

CONNECTIONS

NEWS | UPDATES | INFORMATION

NEW SIGNINGS

Pioneer Federal Credit Union
Mountain Home, ID



San Francisco Fire Credit Union
San Francisco, CA



United Educators Credit Union
Apple Valley, MN



NEW CONVERSIONS

**Glendale Area Schools
Credit Union**
Glendale, CA



**National Co-operative
Credit Union**
Roseau, Dominica



UMe Federal Credit Union
Burbank, CA



Spring Ahead!

Welcome to the Spring 2019 edition of the WRG Connections newsletter! We had an exciting first quarter, welcoming three new credit unions to the WRG family and four major Symmetry conversions. We also announced our new partnership with ENACOMM that will bring new voice technology to our clients.

Looking ahead to the second quarter, we will be hosting a **LIVE STREAM Virtual Open House** of our Anaheim Operations Center on May 2nd @ 11:30AM PT. Be sure to visit us at the Corelation Client Conference in San Diego and attend one of our upcoming webinars

Thank you for your continued support!



You're Invited!

You're invited to join us for our Virtual Open House, a **LIVE** web-based tour of Wescom's Operations Center, in partnership with Mike Lawson and CUbroadcast. In the 30-minute live stream video tour, Mike meets the people and tours the facilities that make WRG's **UNITRI Service Bureau** one of the best in the industry!

During the open house, you will get a glimpse into our operations and learn how UNITRI Service Bureau can help unlock your credit union's potential. More than just a hosting partner for your Corelation or Symitar core system, WRG delivers game-changing performance improvements for your credit union by combining superior Products, innovative Processes, and energetic People.

Don't miss this event. Register today!

REGISTER NOW



Hosted by:
Mike Lawson
CU broadcast

ENACOMM Joins Forces with WRG to Bring Next-Generation Voice Banking to Credit Unions Across the Country

In February, ENACOMM and WRG announced a partnership that will offer ENACOMM's conversational voice banking and intelligent IVR to WRG clients.

ENACOMM is a fintech company that empowers banks, credit unions, and credit card companies with affordable data-driven solutions for improving the customer experience (CX), fighting fraud, and increasing operational efficiency.

Using ENACOMM's conversational voice banking solution, members will be able to use artificial intelligence with popular digital voice assistants, such as Amazon Alexa and Google Home. A properly authenticated user can confidently conduct secure banking transactions and gain virtually full access to their financial accounts - all with their voice.

Contact us to learn more about Symmetry eBanking and ENACOMM's AI-powered conversational voice banking and intelligent IVR.



Conversational engagement is a trend that's here to stay, and banking will soon play an even greater role, as consumers turn to their go-to devices to manage their finances and complete tasks that require their financial account information—from ordering to buying, paying, and reserving.

-Michael Boukadakis, CEO, ENACOMM



Credit Union Overdraft Revenue Increases

Source: <http://www.moebs.com>



According to Moebs Services, overdraft (OD) revenues soared at credit unions in 2018. Credit union OD revenues increased +5.72% to \$6.9 billion from \$6.5 billion. However, OD revenues fell at banks and thrifts by -0.73% and -1.83%, respectively.

The Moebs OD Revenue Study also found that OD transactions at credit unions rose by +2.19%, while OD transaction fell for banks by -6.93% and at thrifts for -0.53%.

The **Reg E Courtesy Pay Opt-in** (Reg E) for Symmetry handles the presentation, disclosure, and management of the opt-in/opt-out process required prior to a financial institution's ability to charge fees for services such as Courtesy Pay.

Contact us to find out how to activate the Reg E Interstitial for Symmetry and tap into this revenue.



Mark Your Calendars

All times listed are in Pacific Time.

APR
25

JUN
27

Webinar: Introduction to Symmetry eBanking (10:00AM)
Symmetry fully aligns your core system and ancillary data sources to create an exceptional, unified experience across your digital channels.

MAY
02

WRG Live: A Virtual Open House (11:30AM)
Mike Lawson of CUbroadcast takes you on a live stream tour of Wescom's Anaheim Operations Center.

MAY
22

2019 Corelation Client Conference
Visit the WRG booth at the 8th Annual Corelation Client Conference in beautiful San Diego, CA.

MAY
30

Webinar: Tellergy (10:00AM)
Learn how Tellergy help streamline your operations and improve your member's in-branch experience.



Did You Know?

With the great amount of fraud, did you know your members could use **NotifyMe** as a way to help prevent it?

Online Banking can send an email when a login occurs for the account. Logins can be performed either by a member (standard login) or an aggregator (Quicken Online, etc).

By being alerted when their account is accessed, a member can identify and help stop fraudulent activity.



Contact our support team if you have any questions.