

# CONNECTIONS

Summer **2018**

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## New Faces



**ALEX JONES**  
Programmer II



**CYRUS LUTERO**  
Marketing & Communications Manager



**JANINE TRAVER**  
Senior Quality Assurance Analyst



**USHA GOLLA**  
Quality Assurance II

## New Roles



**MARIO RODRIGUEZ**  
Software Implementation Analyst II

## Welcome



We hope your summer is off to a fantastic start. We've been busy this past quarter and excited to share with you the latest news. Since the last newsletter, four new employees have joined the WRG team. We attended key conferences that included SymEast in Baltimore, SymCentral in Dallas, SymWest in Salt Lake City, and the Corelation Client Conference in San Diego. Also in the last quarter, we welcomed three new clients and went live with upgrades to the products of seven current clients.

Make sure to check out the list of available product updates, information regarding Slack, and our upcoming webinar and event schedule on the second page of this newsletter. Connect with us on Facebook, Twitter, and LinkedIn for the latest news. Thank you for your business and we look forward to working with you to continually improve your digital channels.

*hello  
Summer*

## New Clients

We would like to **WELCOME** the following credit unions to the WRG family!

**Glendale Area Schools CU**  
Glendale, CA  
Symmetry eBanking

**National Co-operative CU, Ltd.**  
Roseau, Dominica  
Symmetry eBanking

**Pacific Service CU**  
Concord, CA  
Tellyery

## New Conversions

Last quarter saw **SEVEN** significant live deployments of upgrades. A huge **THANK YOU** to all those involved!

**Anoka Hennepin CU**  
Coon Rapids, MN  
Service Bureau

**Blue Eagle CU**  
Roanoke, VA  
Service Bureau

**First Peoples Community CU**  
Cumberland, MD  
Symmetry eBanking

**Mobiloil FCU**  
Beaumont, TX  
Symmetry eBanking

**Olympia CU**  
Olympia, WA  
Symmetry eBanking

**Service 1st FCU**  
Danville, PA  
Symmetry eBanking

**UMe FCU**  
Burbank, CA  
Symmetry eBanking



## WRG in the News



### Guardian Analytics Integrates with WRG

Guardian Analytics, the market leader in bank fraud detection through real-time behavioral analytics and machine learning, integrates with Wescom Resources Group. The integration will provide clients a best-in-class fraud detection solution while still offering a frictionless digital banking experience for their members.

Read the full Guardian Analytics press release [here](#).

## Product Updates

New features for Online and Mobile Banking are now available. For more information, refer to our Product Documentation Site.

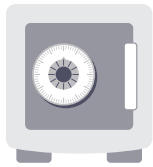


### Online Banking

- Background Image
- IRA Distribution
- IRA Contribution
- Alerts Scheduler (allows for CU to schedule the day/time by alert type)
- Display Routing and Account Number
- Masked Bill Pay and ACH Payee Account Numbers

### Mobile Banking

- Display Routing and Account Number
- Masked Bill Pay and ACH Payee Account Numbers



## Security Reminders

WRG recommends that current clients periodically review your business rules to help prevent fraud.

- Review the *Security Measures* found in our Product Documentation Site
- In the OLB Admin:
  - » Layered Multi Factor Authentication settings
  - » ACH - review limits
  - » Bill Pay - review limits
  - » Message templates - review and enable applicable templates
- PayPal Settings
- Remote Deposit Capture security/risk settings

## Tellergy® Webinars

Join Kerry, our fabulous sales executive, in a series of webinars featuring a live demo of Tellergy. She will demonstrate the benefits your staff and members will experience on the teller line using our Tellergy software running on Verifone's multimedia terminal. To register for the upcoming webinars, contact Kerry at [kschiappa@wescom.org](mailto:kschiappa@wescom.org) or keep a lookout for the registration email.



### UPCOMING WEBINAR SCHEDULE:

**July 26, 2018 @ 10AM PDT**

**August 22, 2018 @ 10AM PDT**

## Collaborate With Us



is our new collaboration tool for our WRG clients. It's a digital workspace for messaging, tools, and sharing files. To request an invitation, please click below.

[REQUEST AN INVITE](#)

### What WRG Slack IS

- A place to meet and collaborate with other WRG clients.
- A place to find out about WRG announcements, webinars, and blog posts.
- A place to discuss industry trends, tips and tricks, and new technology offerings in the credit union space.

### What WRG Slack IS NOT

- A replacement for Salesforce.
- A place to post confidential member or credit union information.
- Social Media - please keep the politics, religion, and pictures of your food off of here.



## Upcoming Events

### Symitar Educational Conference & TechConnect

August 27- 30, 2018

San Diego, CA

Learn more and register [here](#).

