

What's been going on at CUOL **Blackhawk Area CU & UCF FCU Join CUOL Family**



Rhonda Schroeder, CEO (left), and Sandra Howard, Credit Manager (right), Blackhawk Area CU

CUOL is pleased to welcome Blackhawk Area CU of Savanna, IL. 6,000 Members and \$27 Million in assets, the credit union serves the workers of the Pacific Railroad.

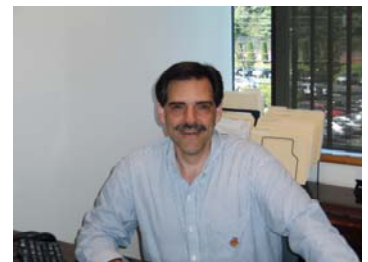
CUOL is also pleased to welcome UCF FCU of Orlando, FL. With over 5,000 members and \$42 million in assets, UCF is the credit union that serves the University of Central Florida.

These two credit unions are currently operating in-house on the FOCUS XP platform and are looking forward to converting to XP2, and migrating over to CUOL in the near future.

CUOL's Addition to Staff

We are very excited to introduce the newest member of the CUOL team. Anthony Patella joins CUOL as our Director of Data Center Operations. Filling this new position at CUOL, Tony brings a tremendous amount of experience in project design and management; team building; organizational and time management; as well as analytical skills and problem resolution.

With his background in financial services, as well as the data processing/service bureau industry (he spent a number of years in a leadership role with the local NCR data center), Tony has a strong commitment to customer service, and supports CUOL's emphasis on providing the highest possible level of service to our credit union clients. His commitment to quality control and overall excellence will help CUOL continue to raise the bar for service level standards.



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Message from the President **Our Sincere Thanks!**

I do not think I need to tell any of you what we have collectively gone through over the past few years. What I do wish to tell you is how much I appreciate and respect your support through the entire conversion process. All of us at CUOL wish to thank you for stepping up to the challenge of learning an entirely new core system in a very short period of time, as well as "waiting it out" for the enhanced functionality in the new service packs that will in time bring back not only automation that we felt was lost, but many new services that were never before available.

At our February user meeting, we discussed our strategic initiatives for 2008 and beyond. Additionally, the President of XP Systems, John Edwards, and Senior VP of Development, Dwayne Jacobs, shared with us XP's initiatives for future releases, and covered in great detail the issues we reported through our conversion process. The resolutions to many of those issues have been incorporated into service pack 13i, on which all CU's are currently operating. Resolutions to more of our issues will be incorporated into upcoming service packs, as John and Dwayne discussed in our meeting.

Now that the conversion is complete, we are moving forward and are migrating several in-house XP credit unions to CUOL. While a migration is less challenging than a conversion, each pose different challenges. Many of these new clients bring with them third party service providers CUOL has never supported in the past, thus enhancing CUOL's position to offer you alternatives for services that might be of interest.

While there are a few credit unions that have decided not to wait for many of the enhancements XP will deliver to CUOL in the next year or two, we are adding a number of long-term XP in-house credit unions that love the XP system and wish to continue to use it. We feel that we have a lot to learn from the staff members of these credit unions, as long-standing XP users.



They've also infused the CUOL staff with excitement and energy by showing their appreciation and gratitude for the value we've been able to bring to them, by relieving the burden and responsibility of running their core data processing system in-house.

It's obvious that technology runs the universe, and all of us can only embrace it and make it work for us. Through all of the changes we are making - from new product & service offerings to new third party service providers - we continue to emphasize service above everything. We realize that there are many other service bureau solutions out there in the credit union industry, but we continue our focus and commitment to customer service. Through initiatives including documenting our formal Service Level Standards (SLS), re-engineering the way we use our call tracking software tool, and replacing third party service providers who expose the CUOL customer base to a high level of risk, we continue our emphasis on improving communication and providing the highest possible level of service to all CUOL clients.

We are committed to delivering personalized service to each of our credit union business partners. Whether it be through supporting your daily operations, assisting your staff with their focus on compliance, new regulations, and frequent audits/examinations, or helping you implement new products and services; I want you to know that we are here for you, and that we will do whatever it takes to help your credit union serve your members to the best of your ability each and every day.

CDB

"I appreciate and respect your support through the entire conversion process."

"We are committed to delivering personalized service to each of our credit union business partners."

New Products & Services Supported Through XP2

- ◆ Commercial Accounts (ComCore)
- ◆ Risk-Based Pricing
- ◆ Automated Loan Decisioning
- ◆ Courtesy Pay
- ◆ e-Deposits through Internet Banking
- ◆ Cash Dispense Machine (CDM) Interface into the Core
- ◆ Health Savings Accounts
- ◆ Shared Branch Acquirer (SBA) Interface into the Financial Services Platform
- ◆ Automated EFT Balancing Tools/Aids
- ◆ eDocument Solutions
- ◆ Online Credit Card Processing

**If you are interested in any of these products or services, please contact support@cuol.com for more information and pricing.*

CUOL is Growing!

We have acquired additional space at 1601 Trapelo Road, and in early November, we will move the training room from 600 Main Street to a suite a few doors down from our main office. This new suite will house our reception area as well as a media room that will be used for on-site training, testing business resumption services, and as an additional conference room for meetings.

In addition to our new space, we have hired Office Environments to work with us to completely redesign the space in our main office to allow us to improve the space occupied by each department/functional area, and to support our growth strategy by creating additional work space for future new employees.



Other IT Services Available

We know that you're familiar with the core data processing solutions CUOL provides to our customers, but are you aware of the additional IT services CUOL provides to supplement core processing? The services listed below are available either on a "number-of-hours per-month" basis, or through annual contracts. Contact Barbra Lowman, COO, for more information.

- ◆ Network Hosting and Administration
- ◆ e-Mail Hosting and Administration
- ◆ e-Statements and Integrated Check Imaging
- ◆ Website Design and Hosting
- ◆ Intranet Design and Hosting
- ◆ Business Continuity Planning Services
- ◆ Strategic/Technology Planning & Facilitation
- ◆ Custom Application Development
- ◆ Other CU Industry Technical Consulting Services



What's New @ CUOL???



Customer Care Program

Through our formal customer care program, CUOL Support Services resources will conduct regularly scheduled updates with every CUOL customer. Telephone updates will be conducted monthly, and on-site visits will be scheduled as needed, at a minimum of once per year. The purpose of these updates is to discuss open issues, support concerns, provide updates on CUOL development initiatives and projects, etc.

Our customer care team will serve as a central clearing house of information and statuses regarding each customer's current standing with CUOL. They will assist customers in documenting enhancement requests, reporting bugs and tracking their resolutions, and they will serve as a liaison to follow up on outstanding projects and commitments with other CUOL departments. The team will also function as a liaison between customers to identify common issues/needs and themes for development. They will identify and report issues that affect, or have the potential to affect, multiple customers.

Our goal is for the customer care team to be proactive on behalf of all CUOL customers!

New Accounting Suite

CUOL has signed a contract with IntegraSys to license and implement their WISDOM accounting software suite. The suite includes: a core General Ledger system and budgeting module; as well as optional modules for Fixed Assets; Prepaid Expenses; Investments/Securities; Accounts Payable; and robust 5300 reporting. The new accounting solution provides access to prior years of GL history, an expanded number of concurrent users, as well as a full report writer tool. CUOL credit unions were invited to participate in an Internet-based demonstration/overview of the WISDOM accounting suite, and we've received overwhelming positive feedback from those who did! We will begin the WISDOM migrations in the 4th quarter of 2008, and will complete them in early 2009.



Generator Installation

Almost five years ago, we moved into our offices at 1601 Trapelo Road. One of the driving factors for the move was the power issues we experienced at 600 Main Street. As we negotiated our lease and prepared for the move, Boston Properties assured us that they had a remarkable record for "up time", and that the building was never "down". Unfortunately, this has not been the case over the past 18 months, and we've experienced several power failures in the building. Those few recent outages had a major impact on your ability to properly service your credit union, as well as your membership.

Boston Properties has approved our plan to install a natural gas generator in the P1 parking level at Trapelo Road, and we've executed the necessary contract and ordered the generator. This generator will have an automatic failsafe cut-over in the event of any future power failure. The preparatory tasks are underway, and we expect to complete the generator installation in the 4th quarter of 2008. All credit unions will be notified well in advance of any anticipated cut overs.

Did You Know...

(Initiatives to make your job easier...)

CUOL has implemented several initiatives/projects in an effort to make your job easier. Some of these items include:

- ◆ **5300 Reports** - a suite of custom Crystal Reports to assist our CU's in completing their NCUA Call Report.
- ◆ **High Dollar Activity Reports for Internet Banking & Voice Response Activity** - a custom Crystal Report to identify high dollar activity (above the CU defined threshold) performed by your members through Internet Banking & Voice Response.
- ◆ **First American Real Estate Tax Services (FARETS) File Interface** - a custom interface to read a FARETS file and update the escrow list entries in the XP2 database for the corresponding escrow payees with the tax installment payments for the specified tax year.
- ◆ **Internet Banking RFP/Vendor Search** - We're addressing the significant conversion and bill pay issues our CUOL customers have experienced with Fidelity by performing a system search for a replacement vendor. We plan to sign a contract within the next 45 days, and provide a demo of the new solution at our next User Group meeting.

Upcoming XP2 Service Pack Content

Service Pack 15

SP15 was originally scheduled for an August/September release. Due to the fact that the release contains so many new features and enhancements, more quality assurance and beta testing were required. The release is now scheduled for general distribution in December, 2008, so we'll install it for all CUOL credit unions in the first quarter of 2009.

Highlights

- ◆ Jump Up Certificate Rate
- ◆ **Verification of Deposit (even better than what we had on MANAGER GOLD!!)**
- ◆ **CNOMS migrated into the Financial Platform**
- ◆ Automatic Float and Holds
- ◆ **Automated Currency Transaction Reports**
- ◆ **Automated Loan Adjustments and Reversals in XP2!**
- ◆ New Member Loyalty Program Functionality
- ◆ Update Member & Update Member Branch Functionality Moved Into XP2
- ◆ MTS Record Creation/Update Moved Into XP2 (with an unlimited # of cross-member accounts now supported!)
- ◆ Share Draft Transaction Summary and Renew Certificate Transactions Moved Into XP2
- ◆ Teller Environment (TLEV) Moved Into XP2
- ◆ Change Product Type Moved Into XP2
- ◆ New Links for Sales Opportunities & Contacts from the Financial Platform
- ◆ Improvements to History Inquiries in XP2
- ◆ CD maturity Enhancements

Service Pack 16

SP16 will be delivered and installed in 2009.

Highlights

- ◆ Shared Branch Acquirer Member Service Platform Integration.
- ◆ Teller Platform Improvements:
 - Interface with Liberty to order checks
 - Plastic Card/SDC #/LDC # Lookup Capabilities
 - Add More Alerts
- ◆ Teller Platform Improvements:
 - Allow Refinance When Loan Interest is Future Effective Dated
 - LOC Loan Limit Increase/Refinance in XP2
- ◆ Member/Account/Loan Filter

Service Pack 16, continued

Highlights, continued

- ◆ Windows VISTA Compatibility
- ◆ CNOM Payment Calculator
- ◆ ComCore - Phase 3
 - Investor Payments
 - Financial Page for Individuals
 - Commitments for Individuals
 - Relationship Manager for Individuals
 - Application/Loan Level Customization



CUOL 2008 & 2009 Development Initiatives

- ◆ **Store and Forward - Phase I**
(by EOY 2008)
- ◆ **IRA RMD Application - Phase II**
(January 2009)
- ◆ **Store and Forward - Phase II**
(1st Quarter 2009)
- ◆ **Consolidated Rate Change Application**
(1st Quarter 2009)

**More details will be provided at the next User Group meeting*

JOIN US IN ATTENDING THE XP ANNUAL CUSTOMER CONFERENCE
Monday November 3rd to Wednesday November 5th, 2008
Sheraton San Diego Hotel and Marina
1380 Harbor Island Drive
San Diego, CA
(619) 291-2900

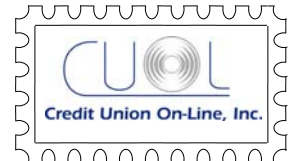


XP Systems is proud to host the 28th Annual Customer Conference at the San Diego Sheraton Hotel and Marina. This year's conference format has been changed to offer attendees more opportunities for product exposure and business networking. Daily general sessions will be hosted by industry leading experts to discuss current trends and influences in our marketplace. Numerous product and service breakout sessions are planned throughout the conference. The XP2 Lab and Business Partner Exhibit Area will be open throughout the conference showcasing many products and services from both XP Systems and our Business Partners.

Please contact Elayne Charron, VP of Support Services to register for the conference (elayne.charron@cuol.com, or 781-642-6100 x312). Please make your own hotel and air reservations. Hotel reservations must be completed prior to October 9, 2008, but conference registrations will be accepted until October 30, 2008. When you contact Elayne to register, please let her know when you plan on arriving, and if you will be participating in any of the extra curricular events, along with your shirt size. We will coordinate a CUOL group dinner one evening during the conference. We hope you'll be able to join us!

CUOL e-NEWS

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2008 CUOL Calendar

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New Year's Day.....Jan. 1
Martin Luther King Jr. Day ...Jan .21
President's Day..... Feb.18
Memorial Day.....May 26
Independence Day.....July 4
Labor Day.....Sept. 1
Columbus Day.....Oct. 13
Veteran's Day.....Nov. 11
Thanksgiving Day.....Nov. 27
Christmas Day.....Dec. 25