the money actually was deposited. The fee will read "A2A Transfer Dep Fee."

09/14/2010	A2A TRANSFER DEPOSIT FROM TRI COUNTY BANK REQSTD 9/14	\$0.00	\$13,820.55
11/07/2008	A2A TRANSFER DEP FEE	(\$2.00)	\$5,482.73

PIB CONTROLS

A2A transfers must be allowed in the Default PIB Profile at both at the credit union and the member levels in order for the member to be able to make A2A transfers in **It's Me 247**. If the credit union setting allows the A2A transfer, but the member setting does not, the member will not be able to make Account-to-Account transfers.

Ensure that the checkbox for A2A transfers is checked on both of the following two screens:

MNCNFE #1 Online Banking VMS Configuration, then select PIB (third screen) – Credit Union Setting

Session 0 CU*BASE GOLD - Credit Union Default PIB Configuration

Network Links

Credit Union Default PIB Configuration

Corp ID 01

Features to Include in Your Default PIB Profile	
Feature / Transaction	Feature Limits in Whole Dollar Amounts
<input checked="" type="checkbox"/> Transfer to other base accounts	Max amount 9,999,999.99
<input checked="" type="checkbox"/> Transfer within base account	Max amount 9,999,999.99
<input checked="" type="checkbox"/> Request check withdrawals	Max amount 50.00
<input checked="" type="checkbox"/> A2A transfers	Max amount 9,999,999.99 (per day)
<input checked="" type="checkbox"/> Manage ACH deposits	
<input checked="" type="checkbox"/> Manage AFT transactions	
<input checked="" type="checkbox"/> Manage CFT transactions	
<input checked="" type="checkbox"/> Apply for loans	
<input checked="" type="checkbox"/> Open checking/savings accounts	
<input checked="" type="checkbox"/> Open certificate (CD) accounts	
<input checked="" type="checkbox"/> View cancelled checks	
<input checked="" type="checkbox"/> Manage personal information	
<input checked="" type="checkbox"/> Pay bills online	

Transaction limits set by the credit union will still apply.

IC (2623) 11/06/08 12:18:12 [Learn About This Feature](#)

MNSERV #22 Member Personal Banker (Personal Internet Branch (enroll or change PIB settings) third screen (Member Setting)

Feature/Transaction	Feature Limits in Whole Dollar Amounts	Confirmation Code
<input checked="" type="checkbox"/> Transfer to other base accounts	Maximum amount 999,999,999	<input type="checkbox"/> Require
<input checked="" type="checkbox"/> Transfer within base account	Maximum amount 999,999,999	<input type="checkbox"/> Require
<input checked="" type="checkbox"/> A2A transfers	Maximum amount 999,999,999 (per day)	<input type="checkbox"/> Require
<input checked="" type="checkbox"/> Request check withdrawals	Maximum amount 5,000	<input type="checkbox"/> Require
<input checked="" type="checkbox"/> Manage ACH deposits		<input type="checkbox"/> Require
<input checked="" type="checkbox"/> Manage AFT transactions		<input type="checkbox"/> Require
<input checked="" type="checkbox"/> Manage CFT transactions		<input type="checkbox"/> Require
<input checked="" type="checkbox"/> Apply for loans		<input type="checkbox"/> Require
<input checked="" type="checkbox"/> Open checking/savings accounts		<input type="checkbox"/> Require
<input checked="" type="checkbox"/> Open certificate (CD) accounts		<input type="checkbox"/> Require
<input checked="" type="checkbox"/> View cancelled checks		<input type="checkbox"/> Require
<input checked="" type="checkbox"/> Manage personal information		<input type="checkbox"/> Require
<input checked="" type="checkbox"/> Manage online bill pay		<input type="checkbox"/> Require

Confirmation code:

PIB CONTROLS-WHAT THE MEMBERS SEE FOR A2A TRANSFERS

Additionally, if the member can adjust his or her PIB profile, the member can select to restrict this option by requiring a confirmation code. Or the member can decide to activate or deactivate this option so that A2A transfers cannot be made in his or her account. If the member chooses to allow the feature, he or she can choose to have a required confirmation code and/or an amount restriction.

I want to be able to transfer money to other financial institutions in It's Me 247.

Tell me More

Yes No

I would like to require a confirmation code for this type of transaction.

Tell me More

Yes No

You will be asked to set up your confirmation code later on.

I would also like to restrict the total dollar amount that can be transferred per day.

Tell me More

Yes No

The total dollar amount I wish to allow per day to/from another financial institution is

Tell me More

Total Dollar Amount: \$

The minimum restriction is \$10, and the maximum is \$999,999,999; in whole dollar amounts only.

Note: Your Credit Union may also have limited the dollar amount of transfers. If so, the lower of the two limits will be enforced.

If the member required the entry of a confirmation code for A2A transfers, then the member will need to enter this confirmation code prior to saving the new PIB profile.

Confirmation code

If you decided to use a confirmation code to restrict any of the above features, you must set it here.

[Tell me More](#)

You have selected to restrict certain features by requiring a confirmation code. Please enter the confirmation code you would like to use.

Confirmation Code:

Re-enter Confirmation Code:

If the confirmation codes is required, the member will be prompted to enter the confirmation code when making the transfer.

APPENDIX B: GETTING STARTED MATERIALS

- ◆ Sign-me-up Form—this completed form will provide key information to Magic-Wrighter
- ◆ Electronic Payment Service Agreement (for Magic-Wrighter)
- ◆ Federal Reserve Bank FedACH Participation Agreement—Service Provider Designation
- ◆ Getting Started with A2A brochure

When you're ready to offer Account-to-Account services to your members, complete and sign the four documents (forms) listed above.

- Note: Complete only the top section of both federal forms.

Fax the forms to CU*Answers at 616.285.7285.

Need help? We've got an easy helpline too. Email us directly at: a2ahelp@cuanswers.com. If you prefer a phone contact, call a CSR at 800.285.3478.

Account-to-Account Transfers in
It's Me 247 Online Banking

Sign Me Up!



To sign up for Magic-Wrighter Account-to-Account processing, indicate your choice of services under Services Requested. Complete and sign all forms listed under Forms, then fax them to CU*Answers at (616) 285-7285. Programming and configuration will be completed by Magic-Wrighter and CU*Answers.

Credit Union Name		Phone
Street Address (no P.O. box)		Fax
CEO Name		
Contact Name		Phone
eMail Address		Fax
Alternate Contact		Phone
eMail Address		Fax
Credit Union Website		
Routing & Transit #		
Tax ID Number		

Service Requested

- Account-to-Account (A2A) ACH

Forms

All three forms must be completed and signed by CEO.

- This A2A SignMeUp form
- Electronic Payment Service Agreement (with Magic-Wrighter)
- Federal Reserve Bank Fed ACH Participation Agreement—Service Provider Designation

Form must be signed by the credit union CEO.

Signature of Credit Union CEO

Date

Form must be signed by CU*Answers to confirm submission of forms to Magic-Wrighter.

*Signature of CU*Answers Representative*

Date

eMail: a2aHelp@cuanswers.com Fax: (616) 285-7285

Electronic Payment Service Agreement

This agreement is made this _____ day of _____ 2008, by and between: _____
_____ located at _____, city
_____, state _____, zip _____ (“The FI”) and Magic-Wrighter Inc. located at 703 Three Mile Road N.W.,
Grand Rapids, MI 49544 (“MWI”).

The FI is a financial institution that wants to offer Electronic Payment Services to its clients and MWI is an electronic transaction service center that wants to process Electronic Payment transactions for the FI and its members.

Now, therefore The FI and MWI agree as follows:

1. **Rules**

The FI and MWI will comply with all rules as outlined in the NACHA “ACH RULES” as revised annually by NACHA. No Electronic Payment transaction will be accepted by MWI without authorization from The FI.

2. **Transmission of Entries**

The FI authorizes MWI to receive transmissions from the FI and/or FI clients, transmit Electronic Payment transactions, authorized by the FI, to the Federal Reserve Bank and/or prepare transactions for transmission to the FI.

3. **MWI Obligations**

In a timely manner, and in accordance with the NACHA, Federal Reserve and other applicable rules, MWI will transmit Electronic Payment transactions for FI, which comply with the terms of the Agreement, to the Federal Reserve Bank and/or to other locations specified by the FI. Magic-Wrighter will supply the FI daily reports and Electronic Payment transaction file(s) of all Electronic Payment transactions that were processed.

4. **The FI Obligations**

The FI will approve each FI client application for the Electronic Payment service(s). MWI will automatically process transactions that have been pre-approved by Meridian Link and/or the FI. For all non-integrated services the FI will provide MWI with written acceptance of each member before MWI will process Electronic Payment transactions to the location described in Attachment 1 (Electronic Payment Member Authorization). The FI will be the primary contact for its member’s questions and concerns.

5. **Warranties**

FI warrants to MWI all warranties MWI is deemed by the Rules to make with respect to entries originated by FI. Without limiting the foregoing, FI warrants and agrees that (a) each entry is accurate, is timely, has been authorized by the party whose account will be credited or debited and otherwise complies with the Rules; (b) FI will comply with the terms of the Electronic Funds Transfer Act if applicable, or Uniform Commercial Codes Article 4A (UCC4A) if applicable, and shall otherwise perform its obligations under this Agreement in accordance with all applicable laws and regulations. MWI warrants and agrees that it will comply with terms of the Electronic Funds Transfer Act, if applicable, or UCC4A, if applicable, and shall otherwise perform its obligations under this Agreement in accordance with all applicable laws and regulations. MWI warrants that all products and services offered pursuant to this Agreement, the software and all other materials and documents provided to FI pursuant to this Agreement shall not infringe upon any trademark, service mark, copyright, or other intellectual property rights of any third party. MWI warrants that all products and services offered pursuant to this Agreement, the software and all other materials and documents provided to FI pursuant to this Agreement shall at all times comply with all applicable law and regulations. MWI warrants that all software and electronic information provided by MWI to FI shall, upon delivery to FI, be free from all viruses, spyware, poison pills, and any other destructive programming or code. Except as otherwise expressly stated in this Agreement, FI shall indemnify and hold MWI harmless against any and all losses, claims, damages, liabilities, regulatory or civil actions, costs of expenses (including any attorneys’ fees or other expenses reasonably incurred by MWI in connection with investigation any claim against it and defending any action and any amounts paid in settlement or compromise) that arise out of or are based upon (a) the failure of FI, its officers, employees or agents to conform to the statutes, ordinances and other regulations and requirements of any governmental authority in connection with performance of this Agreement, (b) the negligence, gross negligence or willful action of FI, its officers, employees and agents, (c) any action or inaction of FI, its officers, employees and agents related to the performance of the obligations of FI under this Agreement, or (d) any breach by FI, its officers, employees or agents of any term, condition, warranty, representation or any other portion of this Agreement. FI’s duties as set forth in this paragraph shall survive termination of this Agreement for any reason. Likewise, MWI shall indemnify FI against any loss, liability, or expense (including attorney’s fees and expenses) resulting from or arising out of any breach of this Agreement. Except as otherwise expressly stated in this Agreement, MWI shall indemnify and hold FI harmless from and against any and all losses, claims, damages, liabilities, regulatory or civil actions, costs or expenses (including any attorneys’ fees or other expenses reasonably incurred by FI in connection with investigating any claim against it and defending any action and any amounts paid in settlement or compromise) that arise out of or are based upon (a) the failure of MWI, its officers, employees or agents to conform to the statutes, ordinances and other regulations and requirements of any governmental authority in connection with performance of this Agreement, (b) the negligence, gross

negligence or willful action of MWI, its officers, employees and agents, (c) any action or inaction of MWI, its officers, employees and agents related to the performance of the obligations of MWI under this Agreement, or (d) any breach by MWI, its officers, employees or agents of any term, condition, warranty, representation or any other portion of this Agreement. MWI's duties as set forth in this paragraph shall survive termination of this Agreement for any reason. All warranties and obligations set forth in this paragraph shall survive termination of this Agreement for any reason.

6. **Settlement**

The FI will maintain an account with the Federal Reserve Bank or its correspondent bank at all times during the term of this agreement. The FI will maintain in the account as of the applicable settlement date immediately available funds sufficient to cover all credits and debits initiated by it. The FI authorizes MWI to credit its member's account as described in Attachment 1 (Credit Authorization).

7. **Deadlines**

MWI will process Electronic Payment transactions in accordance with Electronic Payment transaction and report deadlines as described in Attachment 1 (Electronic Payment Processing Schedule). MWI may modify this schedule from time to time to meet peak processing volumes and other factors beyond its control. MWI will inform The FI and its members of such processing alterations by posting notice on the Electronic Payment web site or its voice messaging system.

8. **Cancellation or Amendment**

The FI shall have the right to cancel any of its member's Electronic Payment transactions as described in Attachment 2 (Cancellation of Electronic Payment Transactions). If it does so, MWI shall use reasonable efforts to act on a request by The FI to cancel an entry/file before transmitting it to the Federal Reserve Bank or ACH Operator. MWI shall have no liability if it fails to effect the cancellation after using reasonable efforts.

9. **Rejection of Entries**

MWI shall reject any entry that does not comply with the requirements of Section 1 of this Agreement and may reject any entry if The FI is not otherwise in compliance with the terms of the Agreement. MWI shall notify The FI of such rejection (Rejected Electronic Payment Transaction) no later than the business day such entry would otherwise have been transmitted by MWI to the Federal Reserve Bank or ACH Operator. MWI shall have no liability to The FI by reason of the rejection of any entry pursuant to this section or the fact that such notice is not given at an earlier time than that provided herein.

10. **Fees**

The FI, or its member, agrees to pay MWI for the Electronic Payment services provided under the Agreement in accordance with the schedule of charges attached to this Agreement as Attachment 3. MWI may change its fees from time to time upon 30 days written notice to The FI.

11. **Liability**

- (a) MWI shall be responsible only for performing the services expressly provided for in this Agreement and shall be liable only for its negligence in performing those services. MWI shall not be responsible for The FI's acts or omissions (including without limitation to the amount, accuracy, timeliness of transmittal, or due authorization of any Entry received from The FI) or those of any other person, including without limitation any Federal Reserve Financial Institution or transmission or communications facility, any Receiver or Receiving Depository Financial Institution (including without limitation the return of an Entry by such Receiver or Receiving Depository Financial Institution), and no such person shall be deemed The FI's agent. The FI agrees to indemnify MWI against any loss, liability, or expense (including attorney's fees and expenses) resulting from or arising out of any claim of any person that MWI is responsible for, any act of The FI.
- (b) In no event shall MWI be liable for any consequential, special, punitive, or indirect loss or damage which The FI may incur or suffer in conjunction with this Agreement, including without limitation loss or damage from subsequent wrongful dishonor resulting from MWI's acts or omissions pursuant to this Agreement.
- (c) Without limiting the generality of the foregoing, MWI shall be excused from failing to act or delay in acting if such failure or delay is caused by legal constraint, interruption of transmission or communication, equipment failure, war, emergency conditions or other circumstances beyond MWI's control. In addition, MWI shall be excused from failing to transmit or delay in transmitting an Entry if such transmittal would result in The FI's having exceeded any limitation upon its intra-day net funds position established pursuant to present or future Federal Reserve guidelines or in The FI's otherwise violating any provision of any present or future risk control program of the Federal Reserve or any rule or regulation of any other U.S. governmental regulatory authority.
- (d) Subject to the foregoing limitations, MWI's liability for loss shall be limited to general monetary damages not to exceed the total amount paid by The FI for the affected Electronic Payment service, as performed by MWI under this agreement for the preceding 180 calendar days.

12. **Data Retention**

The FI shall retain data on file according to the rules and regulations set forth by NACHA to permit remaking of entries and shall provide such data to MWI upon request. MWI will retain Electronic Payment reports and transaction files for a period of seven (7) years.

13. **Termination**

MWI may amend the terms of the Agreement from time to time by advanced notice to The FI. Either party may terminate the Agreement upon (90) days written notice to the other. MWI shall have no obligations to transmit entries if The FI is in default of any of its obligation under this Agreement. MWI shall be entitled to rely on any written notice believed by it in good faith to be signed by one of the Authorized Representatives whose name and signatures are set forth on Attachment 2 (Electronic Payment Agreement Termination) to the Agreement.

Upon written request from the FI and FI's member(s) MWI will provide, in electronic file format, all data regarding FI's member and related consumer information.

14. **Confidentiality**

MWI acknowledges that the FI has a responsibility to its account holders and employees to keep the FI's records and information confidential and proprietary. MWI understands that MWI may receive non-public information relating to the FI during the terms of this Agreement.

MWI, on behalf of itself, its officers, employees, agents and successors, agrees not to disclose, either directly or indirectly, data and information the FI *identifies* as confidential to any person, agent, representative, firm or corporation. Additionally, MWI, on behalf of itself, its officer, employees, agents and successors, agrees not to disclose, either directly or indirectly, information concerning matters affecting or relating to the business of the FI, its account holders or employees which MWI may come into contact with in performing services as stated in the *Electronic Payment Service Agreement*. The provisions of this paragraph do not relate to information which is already in the public domain, is court ordered or is authorized in writing by the FI.

MWI agrees that it shall (or in the case of any third parties with whom it provides any services to FI hereunder will cause such third parties to) fully comply with regulatory compliance and guidelines, all applicable laws governing privacy and confidentiality of information, including but not limited to Title V of the Gramm-Leach-Bliley Act, 15 U.S.C. §§ 6801-6809; 12 CFR §§716, 717 and 748 and/or 16 CFR §682, and/or Part 332, "Privacy of Consumer Financial Information", "Interagency Guidelines for Establishing Information Security Standards", "Proper Disposal of Consumer Information Under the Fair and Accurate Credit Transaction Act", FTC Standards of Safeguarding Consumer Information", together with any appendices or regulatory commentary that accompanies such laws (together "laws"); and to provide FI with proof of such compliance sufficient to evidence compliance with said laws upon reasonable request..

15. **Disaster Recovery Plan**

MWI shall take reasonable precautions to prevent and mitigate any disaster that may affect the ability of MWI to provide the services to be performed by MWI under this Agreement. MWI shall maintain a documented and tested disaster recovery plan (the "DR Plan") during the term of this Agreement. The DR Plan will: (a) include the location of recovery site(s) for each MWI location at which the services are provided and/or where FI data is stored; (b) address business continuation, disaster recovery, and crisis management issues; (c) be designed to recover business operations as soon as reasonably practical under the circumstances after a declared disaster; (d) provide for the ongoing testing of such DR Plan; and (e) provide the FI with evidence of satisfactory testing as required from time-to-time in order for FI to meet and comply with its due diligence obligations. MWI further agrees that FI may participate in DR Plan testing at its expense. Upon the occurrence of a declared disaster at any of the MWI locations involved in the provision of services under this Agreement or where FI data is stored, MWI shall implement the DR Plan and shall notify FI of such implementation. Following recovery of business operations, MWI shall provide to FI a post-incident report that documents the implementation and efficacy of the DR Plan. At FI's request, MWI will provide a summary of the DR Plan ("Summary Plan") to the FI. MWI agrees to release such additional information as may be reasonably necessary to allow the FI to develop its own disaster recovery plan to work in concert with the MWI DR Plan. For the avoidance of doubt, the DR Plan, any Summary Plan, and any information provided to the FI by MWI in connection with the DR Plan or Summary Plan pursuant to this section shall be considered and treated as Confidential Information of MWI under this Agreement.

16. **File Ownership and Security**

MWI acknowledges that all Data Files provided by the FI are the property of FI and that use of and access to such files does not create in MWI any right, title, or interest in such files, except as expressly provided in this Agreement. MWI shall maintain physical, electronic, and procedural safeguards designed to (1) ensure the security and confidentiality of Data Files, (2) protect against any anticipated threats or hazards to the security or integrity of Data Files, (3) protect against unauthorized access to or use of such records or information, (4) ensure the proper disposal of Data Files and consumer information; and (5) maintain appropriate controls in place to limit user access to FI confidential information on its network and applications. To that end, MWI represents and warrants that it maintains appropriate security in place to limit physical access to the MWI's data center and network components, all of which meet or exceed the minimum standards as

defined and/or required by applicable laws. In regard to the foregoing, MWI represents and warrants that: (1) it maintains appropriate technical security layers access to use such as authentication of system users, firewalls, and virus and worm scanning; (2) it maintains appropriate software and procedures for detecting security breaches and appropriate software and procedures to respond to breaches; and (3) it maintains appropriate internal and/or third party testing procedures to evaluate the effectiveness of its security program, the executive summary of which will be provided to the FI upon request.

17. **Security Breach Notification**

MWI agrees to promptly disclose to FI, all physical or electronic breaches in security resulting in known or suspected unauthorized access to sensitive Data File information and/or consumer information or systems where sensitive consumer information is maintained. For the purposes of this *Security Breach Notification Agreement*, sensitive Data File information and consumer information is defined as an individual's or consumer's name, address, or telephone number, in conjunction with the individual's or consumer's social security number, driver's license number, account number, credit or debit card number, or a personal identification number or password that was not encrypted and would permit access to the individual's account (or such other information that applicable laws may define as sensitive information now or hereafter). Sensitive data or consumer information also includes any combination of non-encrypted components of individual's and/or consumer's information that would allow someone to log onto or access the individual's, or consumer's account, such as user name and password or password and account number. When such known or suspected breaches occur, MWI will report to FI the nature of the breach, the effect on FI information, and any corrective and responsive actions taken by MWI in response to the breach in security.

Prompt disclosure shall mean as soon as MWI has notice of such unauthorized access or potential unauthorized access and has reasonable time to investigate, take appropriate action(s) and notify the FI, but may not exceed requirements of applicable laws. When such breach occurs, MWI will report to the FI the nature of the breach, the effect on FI information, breached data that may have been compromised, and any corrective and responsive actions taken by MWI in response to the breach. In the event of such breach, MWI shall provide all information required by applicable laws and the FI's regulators.

18. **Audits**

MWI agrees that it will provide the FI with an Internal audits third party PCI Security audit, SAS-70 audit and financial statements at least annually. The FI may conduct its own audits or acceptable substitutes. MWI will take reasonable steps to assist the FI in its audit, however, audits may not interfere with the daily operations or MWI duties. Audits conducted by the FI will be at the FI's expense including reasonable reimbursement for out of pocket expenses incurred by MWI. MWI will take reasonable steps to assist the FI and its regulators and examiners in conducting required government audits.

19. **OFAC Compliance**

At the FI request, MWI will check eligible ACH transactions against the Office of Foreign Asset Control (OFAC) Specially Designated Nationals (SDN) List and report (possible match) results to the financial institution, prior to releasing eligible ACH transactions to the Federal Reserve Bank.

20. **Entire Agreement**

This Agreement (including the Schedules attached hereto), is the complete and exclusive statement of the agreement between MWI and The FI with respect to the Electronic Payment services subject matter hereof and supersedes any prior agreement(s) between MWI and The FI with respect to such service matter. In the event performance of the services provided herein in accordance with the terms of this Agreement would result in a violation of any present or future statute, regulation or governmental policy to which MWI is subject and which governs or affects the transactions contemplated by this Agreement, then this Agreement shall be deemed amended to the extent necessary to comply with such statute, regulation, or policy, and MWI shall incur no liability to The FI as a result of such violation or amendment. This Agreement may not be changed orally or by writing if not signed by both parties.

21. **Non-Assignment**

Neither party shall assign the Agreement or any of the rights or duties to any person without the other party's prior written consent.

22. **Applicability**

Unless the parties agree otherwise in writing expressly referencing this Agreement, the parties agree to be bound by this Agreement as to all relationships between the parties notwithstanding language in existing or future agreements stating that such agreements reflect the entire agreement between the parties or supercede prior agreements between the parties. This Agreement amends and supplements each existing agreement and all future agreements between the parties with respect to the subject matter addressed herein. If any provision of this Agreement conflicts with any other existing or future agreement between the parties, the provisions of this Agreement shall control with respect to the subject matter addressed herein.

23. **Dispute Resolution**

Any controversy or claim arising out of or relating to this Agreement, to the breach thereof, or to the relationship created thereby, whether at common law or under statute, shall be settled exclusively by arbitration conducted under the auspices of the American Arbitration Association in Grand Rapids, Michigan upon written notice of demand for arbitration by the party seeking arbitration, setting forth the specifics of the matter in controversy or the claim being made. The arbitration shall be heard before an arbitrator mutually agreeable to MWI and FI; provided, that if MWI and FI cannot agree on the choice of an arbitrator within ten (10) days after the first party to seek arbitration has given written notice, then the arbitration shall be heard by three arbitrators, one to be chosen by MWI, one to be chosen by FI, and the third to be chosen by those two arbitrators. A hearing on the merits of all claims for which arbitration is sought by either party shall be commenced not later than sixty (60) days from the date demand for arbitration is made by the first party seeking arbitration. The arbitrator(s) must render a decision within ten (10) days after the conclusion of such hearing. Any award entered pursuant to arbitration shall be enforceable by a court of competent jurisdiction.

24. **Binding Agreement Benefit**

This Agreement shall be binding upon and inure to the benefits of the parties hereto and their respective legal representatives, successors, and permitted assigns. This Agreement is not for the benefit of any other person, and no other person shall have any right against MWI or The FI hereunder.

25. **Headings**

Headings are used for reference purposes only and shall not be deemed part of this Agreement.

26. **Governing Law**

This Agreement shall be construed in accordance with and governed by the laws of the State of Michigan and the NACHA rules.

27. **Waiver of Breach**

The Waiver by either party of a breach of any of the provisions of this Agreement shall not operate or be construed as a waiver of any subsequent breach.

Financial Institution Name: _____

By: _____ Title: _____

Print Name: _____

Date: _____

Magic-Wrighter Inc.

By: _____ Title: _____

Print Name: _____

Date: _____

Attachment 1

Electronic Payment Member Authorization

The FI will authorize use of the Electronic Payment service for each of its members by completing the Company Authorization form supplied by MWI and forwarding it to:

Mail or Hand Delivered

Magic-Wrighter Inc., 703 Three Mile Road N.W., Grand Rapids, MI 49504.

Fax or E-mail

Fax 1-616-784-2376 Email csr@mvpbanking.com

MWI shall be entitled to rely on any written notice or other written communication (including facsimile) believed by it in good faith to be genuine and to have been signed by the Authorized Representative, and any such communication shall be deemed to have been signed by such person.

Only the following Authorized FI employee(s) are permitted to request an addition of new members to the Electronic Payment service.

Credit Authorization

The FI authorizes MWI to credit the funds generated for payment collection to each of its members by completing the Credit Routing and Account Number information located on the Company Authorization form.

Only the following Authorized FI employee(s) are permitted to request a change to a member's Credit Routing or Account number.

Electronic Payment Processing Schedule

All entries/files must be received by MWI (15) minutes prior to each scheduled Federal Reserve processing cycle unless specific arrangements have been mutually agreed to.

All Electronic Payment reports and transaction files will be available to The FI and its member within (3) hours after the completion of each Federal Reserve processing cycle.

Attachment 2
Cancellation of Electronic Payment Transactions

The FI may request cancellation of a member's Electronic Payment transaction by submitting its request at least (1) hour prior to any scheduled Federal Reserve processing cycle.

MWI shall be entitled to rely on any written notice or other written communication (including facsimile) believed by it in good faith to be genuine and to have been signed by the Authorized Representative and any such communication shall be deemed to have been signed by such person.

Only the following Authorized FI employee(s) are permitted to request deletion of its member Electronic Payment transactions to MWI.

Rejected Electronic Payment Transactions

MWI shall notify The FI of rejected Electronic Payment transactions in writing to the following employees:

Fax number _____ Email address _____

Mail Address:

Electronic Payment Agreement Termination

Only the following FI employee(s) are permitted to terminate the Electronic Payment service Agreement.

**Electronic Payment Service Agreement
Financial Institution Information**

Financial Institution Name _____

Address _____

City, State, Zip _____, _____

Contact Person _____

Contact Day Phone/Fax (____) _____ - _____ (____) _____ - _____

Contact Eve Phone/E-Mail (____) _____ - _____ _____

Fax Confirmation phone # _____

Email Confirmation Address _____

Federal Tax ID Number _____

Debit Account # for Service Bureau Charges

Electronic Fee /Debit Account Number _____ CHK SAV GL

FI Routing Number _____ - _____ - _____

I hereby certify the account information listed above is owned by my (our) financial institution. I hereby authorize Magic-Wrighter Inc. to accept and process transfers, adjustments and debit transactions on my (our) behalf. This authorization is to remain in full force and effect until written notice from me (us) has been received by Magic Wrighter in such a manner as to afford reasonable time to act on it.

Date _____ **Signature** _____ **Title** _____

Date _____ **Signature** _____ **Title** _____

Attachment 3
Price Schedule

Onetime setup fee \$99.00

Per transfer fee \$0.40



Federal Reserve Bank FedACH[®] Participation Agreement

INTERNAL FR

FRBservices.org

Part 2: Origination Options

Table S.2 – Service Provider Designation

Participating Institution, an Originating Depository Financial Institution, designates the entity named below as its Service Provider and hereby authorizes:

- the Service Provider to serve as Participating Institution’s Sending Point by sending Participating Institution’s ACH Items to the Reserve Bank through an electronic connection that Service Provider owns;
- the Service Provider to designate another entity as Participating Institution’s Sending Point;
- the Service Provider and any Sending Point designated by the Service Provider to perform all the actions that a Sending Point agent may perform on behalf of a sending bank under Operating Circular 4; and
- the Reserve Bank to act on the instructions of Service Provider with respect to the handling of ACH items sent to the Reserve Bank by a Sending Point designated by the Service Provider. Such instructions may include, but are not limited to, instructions regarding who should be contacted regarding pended or rejected files and other file transmission issues.

Participating Institution agrees to be bound by the acts and omissions of Service Provider, including the consequences of Service Provider’s instructions regarding the handling of Participating Institution’s ACH items.

Requested Effective Date (ACH Process Date) <small>(Must be received by the Reserve Bank at least five business days prior to the requested effective date)</small>	
Action	Add (<i>Participating Institution and Service Provider must sign authorization boxes below</i>) Delete (<i>Participating Institution ONLY must sign authorization box below</i>)

Participating Institution Authorized Signature

Name of Participating Institution	Nine Digit RT/ETI
Contact Name	Phone Number
Signature (authorized ACH signer on Official Authorization List)	Printed Name

Service Provider Authorized Signature

Name of Service Provider	Nine Digit RT/ETI
Contact Name	Phone Number
Signature (authorized ACH signer on Official Authorization List)	Printed Name



Letting Members Transfer Money Between Your CU and Other Financial Institutions

INSIDE:

Feature Highlights	1-2
Getting Started	3
Easy Access A2A	4
What about training?	4

Now your members can use **It's Me 247** Online Banking to transfer money between their credit union accounts and their accounts at other financial institutions!

Account-To-Account (**A2A**) transfer capabilities are now available both in CU*BASE and via **It's Me 247** online banking. We have developed an interface to a third-party partner, Magic-Wrighter, which uses the ACH system to handle the movement of funds.

Feature Highlights

Configuration Options

A2A services can be activated via "Online Banking VMS Configuration" (MNCNFE #1). You can activate either incoming or outgoing transfers, or both, setting maximum \$ amounts per day and per the last 30 days.

Member fees can also be configured, including the usual standard fee waivers for things like age, aggregate balance, and OTB accounts. You can charge fees separately for incoming and outgoing A2A

transfers (you could, for example, make incoming transfers free or cheaper than outgoing transfers). Both Tiered Services and Marketing Clubs will include fee waiver options so you can control fees based on member relationships.

Member Enrollment

In order for a member to perform A2A transfers, he first needs to work with a CU representative in CU*BASE to set up the **relationship account**. This is a configuration (done via MNSERV #22 Member Personal Banker) that includes the R&T and other

Authentication is a matter of the credit union employee "approving" the relationship as you set it up for the member using CU*BASE. Follow your own internal procedures to verify ownership.



MNSERV #22 Member Personal Banker



details about the account at the other financial institution. Authentication is simply a matter of the credit union employee "approving" the relationship (you would follow your own internal procedures to verify ownership) and setting up the record in CU*BASE (which will be scanned against OFAC at the time it is set up). Once this process is complete, the member can initiate transfers at any time with no further authentication needed.

Transferring Money

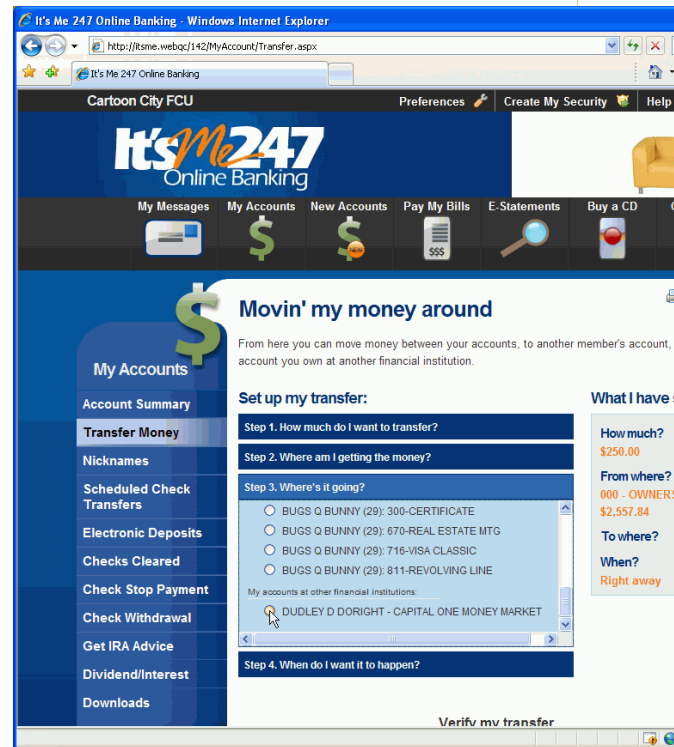
You can configure whether your A2A program allows members to initiate debits (withdrawals from a CU account), credits (deposits to a CU account), or both.

Then a member simply logs in to online banking and clicks Transfer Money to initiate a transfer, using the new transfers wizard.

There will also be a separate feature in the CU*BASE Phone Op software so that a Call Center employee can initiate a transfer for a member as requested.

PIB Controls

Access to A2A can be controlled by a member's PIB profile, including the ability for the member to set \$ limits and require a confirmation code before initiating a transfer. We have also added an A2A flag to the CU Default PIB Profile.



Transfer money in It's Me 247 Online Banking



Settlement

Like other ACH Transactions, the A2A process is handled through your general ledger. Funds are transferred into and out of your ACH Settlement G/L Account as ACH files process. Funds transferred out of a member's account will be immediately evident. The actual transaction is held in your G/L Account until the ACH file is processed. Money transferred into a member account is not visible until the ACH deposits the funds two or more days later.



A credit union must be an ODFI (Originating Depository Financial Institution) in order to offer A2A.

Pricing

One time Set-up Fee	\$99.00
Annual Maintenance Fee	\$99.00/year
Transaction Fee	48¢ per transfer*

**Includes both the debit and credit ACH transaction.*

Getting Started

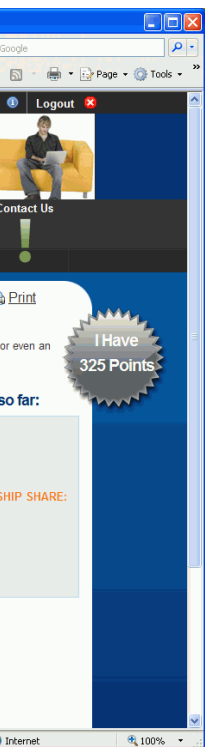
You've made the decision to provide A2A services for your members. Now what? CU*Answers and Magic-Wrighter have an easy process in place, and it starts right here.

Before you can turn on any of the CU*BASE features you will need to work through a sign-up process with Magic-Wrighter.

Contact a CSR at this email address created for this service: a2ahelp@cuanswers.com. We will send the forms and walk you through the process to launch a successful A2A service for your members.

Here's a brief rundown of the steps to get you started.

- Request the service by contacting a CSR at 800.327.3478 or by emailing us at a2aHelp@cuanswers.com.
- You will receive three (3) forms which must be completed, signed, and returned to CU*Answers.
 - Sign-me-up Form—this completed form will provide key information to Magic-Wrighter
 - Electronic Payment Service Agreement (with Magic-Wrighter)
 - Federal Reserve Bank Fed ACH Participation Agreement—Service Provider Designation
- Fax all 3 forms to CU*Answers at 616.285.7285— Remember to fill in all requested information and have your CEO sign each form.
- CU*Answers will work with Magic-Wrighter to configure your credit union for the A2A services you've requested.
- You will be contacted when configurations are complete and you're set to implement the service; allow approximately 12 business days.



A2A What's In It For Me?

Account-to-Account (A2A) processing is gaining momentum in the financial marketplace. Don't let your competitors sprint too far ahead! This is no longer a futuristic ideal; this functionality is available now. All you need is the interface that uses ACH technology to transfer money from one financial institution to another, even though they are unrelated. Magic-Wrighter software in conjunction with CU*BASE and **It's Me 247**, establishes this relationship that allows transactions to be exchanged between your credit union and any other financial institution.

- Create an environment of trust where current members are confident that they can transfer money between their credit union account and other financial institutions. Keep their membership by providing flexible options.
- Appeal to future members by making it easy to transfer their accounts from other institutions to your credit union.

What about training?

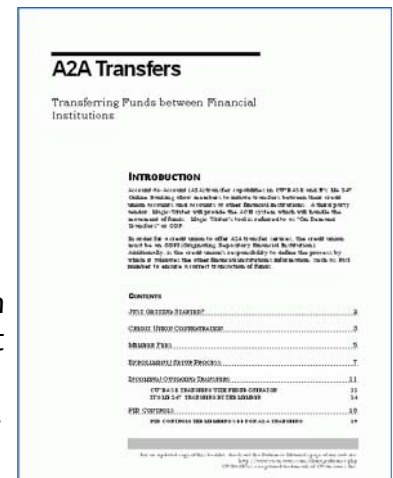
You might be wondering: How does all this A2A functionality work? What underlies the exchange of data between financial institutions? What does this look like to Tellers and MSRs? Do our members have to use **It's Me 247** to take advantage of A2A services? We have a class for you!

Account-to-Account processing is included in CU*Answers University Course: **2.21 Managing Self-service Delivery Products**. You will find a schedule in the current Education Course Catalog, or sign-up online at <http://cuanswers.com/education/> to learn about A2A along with other essential Audio and Online Self-service products.

What about documentation?

If you've already decided to provide A2A services or even if you're on the fence, you will find detailed documentation on our website. The **A2A Transfers** booklet is posted on our Client website: www.cuanswers.com > I Am A Client > Docs & Information > Reference Material.

The link below will open the booklet which covers everything you need to know to get started, set up configurations, create relationships and learn about basic processing.



Easy Access A2A

When you're ready to offer Account-to-Account services to your members, it's as easy as this 3-Step process:

- ① Indicate by filling in the Sign-Me-Up Form your intent to provide A2A Services.
- ② Complete and sign all forms listed on page 3 of this brochure.
- ③ Fax the forms to CU*Answers!

Need help? We've got an easy helpline too. eMail us directly at: a2aHelp@cuanswers.com

If you prefer a phone contact, call a CSR at 800.327.3478.