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*In-House* \*  
PRICING GUIDE  
CU\*ANSWERS





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## PRICING PHILOSOPHY

One of the cornerstones of our industry is adherence to the cooperative principles that differentiate credit unions from other financial services providers. Like your credit union, CU\*Answers is also a cooperative, 100% owned by our customer-owners. As such, we feel it is a mandate to provide full disclosure when it comes to pricing of our products and services so we can walk the talk on our philosophy of charging only when we have to, not simply because we can.

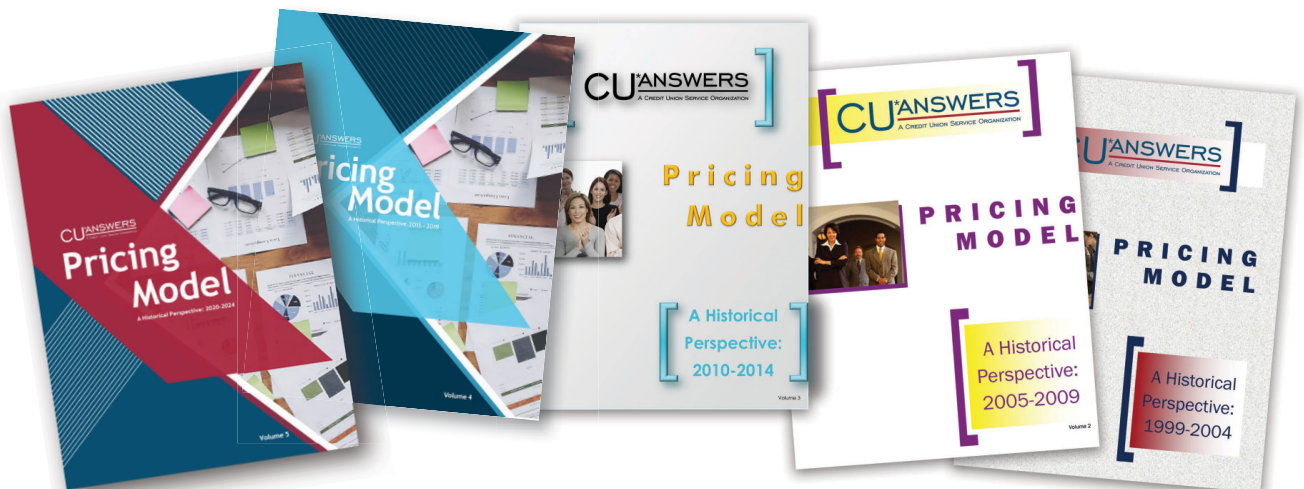
For our CUSO, pricing our offerings is very straight forward: we take on the perspective of a customer-owned partner whose ultimate goal is the financial success of the credit unions we serve. Our pricing models are designed to help facilitate the growth and sustainability of our credit union partners while investing in their futures through shared technology development, and, as importantly, **ownership of that technology. THE MANUFACTURER'S ADVANTAGE.**



To that end, we believe that the pricing in this year's Guide meets our goal of being **disruptive to the established core data processing pricing methodology** that exists in our industry. The sheer breadth and depth of our offerings is a source of pride for our cooperative. With that in mind, I encourage your teams to get familiar with our CU\*Answers Online Store, an excellent reference catalogue that gets updated periodically through the year. I hope that this document is a catalyst for all who read it to dig a little deeper into not only our products and services, but also our business model and our people.

Have a great 2025!

Scott Collins  
EVP of National Sales and Marketplace Relationships  
[scollins@cuanswers.com](mailto:scollins@cuanswers.com)



# THE 7 CORNERSTONES OF THE PRICING PHILOSOPHY

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As a cooperative, we remind ourselves that each and every time a client remits a payment, that paid invoice is an investment, not simply a transaction for services rendered. Therefore, our price should be based on our continued ability to innovate, carry forward as an ongoing concern, and ultimately, add to the collective capital of the credit union system. The expected return from our service is truly not reflected only in a price. It is based on seven simple concepts that we hope our clients will leverage to gain the ultimate return on every dollar they spend on our services:

- 1 THE POWER OF OWNERSHIP
- 2 A FOCUS ON UTILIZATION
- 3 BE THE BEST YOU CAN BE
- 4 FIRST TO IMPLEMENT
- 5 GUARANTEEING THE DIFFERENCE
- 6 THE VALUE OF EQUITY
- 7 RETURN ON INVESTMENT

## LEARN MORE

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This Pricing Guide is a snapshot in time, and is modified annually. To fully understand our pricing philosophy as a cooperative CUSO, take a look at our Historical Pricing Perspective Series. Contact the Sales Team for copies at [sales@cuanswers.com](mailto:sales@cuanswers.com).

**Volume 5** is available at  
[https://www.cuanswers.com/wp-content/uploads/Historical\\_pricing\\_model\\_2020\\_2024.pdf](https://www.cuanswers.com/wp-content/uploads/Historical_pricing_model_2020_2024.pdf)

### HISTORICAL PERSPECTIVES

- VOLUME 1 : 1999 - 2004
- VOLUME 2 : 2005 - 2009
- VOLUME 3: 2010 - 2014
- VOLUME 4: 2015-2019
- VOLUME 5: 2020-2024

# IN-HOUSE PRICING Provided by CU\*Answers

A. TECHNOLOGY INFRASTRUCTURE	One Time Charges	Monthly
<b>IBM Power i Server</b> <i>Hardware, Operating System, LegaSuite, 1-year IBM maint./support</i>	\$40K - \$160K	\$150 - \$350
B. CU*BASE OPSENGINE - PRODUCTION	One Time Charges	Monthly
<b>Stand-By Remote Operations</b> <i>(1X /mo. test requirement)</i> 1 - 10,000 members 10,001 - 20,000 members Over 20,000 members	\$750	\$50/day \$75/day \$100/day
CU*BASE OPSENGINE - TOOLS <i>(subject to COLA increases)</i>	One Time Charges	Monthly
<b>CU*BASE Application:</b> <b>Multi-Processor License Fee –Per Member</b> Under 25,000 Members 25,001 - 50,000 Members 50,001 - 100,000 Members 100,001 + Members <b>License &amp; Software Maintenance</b> <b>Application/Operations Help Desk Support</b> <i>(Partner)</i>	\$8 \$7 \$6 \$5 n/a n/a	n/a n/a n/a n/a \$0.25/member/month \$0.05/member/month
<b>Automation Processing Support</b> <i>(special support requests, scheduling changes, issue resolution)</i>	n/a	\$125/hour <i>(one hour minimum)</i>
<b>ACH Continuity Partner</b> <i>(ACH Recovery Partner Service)</i>	\$100/test	\$50/year <i>(invoiced annually 10-1)</i>
<b>Backup Assessment</b> <i>(data backup analysis &amp; recommendation)</i>	\$500 + T&E	n/a
<b>Custom Automation Projects/Programming</b>	Quote Provided	\$125/hour
<b>Defense DB</b> <i>(field level encryption powered by Help Systems)</i> Production Server license & Support High Availability Server	\$1,500 \$7K - \$9K n/a	\$150 - \$300 \$125 - \$200
<b>i-Plan for Production</b> <i>(comprehensive technical service/ support plan for CU*BASE core server)</i>	n/a	\$525
<b>i-Plan for High Availability</b> <i>(comprehensive support plan for CU*BASE HA server)</i> Power-i High Availability Server <i>(1 year maint./support)</i> Data Replication Software HA Server Hosting <i>(at CU*Answers Data Center)</i> HA Server Hosting <i>(at Site-Four Data Center)</i>	\$2,500  Quote Provided Quote Provided Quote Provided Quote Provided	\$800  Quote Provided Quote Provided Quote Provided Quote Provided
<b>OPER Audit</b> <i>(audit, alerting &amp; reporting toolset powered by SEA)</i>	\$1000 set-up \$6K - \$9K license	\$150 - \$250
<b>OPER Firewall</b> <i>(iShield Security)</i> <i>(intrusion detection &amp; prevention for core system powered by SEA)</i>	\$4K - \$10K set-up \$6K - \$9K license	\$200



Upgrade your Decision Model  
with preconfigured templates and annual tune up!

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CU*BASE OPSENGINE - SERVICES	One Time Charges	Monthly
<b>OpsEngine Automation Suite</b> (includes Automation suite maintenance, application updates, object maintenance)	\$2,500	\$500 - \$995 (covers license and app. maintenance)
<b>OpsEngine Training</b> ISO Environment Operations (card switch operations) Automation Training (per OpsEngine Automation Suite) Special Training Requests	Quote Provided	n/a
<b>Optimized End of Month (EOM) Automation</b>	\$1,500	\$50/month (maintenance)
<b>Performance Management Toolkit</b> (predictive analysis of core CU*BASE server life cycle)	\$4,000	\$200 - \$400
<b>Processing/Workflow Review</b> (operations & run sheet audit)	\$1,000 + T&E	n/a
<b>24/7 Automation Monitoring</b> (EFT and system messages)	\$500	\$100
<b>Financial Institution Data Match (FIDM)</b>	n/a	\$125/quarter
For OpsENGINE service details visit <a href="http://www.cuanswers.com/solutions/opsengine/">http://www.cuanswers.com/solutions/opsengine/</a>		



More than just a service provider, CU\* Answers Network Services is an extension of your staff with the expertise to cut through the confusion and deliver the solutions you need at a price you can afford.

[www.cuanswers.com/solutions/network-services/](http://www.cuanswers.com/solutions/network-services/)



<b>C. E-COMMERCE FEE</b>		
Includes <b>IT's Me 247</b> with PIB multi-layered security, E-Statements, e-Notices, e-Alerts, Mobile Web Banking, online Audio Response usage fee (up to a \$300 credit for CU installed IVR unit)		
	One Time Charges	Monthly
<b># of Members</b>		
1 - 2,000	n/a	Waived
2,001 - 3,000	n/a	\$475
3,001 - 5,000	n/a	\$850
5,001 - 10,000	n/a	\$1,100
10,001 - 15,000	n/a	\$1,660
15,001 - 30,000	n/a	\$2,415
30,001 - 50,000	n/a	\$3,675
50,001 - 75,000	n/a	\$5,250
75,001 +	n/a	\$7,875
<b>Account to Account Transfers (A2A)</b> billed by MagicWrighter (includes both the debit and credit ACH transaction)	n/a	Quoted by MWI
<b>E-Direct Mail</b> (marketing messages sent by CU*BASE)	n/a	Free
<b>e-Statements</b>	n/a	Upload Fee



# IN-HOUSE PRICING Provided by CU\*Answers

D. E-COMMERCE <i>(MISC. ONLINE BANKING FEES)</i>	One Time Charges	Monthly																					
<b>It's Me 247 Online Bill Payment and Presentment</b> <i>(conversions from existing bill pay program may incur various 3rd party fee)</i>																							
<b>VAR Relationships (Bill Pay)</b> <b>Paymentus</b> (+ other misc. vendor fees*) Set-up/Implementation Fee CU*A Programming Fee Transaction Fee e-Bill Present P2P <i>(person-to-person)</i>  P2P only <i>(clients not using Paymentus for BillPay)</i> Paywatch <i>(fraud detection)</i>	Quote Provided Quote Provided n/a n/a n/a at time of launch <i>(\$500.00 to launch later)</i> Quote Provided n/a	n/a n/a \$0.681/transaction \$0.284/active e-Bill \$0.681/transaction  \$0.681/txn <i>(\$137 min.)</i> No Charge																					
<b>iPay/Payrailz</b> (+ other misc. vendor fees) Set-up/Implementation Fee CU*Answers Programming Fee Transaction Fee Single Sign-on Fee - CUs on CU*A paper Single Sign-on-Fee – CUs not on CU*A paper P2P and other Payrailz Services	Quote Provided Quote Provided n/a n/a Quote Provided See Online Store	n/a n/a \$0.675/transaction No Charge \$25 See Online Store																					
<b>Additional (iPay) Supported Services:</b>  <b>Annual Compliance</b> <b>Business Bill Pay</b> <i>(smaller business online bill payment suite)</i>	\$529.00 Contact Cards and Payments	n/a Contact Cards and Payments																					
<i>(Contact Earnings Edge for additional iPay Business Bill Pay; BillSimple pricing details/ considerations)</i>																							
<b>Non-VAR Relationships (Bill Pay)</b>  <b>SSO Connectivity/Support Fee</b> <i>(per CU*A supported vendors)</i> <b># of Members</b> <table style="margin-left: 20px;"> <tr><td>1 - 3,000</td><td>n/a</td><td>n/a</td></tr> <tr><td>3,001 - 6,000</td><td>n/a</td><td>\$150</td></tr> <tr><td>6,001 - 10,000</td><td>n/a</td><td>\$250</td></tr> <tr><td>10,001 - 15,000</td><td>n/a</td><td>\$400</td></tr> <tr><td>15,001 - 25,000</td><td>n/a</td><td>\$650</td></tr> <tr><td>25,001 - 50,000</td><td>n/a</td><td>\$1,000</td></tr> <tr><td>50,001+</td><td>n/a</td><td>\$2,000</td></tr> </table> <i>Client responsible for all CU*A/3rd-party vendor - 1 time and monthly recurring fees</i>	1 - 3,000	n/a	n/a	3,001 - 6,000	n/a	\$150	6,001 - 10,000	n/a	\$250	10,001 - 15,000	n/a	\$400	15,001 - 25,000	n/a	\$650	25,001 - 50,000	n/a	\$1,000	50,001+	n/a	\$2,000	CU/Vendor Negotiated Contract  n/a n/a n/a n/a n/a n/a n/a	CU/Vendor Negotiated Contract  n/a \$150 \$250 \$400 \$650 \$1,000 \$2,000
1 - 3,000	n/a	n/a																					
3,001 - 6,000	n/a	\$150																					
6,001 - 10,000	n/a	\$250																					
10,001 - 15,000	n/a	\$400																					
15,001 - 25,000	n/a	\$650																					
25,001 - 50,000	n/a	\$1,000																					
50,001+	n/a	\$2,000																					
<b>Mobile Banking</b> <i>(powered by CU*Answers)</i> <b>It's Me 247</b> Mobile Web Banking <b>It's Me 247</b> Text Banking <b>It's Me 247</b> Mobile App CU*Answers  CU Selected 3rd-Party Partner	n/a n/a  See Page 14  Quote Provided	Free <i>(included in e-Commerce pkg.)</i> \$.0350/1-2 way text Free <i>(special requests qtd. separately)</i> Quote Provided																					
<b>Access to Instant Payment Rails RTP and FedNow</b> <i>(Direct to FRB)</i> Set-up/Implementation Fee Per Transaction Fee - "Receive" Per Transaction Fee - "Send" Monthly Maintenance Fee - <i>(covers both RTP And FedNow)</i>	\$1,500.00	\$0.05 per txn Quote Provided \$100.00																					
<b>CU Publisher Self Service Options</b>	See Ancillary Guide Page 11 or the IRSC Online Store																						





E. OPTIONAL SELF SERVICE CUSTOM BRANDING (VIA INTERNET RETAILER SUPPORT CENTER - IRSC)	One Time Charges	Monthly
<b>Video Customization Service</b> (ability to brand It's Me 247 how-to-videos with CU log, text, voice, software display options)	Quote Provided	n/a

F. REMOTE DEPOSIT CAPTURE (OPSENGINE SERVICE)	One Time Charges	Monthly
<b>RDC-IQ (near real-time) Posting Services</b>	\$500	\$25/month
Prices in section F. are CU*Answers Ops Fees only. See Ancillary Pricing Guide for EDOC innovations fees for RDC.		

G. AUDIO RESPONSE FEES	One Time Charges	Monthly
<b>Applicable WATS Line Charge</b> (shared with multiple CUs)	n/a	\$0.025/minute
<b>Dedicated CU*Talk Phone Number</b>	n/a	\$25

H. ATM, DEBIT AND CREDIT CARD PROCESSING (INSTANT CARD ISSUE OPTIONS AVAILABLE)	One Time Charges	Monthly
<b>ATM/Debit Card Network Interface</b>	n/a	\$525/network
<b>ATM/Debit Card Processing - Online interface</b> Member Access Processing Interface Existing online Network set-up New online Network set-up (per network)	\$5,000 \$9,000 Quote Provided	n/a n/a n/a
<b>Credit Card Transactions</b> (online)	n/a	\$0.08/transaction
<b>Credit Card Rewards Points</b> (file receive/posted) Existing Vendor New Vendor	\$1,000 Quote Provided	n/a n/a
<b>Credit Card - Batch Process</b>	See OTB section (pg. 11)	n/a
<b>Credit Card - Online Servicing via CU*BASE</b> (new vendor interface)	Quote Provided	n/a
<b>Credit Card - Batch to Online Conversion</b>	Free	n/a
<b>Credit Card, ATM/Debit - Online to Online Conversion</b>	Quote Provided	n/a
<b>Credit Card, ATM/Debit Mass Reissue</b>	\$3,750 (minimum)	n/a
<b>Limit Floods or BIN Additions</b> (ATM/Debit; Credit Cards)	Quote Provided	n/a
<b>Digital Issuance - Coming Soon!</b> See CU*Answers Online Store and "In the Kitchen" for more information.		



## ANALYTICS BOOTH



Analytics Booth enables you to understand your credit union better than ever before. You'll never have to say you don't know the latest information happening right now. Your credit union's vitals are at your fingertips.

[cuanswers.com/solutions/asterisk-intelligence/analytics-booth/](https://cuanswers.com/solutions/asterisk-intelligence/analytics-booth/)

# IN-HOUSE PRICING Provided by CU\*Answers

<b>I. BUSINESS COMMUNICATIONS</b> <i>(DOES NOT INCLUDE 3RD PARTY VENDOR FEES)</i>	One Time Charges	Monthly
<b>FUEL Automated Decision Model</b> <i>(decision modeling)</i>	\$3,500	\$0.05/decision
<b>QualiFile Risk Assessment</b>	\$500	\$0.50/report
<b>Communication Line to CU*Answers EBN</b> VPN only	Quote Provided	Quote Provided
<b>Credit Bureau Retrieval</b> <i>(Equifax, TransUnion, Experian) via Sync1 Systems (storing credit reports for life of loan, automated debt population to loan application, full marketing/CRM of all member credit reports)</i>	n/a	\$0.75/file accessed (+ applicable bureau fee - contact CU*A for discounted national bureau pricing)
<b>CU*BASE Reports/Statement Archival Transmission Set-up</b> <i>(non-CU*A Document imaging solutions)</i>	\$1,000	n/a
<b>Experian ID Verification</b>	Contact Earnings Edge for other options	
<b>Experian Commercial ID Verification</b>	Contact Earnings Edge for other options	
<b>Kasasa File Transmissions</b> <i>(formerly BancVue)</i>	\$2,500	n/a
<b>Loan Insurance File Processing</b> <i>(e.g. - CPI)</i> Existing Vendor New Vendor	Quote Provided Quote Provided	Quote Provided Quote Provided
<b>3rd-Party LOS</b> <i>(Loan Origination System) offered by Sync1, Meridian Link and CU*Direct</i>	See Ancillary Pricing Guide	See Ancillary Pricing Guide
<b>Extended Business Network (EBN)</b> It's Me 247, e-Statements, Credit Bureau, Select 3rd-Party Vendor Access, optional Data Replication	\$5,000	Quote Provided
<b>MCIF Downloads</b> <i>(Raddon)</i>	\$1,000	\$250 annual maint. fee
<b>Network Hardware - EBN</b>	Quote Provided	Quote Provided

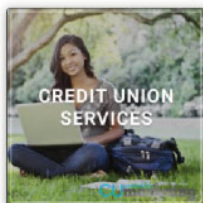
<b>J. OFF-TRIAL-BALANCE SERVICE</b> <i>(FOR THIRD PARTY SERVICED MEMBER ACCOUNTS)</i>	One-time Charges	Monthly
<b>OTB Analytics - Dashboard Integrations</b> <i>(of 3rd-party data)</i>	Custom Bid <i>(per Dashboard Option)</i>	n/a
<b>OTB Master File Exchange</b> <i>(per OTB vendor supported)</i> Existing OTB Vendor New OTB Vendor	\$500 <i>(minimum)</i> \$6,000 <i>(minimum)</i>	n/a n/a
<b>OTB Payment File Exchange</b> <i>(per OTB vendor supported)</i> New or Existing OTB Vendor	Included in Master File set-up	Included in Master File fee
<b>OTB SSO Online Links</b> <i>(per OTB vendor supported)</i> Existing OTB SSO Vendor New OTB SSO Vendor	\$500 <i>(minimum)</i> \$500 <i>(minimum)</i>	\$25 <i>(1-3 connections)</i> \$75 <i>(4+ connections)</i>
<b>OTB Transaction File Exchange</b> <i>(per OTB vendor supported)</i> New or Existing OTB Vendor <i>(adding transactions from a 3rd-party into CU*BASE)</i>	\$5,000 <i>(minimum)</i>	n/a

\*File transmissions from CU\*BASE Snapshot Library carry the base \$100 monthly fee. File transmissions coming from CU\*BASE FILEXX carry a \$200 monthly fee.

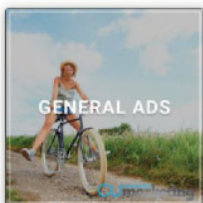
K. CU*ARCHIVE AND DOCUMENT IMAGE SOLUTIONS	One Time Charges	Monthly
<b>Media Supply</b> (per CU*Answers chosen media type)	n/a	\$10 each
<b>Loan Forms Archiving</b> (+ media)	n/a	\$50/quarter
<b>Receipt Archiving</b> (+ media)	n/a	\$50/quarter
<b>Report Archiving</b> (+ media)		<b>Monthly fee</b>
<b># of Members</b>	n/a	\$50
1 - 5,000	n/a	\$100
5,001 - 7,500	n/a	\$175
7,501 - 10,000	n/a	\$300
10,001 - 15,000	n/a	\$600
15,001 +		
<b>Statement Archiving</b> (regular, CCs, & mortgage) (+ media)		<b>Quarterly fee</b>
<b># of Members</b>	n/a	\$50
1 - 5,000	n/a	\$100
5,001 - 7,500	n/a	\$175
7,501 - 10,000	n/a	\$300
10,001 - 15,000	n/a	\$600
15,001 +		
<b>Re-creation of Archive Media</b>	n/a	\$100 (+ media)
<b>Offsite Media Storage at CU*Answers</b> (original copy)	n/a	\$2.50 (billed annually in advance)
<b>CU*Answers Online Imaging Solution</b> (installation and set-up) Receipts, photo IDs, reports, stmts, e-sig capability & CU*BASE supported e-forms (loan & membership forms); subject to CU*A warranty provisions**	\$3,000 + applicable SwiftView software license fee, hardware, e-forms programming & T&E (no monthly charge) **No fee if only CU*BASE Reports & stmts.	Quote Provided
<b>CU*Answers Enhanced Online Solutions</b>	See Ancillary Pricing Guide	See Ancillary Pricing Guide
<b>CU*Answers In-house Imaging Solutions</b> (multiple options) Receipts, photo IDs, loan & misc. forms, loan packaging, member document portal, CU*BASE reports and statements, e-sig capability	Quote Provided	Quote Provided
<b>Third-Party Online or In-House Document Imaging Solution</b>	Quote Provided	Quote Provided

## Marketing Campaign Library

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Credit Union Services (46)



General Ads (93)



Grand Opening

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Cooperative Campaigns, Quarterly Contests, & more! Let us help grab your member's attention.

Learn more at [store.cuanswers.com](http://store.cuanswers.com)

# IN-HOUSE PRICING Provided by CU\*Answers

L. SHARED BRANCHING	One Time Charges	Monthly Support Fees
<b>CO-OP Shared Branch Network</b> (previously CUSC and FSCC)		
<b>Issuer</b> One-time set-up (plus CO-OP related fees)	\$1,500	
<b>Acquirer</b> Branch acquirer processing fee (unlimited branches)	n/a	\$250
<b>Data line - Monthly fee</b> (for either Issuer or Acquirer)	n/a	Client Responsibility
<b>Other National Shared Branch Networks</b>	Quote Provided	Quote Provided

M. MISCELLANEOUS PROCESSING CHARGES	Cost
<b>5498, 1099 and/or 1098 Processing and Laser Print</b> (postage separate)	Quoted Annually
<b>AnswerBook, CU*BASE Documentation Guides and Reference Materials</b>	Free Service via Online Help & cuanswers.com
<b>CU*Answers University Online Campus</b> (basic) <b>Full Credit Union Online Campus</b> (via CU*Training Inc.)	Free Service Quote Provided
<b>Custom Training Edition (CTE)</b> (CU*BASE Sandbox using member data of the credit union in a restricted environment) - Initial training files configuration - 2 hours remote workstation support (CNS) - 4 hours remote staff training (during 1st month) - Data refresh/each quarter - Special Requests	\$4,000 set-up fee + \$350/month  Quote Provided
<b>CU*BASE Member Demographics</b> (messaging tool for visually comparing member addresses to CU offices and ATM locations)	\$1,000- \$1,500 (repopulation of data recommended annually - quote provided)
<b>Dividend Regeneration</b>	\$125 each
<b>End of Month Data Re-Load</b>	\$25
<b>End of Month Processing Verification</b>	\$50
<b>Mobile App Custom Online Form Generator/Request Generator</b>	Free
<b>Mobile App</b> (CU*A developed wrapper-style app; must complete requirements)	\$250 deployment fee (per Operating System)
<b>MACO</b> (Multiple Authentication Convenience Options)	\$1.80/user/year prepaid (\$2.25 true-up)
<b>MEV</b> (Membership Eligibility Verification)	Free
<b>CU Publisher Self Service</b> (see Online Store for more details) Mobile Manager CU Info Form Generator Request Center Mobile Alerts It's Me 247 Manager MOP Manager Loan Manager	\$50/month \$20/month \$20/month Included \$50/month \$15/month to \$50/month \$25/month to \$100/month \$25/month to \$100/month



M. MISCELLANEOUS PROCESSING CHARGES (CONT.)	Cost
<b>MAP - Membership Application Process Site</b> (IRSC product) 1 Site 2 + Sites (for targeted SEGS/audiences)	Free \$100 set-up + \$20/month/site
<b>MOP - Membership Opening Process</b> (online) License Verification via Daon  Experian Precise ID Verification Account Funding Other Authentication Options	\$2.00/verification prepaid (\$2.25 true up)  \$750 set-up fee (billed by Experian) \$1.34/txn (\$50 minimum; billed by Experian) Fees billed to CU by Magic-Wrighter
<b>MAP +</b> (MAP plus Experian Precise ID Verification) 1 Site 2 + Sites (for targeted SEGS/audiences)  Experian Precise ID Verification	Free \$100 set-up + \$20/site  \$750 + \$1.34/transaction (billed by Experian)
<b>ITM Integration</b> With Hyosung and NCR	Quote Provided; See Online Store

N. CUSTOM PROGRAMMING	Cost
<b>Check Images</b> (retrieved via single 3rd-party; includes member check and Check 21 "counter kill/on-us" images) Existing CU*BASE supported format Alloya supported format Other vendor formats	\$2,000 \$2,500 \$3,500
<b>Check Images Retrieved via 3rd-Parties</b> (non-CU*A)	Quote Provided
<b>Check Processor Set-up</b> Initial Configuration at Conversion Changed Vendor (if not CU*A) New Vendor for CU*A	\$1,500 \$1,500 (minimum) \$5,000 (minimum)
<b>Check Processor</b> (recurring fee - if multiple check processors utilized)	\$100/month (each additional)
<b>Corporate Check File</b> (received via 3rd-party for check reconciliation)	\$500
<b>Corporate, Starter/Replacement Checks; Money Order Set-up</b> Address Change (only) Corporate Check/Money Order Logo Change Logo Edits (after first 10 days) Signature Change (only)	\$1,500  \$50 \$275 \$50/hour (1 hour minimum) \$225
<b>Custom Bonus Dividend/Loan Interest Rebate</b> (CU*BASE offers a standard feature for Patronage/Ownership Dividends and Share Bonus Dividend/Loan Interest Rebates)	Quote Provided
<b>Electronic Custom Documents</b> (including loan forms)	Quote Provided
<b>MICR Line Changes to Member/LOC Checks</b>	\$400
<b>Special Programming Requests</b> Credit Union rate 3rd-party/Vendor rate	\$125/hour (2 hour minimum) \$160/hour (2 hour minimum)

\*Note: Custom project prices are "general guidelines" and subject to change per individual project requirements.

## IN-HOUSE PRICING Provided by CU\*Answers

O. CONVERSION, DECONVERSION AND MERGER PROGRAMMING SERVICES	Cost
<b>Client Letter of Intent</b> (to initially lock a desired conversion date—non refundable; fee applied to CU*BASE conversion)	\$5,000
<b>CU*BASE Conversion Services</b> (includes standard conversion of data from core processing system only—applicable fees from 3rd-party vendors quoted separately) Install and Test Initial Staff Training	\$2.50/member \$25K - \$50K (per applicable T&E) (\$4,000 premium fee for approved holiday project)
<b>Bookkeeping - Initial 90-Day Back Office Support</b>	\$4,000
<b>CU*BASE Conversion Support Call Center</b> (1-2 weeks post conversion) Under 3,600 Members 3,601 to 10,000 members Over 10,000 members	\$5,000 (up to 3 agents) \$10,000 (up to 4 agents) \$15,000 (up to 5 agents)
<b>Pre-conversion Outbound Member Contact</b> (via Xtend)	Quote Provided
<b>CU*BASE Deconversion Programming Fee</b> (base fee subject to change)	\$1.00/member (additional fees may apply)
<b>Merger Programming Fee</b> (Refer to CU*BASE Merger Guidelines)	See CU*BASE Merger Guide

### P. STATEMENT PRINT/MAIL SERVICES

As a service to CU\*BASE processed credit unions, CU\*Answers maintains a contractual relationship with Sage Direct for providing laser statement print and mailing services. Currently the costs that are passed through to our clients represent a direct pass-through fee. This relationship provides a level of automated service that allows credit unions to enter mailing instructions through a menu option. This includes the name and number of inserts, when they should arrive at the mailing center, the cutoff date for mailing without the insert, and the contact name at the credit union for verification. This information is forwarded to Sage Direct each month to verify the items received and allows CU\*Answers to monitor the process from statement creation through mailing.

Due to consistently declining check volumes and credit unions migrating to e-Statements, this process and related pricing will regularly change in the future. Additionally, as based upon new CU\*BASE flexibility for providing statement file formats, should your credit union choose an alternative statement provider, such as Bridgestone Print, other pricing may apply as based upon that vendor relationship and transmission requirements.

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Q. STATEMENT SERVICES <i>(ACCOUNT, CREDIT CARD, MORTGAGES - ASSUMES SAGE DIRECT)</i>	Cost
<b>Bursting</b> <i>(using CU*Answers mailing services)</i>	\$6.90/1,000 pieces
<b>Bursting</b> <i>(not using CU*Answers mailing services)</i>	\$6.90/1,000 pieces
<b>Folding</b>	\$6.90/1,000 pieces
<b>Inserting</b> <i>(including statements and inserts up to 3 pieces, sorting and metering)*</i>	\$29.90/1,000 pieces (+ envelopes and postage)
<b>Multiple Pages</b>	\$23/1,000 pieces
<b>Additional Inserts</b> <i>(unmatched)</i>	\$4.40/1,000 pieces
<b>Miscellaneous Fees</b> <i>(i.e. late inserts received, insert info missed deadline, etc)</i>	\$50 or \$100/occurrence <i>(as defined within member insert statement guidelines)</i>
<b>Paper Stock</b> <i>(duplex)</i>	\$24.59/1,000
<b>Paper Stock</b> <i>(credit cards)</i>	\$37.04/1,000
<b>Statement Envelopes</b>	\$37.60/1,000
<b>Courtesy Reply Envelopes</b>	\$40.25/1,000
ALL SAGE DIRECT FEES SUBJECT TO CHANGE	

R. OPTIONAL SERVICES	Cost
<b>CASS Certification</b> <i>(for non-CU*Answers prepared statements)</i>	\$100/CASS run
<b>Loan Notices Printing Service</b> <i>(HELOC/LOC - processed through Sage Direct)</i>	\$800 <i>(minimum)</i> one-time set-up \$100/month + \$0.09 each + postage/handling
<b>Member Notice Printing Services</b> <i>(processed through Sage Direct)</i>	\$500 one-time set-up \$0.20 each + postage
<b>Member Selected Statement Styles</b> <i>(multiple format statement styles as provided by chosen statement vendor)</i>	Quoted/statement provider
<b>Mortgage Statement Processing</b> <i>(through Sage Direct)</i>	\$0.18/statement + postage
<b>Selective Statement Inserts</b> <i>(to targeted member groups per statement mailing)</i>	1st selective insert run - \$150 2nd and above selective insert runs - \$50/run.
<b>Statement Audits</b> <i>(through Sage Direct)</i>	\$150 + \$0.01/statement
<b>Statement Back Page</b> <i>(recon, disclosure) Set-up &amp; Changes</i>	\$250/occurrence
<b>Statement Digitized Logo Set-up &amp; Changes</b>	\$175
<b>Statement Onserts</b> <i>(graphical advertising message printed on stmt.)</i>	Quoted/statement provider
<b>Statement Transmission</b> <i>(3rd-party - except for Sage Direct or Bridgestone Print)</i>	\$5,000 <i>(minimum)</i> <i>(per stmt. type regular, CC's, mortgages)</i> \$100/occur. <i>(per stmt. type - regular, CC's, mortgages)</i>
*When mailing weight exceeds 1 oz., added postage is required. CUs not mailing through CU*A, handling/transportation costs for shipping printed pages to the CU's chosen mailer will be billed directly.	Pricing Subject to Periodic Change

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**REMEMBER**  
This site is only available via a CU\*BASE connected Terminal!

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