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Wishing all the best for our Technology Partners in 2019!



Your CUNA Mutual Group Technology Partner Team (from left to right): Back: Dustin Thoren, Lucas Carney, Joe Schubert, Chuck Cashman; Front: Dan Fandrey, Mary Funseth.

What's New at CUNA Mutual Group?

CUNA Mutual Group was recently honored as a recipient of the Distinguished Performer Award for Diversity as part of the Deloitte Wisconsin 75 program. This is the third consecutive year CUNA Mutual Group was honored as one of the six Distinguished Performers. The company was recognized for its community work in 2016 and its innovation in 2017. [Read more.](#)

New Pulse Survey Reveals Disconnect Between Middle Class's Aspirations and Resources

The middle class believes their ability to achieve the American Dream remains alive, but their own assessment of their financial security suggests they may be too optimistic, according to a new survey from CUNA Mutual Group, the leading provider of lending, insurance, investment and financial technology solutions for credit unions. [Read more.](#)

CUNA Mutual Group Has Acquired Compliance Systems, Inc.

We are excited to announce that CUNA Mutual Group has acquired Compliance Systems, Inc. (Compliance Systems) – a technology company that provides expert data analysis to ensure appropriate compliance within the documents and content required for financial transactions. Compliance Systems is located in Grand Rapids, Michigan.

The solutions offered by Compliance Systems address a need similar to CUNA Mutual Group's LOANLINER business, which provides compliant document solutions for deposit and lending transactions. However, the Compliance Systems' technology solution enables users to configure document content, select and associate appropriate documents to all parties in a transaction, and assemble documents dynamically for immediate use. Acquiring Compliance Systems is a natural way to modernize and expand our current LOANLINER document solutions over time.

What does this mean for your organization: status quo. In the coming months we will be reaching back out with updates regarding this strategic acquisition. As always, if you have any questions, feel free to reach out to [Chuck Cashman](#) or [Joe Schubert](#).

Use Our Website Contact Form for Requests/Notifications

When a credit union is converting to your system, you need an XML rate file, or need some other technical support for Payment Protection products or lending questions, please utilize the new request form on our website. This method will save you time and provide us the information we need to fulfill your request faster. Your request will come to our group mailbox which is monitored every business day. When you send emails directly to an individual, that person could be out of the office, thus delaying fulfillment.

Our new form is located on CUNA Mutual Groups website under the "Resources" tab located at the top of the page on the right of the page. Under "Other Resources" click on "Technology Providers" and then "Contacts". On the "Contacts" page look for the green button that says "Contact DP Solutions" or click on the button below.



Contact DP Solutions

You'll need to select the reason for the request, the date needed by, your contact information and the specific credit union. When you start typing the credit union name, you can choose the credit union from the dropdown list by verifying the city and state. The form will automatically fill in the CUNA Mutual contract number. If your question is not about a specific credit union, just put NA in those fields.

If you've never used our Tech Provider Resource Center, there are additional key contact people and resources that you may need. We appreciate you working with us to help our mutual clients have a smooth conversion or resolution to their Payment Protection issues. If you have any feedback or questions for us, you can use [the new form](#) to contact our department.

Tracking Insurance Effective Date and Who Sold the Insurance

For credit insurance, credit unions are required to track the effective date of coverage and who sold the insurance. This information is necessary for the administration, oversight, and insurance department auditing process. We recommend that both loan origination systems (LOS) and core systems add standard fields to track these. Following are some points to consider as you add fields to your system.

Insurance Effective Date

Ideally, this date is tracked separately for life and for disability. How this is done, if possible, may be related to how insurance is coded on your system. Many systems have separate codes for life and disability, so this field can be tied to the appropriate life or disability code.

At loan origination, this field can be defaulted to the loan date if coverage is elected. It should be left blank if coverage is not elected. On the core system, the field should accept what is sent by the LOS. The field should also accept any date entered by the end user to facilitate insurance that is sold after the loan is on the books. Ideally, the field should not accept any date entered by the end user that is prior to the effective date of the loan.

Insurance Producer Name

The person who sold the insurance is commonly referred to as the insurance producer by an insurance department. In many cases, this will be the loan officer who handled the loan but not always. The system can be defaulted to the loan officer but must have the ability to be overwritten with another employee of the credit union. In an ideal situation, the field could be limited to only certain employees of the credit union to prevent the name of an unlicensed employee being entered when licensing is required to sell the insurance. If it is easier to use an employee code number instead of name, that is acceptable.

If you have any feedback or questions for us, you can use [this form](#) to contact our department.

Single Premium Credit Insurance Certificate Fields

CUNA Mutual Group has implemented new credit insurance forms across most states over the past five plus years. We want to bring to the attention of those of you who support our Single Premium Credit Insurance a few new data fields included on the forms. These are the Term of Loan in months, Monthly Loan Payment, Initial Amount of Loan, and Interest Rate.

These fields should be populated with values based upon the loan document and should not be capped at insurance maximums. Notice that the term and payment need to be converted to a monthly basis if they are not already.

In addition, we would like to point out a few insurance fields which can be difficult to determine when insurance maximums come into play. These are the Expiration Date of Insurance, Term of Insurance in months, and Implied Amortization in months. You likely have calculated these fields to properly calculate the insurance premium, but CUNA Mutual Group's programming specifications also provide information on how these are to be determined.

We ask for your support in providing values in your output which can be used directly to fill out these fields. If your system uses CUNA Mutual Group's Calc Engine, the output has specific variables dedicated to these fields. If you have any feedback or questions for us, you can use [this form](#) to contact our department.

TruStage Files and Foreign Addresses

As mentioned in the Fall Edition of E-Exchange, the European Union's General Data Privacy Regulation is now in effect. Since TruStage does not offer its products outside the United States, we are taking measures to ensure solicitations are not sent to members with foreign addresses or Overseas Military Mail addresses, such as Army Post Office (APO) or Fleet Post Office (FPO) addresses. Additionally, in order to avoid collecting personal data about individuals who generally are not eligible for our products, we ask all system providers to amend their TruStage data extract programs to exclude data for members whose addresses fall into the groups noted above.

CUNA Mutual Group will provide more specific direction to data processors in the First Quarter of 2019. In the meantime, if you have any questions, please contact our [Data Management Team](#).

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