# **Data Processing Coordinator**

October 17, 2003



# **ENHANCEMENTS TO MEMBER STATEMENTS**

## Starting with Statements for October 2003\*

We have made a number of minor changes to the layout of your member statements. Listed below is a brief description of each change, and the following pages include a sample statement showing all of the new features. While most of these were relatively minor, we believe they will increase readability and make the statement an even more valuable communication and research tool. For online credit unions, changes will take effect with your October statement run. Please pass this information on to all Member Service personnel.

\*Attention Self Processors: These changes will be included with your next PTF release, scheduled for November. You will need to work now with your statement processors to make them aware of any changes that might affect their programs and require adjustments.

### Cosmetic / Readability Enhancements

- I. Employee ID A new "ID" column will now appear to the right of the transaction description. This column will display the Employee ID for the teller or other representative who posted the transaction for the member. Because statements are retained for I2 months on CU\*SPY (and beyond that using CD-ROM or microfiche), this new data will be a valuable resource for performing needed research down the road. The ID will not appear on most automated system-posted activity, such as ATM transactions, but is intended for situations where you may need to look for a copy of a transaction receipt.
  - ⇒ NOTE: For checking accounts, this same column is also used for the check number. Therefore, on cleared check transactions, this column will show the check number; for other transactions, an ID will appear instead.
- 2. **Member #** The areas that formerly read "Account #" (at the top of the statement, in the "MEMBERSHIP SUMMARY INFORMATION" line, and at the top of subsequent pages) will now read "Member #" to better match the terminology we use when working with members. This will also match the verbiage used by CU\*TALK and CU\*@HOME. (When the account base and suffix are used together, these will still be referred to as "account.")
- 3. **Suffix** The word "Type" will now read "Suffix" in the account summary near the top of the statement. This matches the terminology used by CU\*TALK and CU\*@HOME and is also more commonly used when talking with members.
- 4. **Group Separators** To make it even easier for members to locate each account on the statement, the separator lines that appear between the different account types (Share, Certificate, and Loan Accounts) will now appear in bold text. They will also be aligned at the left edge of the page.
- 5. **Account Separators** The account suffix and name at the beginning of each detail section will be aligned at the left edge of the page, and the word "Type" was removed to make these headings clearer and easier to locate.

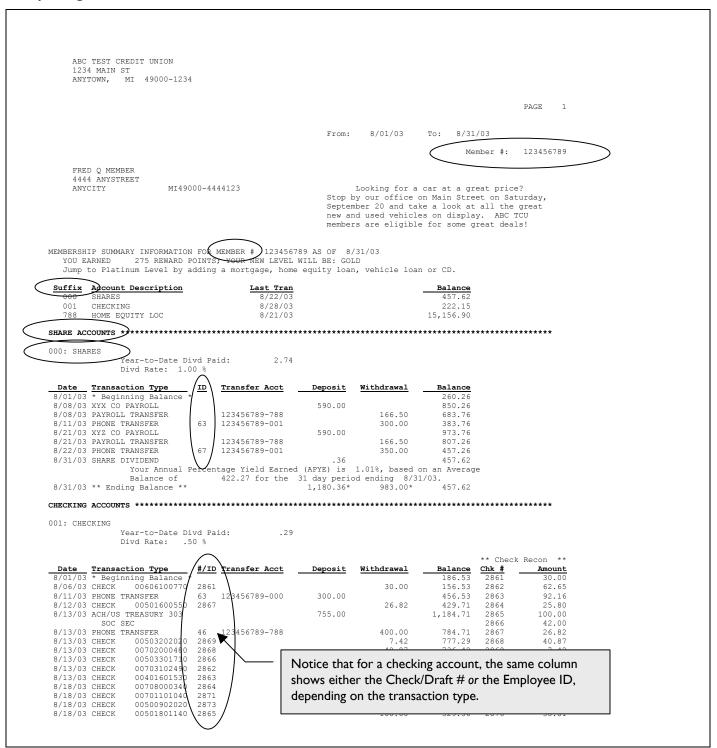
#### Miscellaneous Processing Enhancements

- 6. **Underscores in CU\*SPY** The method we use for underscoring column headings (Date, Transaction Type, etc.) has been changed to avoid the extra line for underscores that appeared when the statement was viewed through CU\*SPY. This caused data to be pushed off the bottom of the page in the PDF view. Headings will appear bold and underscored <u>only</u> on the original printed statement.
- Suppressed Transactions We fixed a problem where suppressed transactions were sometimes causing an incorrect ending balance to be printed.
- 8. **Closed Suffixes** When an account is closed, and then that suffix is re-used during the same period, the statement will now display history correctly for both the old and new accounts.

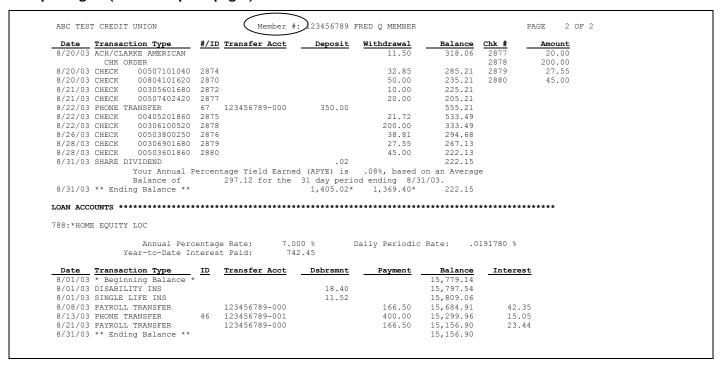
(continued)

9. **Accounts With Activity** - If your credit union prints statements only for members with activity, and if during a period the member had no activity in any of his accounts except for one that was closed during that period, a statement was never printed. That has been fixed, so that if a member has no activity in his open accounts, but an account that was closed did have activity, a statement will be produced.

## Sample Page I of a member statement:



#### Sample Page 2 (and subsequent pages):



If you have any questions, please contact a Client Service Representative at 800-327-3478 or 616-285-5711.

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