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CU*Answers Collections Team Provides Seamless Support

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CU*Answers, a CUSO traditionally known for providing data processing, stepped in to help Focus Credit Union by providing Collection Service support when one of its Collectors fell ill.

CU*Answers has been providing some early stage collection services to Focus Credit Union since May, 2009. When the Credit Union was unexpectedly short staffed due to illness in September, the CUSO was eager to step in, providing seamless support. According to the CUSO, its ability to provide these services stems from the ability to work on the same processing system, with the same tools, allowing CU*Answers staff to view previous member history, collections notes, and details not typically available to other 3rd-party support.

Dean Wilson, CEO for Focus Credit Union says, "Knowing that CU*Answers is there for our Credit Union in a time of need takes a lot of pressure off my staff members, allowing them to do what they do best, serving members. After one phone call, the Collections Specialists at CU*Answers were working our delinquencies which greatly eased the burden of missing a staff member. Having their staff jump in to help us in this pinch makes me feel like we are all rowing the boat in the same direction."

Collections services are just one of many collaborative managed services provided by the CUSO. CU*Answers Management Services provides full-service add-ons for credit unions, assisting by providing support in areas such as Audit and Compliance, Collaborative Marketing, Bookkeeping, Call Center Services, and much more. For more information, access <http://ms.cuanswers.com>.

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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