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## **CU\*Answers Gividends Team Provides Compromised Card Support**

### **Grand Rapids, Michigan –July 28<sup>th</sup>, 2009**

CU\*Answers, a 100% credit union – owned CUSO known for providing core data processing is continually expanding its product and services offerings for credit union clients. The CU\*Answers Gividends Team, which offers a suite of managed services to credit union clients, is now offering assistance to credit unions afflicted with a compromised card situation.

According to the CUSO, compromised ATM/Debit and Credit card events continue to be on the rise. The recovery process is very tedious and frustrating to members and institutions regardless of the number of plastics involved. The Gividends Team at CU\*Answers is offering a new compromised plastics program, available in three different service levels. The services offered from this program range from sending maintenance files to card vendors, updating card configurations to designing personalized communication campaigns and directly contacting members affected by a compromised card situation.

Shirley Moore, EFT Account Executive for CU\*Answers says, "We're very excited to offer these services to credit unions. Unfortunately, compromised card instances are on the rise. We want our credit unions to know that we are available to help in any situation, big or small, regardless of the number of cards affected."

### **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](http://www.cuanswers.com).

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