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For more information contact:

*Scott Page, EVP
800-327-3478 x103
spage@cuanswers.com*

CU*Answers Attacks Privacy 2010

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CU*Answers, a CUSO known for providing its flagship core processing system, CU*BASE, is forging straight ahead with its ambitious project of Privacy 2010, to protect members' personal information and to cleanse screens accessed via its Teller, Phone Operator, and Inquiry of non-essential personal information such as Social Security Number, mother's maiden name, etc.

According to the CUSO, the project has blossomed into a tremendous amount of work as they discovered various methods by which these screens could be accessed. For many screens, they simply chose to remove the private information, and in areas where it was still needed by credit union staff, they created a new Privacy Controls Configuration, which allows users to determine what will be visible and/or masked (such as showing SSN as ***-**-1234) for employees versus non-credit union employees, so that credit unions can provide an even higher level of privacy for their members.

Additionally, while adding these privacy controls, the ability to search for a member's SSN/TIN was removed from Teller, Phone Operator and Inquiry, so that people can't start just searching for valid Social Security Numbers.

About CU*Answers

CU*Answers was founded over 35 years ago and is a 100% Credit Union owned CUSO located in Grand Rapids, Michigan. CU*Answers offers a wide variety of services for credit unions including its flagship CU*BASE Processing System in both an Online (ASP) and In-house environment, Internet Development Services featuring the **It's Me 247** Online Banking product, Member Check Processing and Direct Deposit processing services. CU*Answers provides combined services to 165 credit unions nationally representing nearly 1.5 million members and \$10 billion in credit union assets. For more information about how "We Make Credit Unions Go" please visit CU*Answers at www.cuanswers.com.

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Please contact Scott Page for more information at spage@cuanswers.com or 800-327-3478 x103

CU*Answers

6000 28th Street SE, Grand Rapids, Michigan 49546

www.cuanswers.com