

# Welcome to the Next Generation: CO-OP Shared Branching

*Rosemarie Hunt,  
Canoga Park, CA  
Between prepping  
for the annual sales  
conference in Vegas,  
the family vacation  
in Italy, and daughter  
Caitlyn's recital across  
town, it's reassuring to  
know her credit union  
gives her a branch  
right around 4,200  
corners.*



Your members expect the convenience and reach that big banks promote, with the personal service and member incentives only credit unions can deliver. The latest and most innovative products and services. The assurance that their credit union is taking advantage of the most advanced technology.

You can depend on more flexibility. More security. More advanced delivery options. The freedom and reliability afforded by the only shared branching solution running on the Next Generation Network platform. The reach of shared branching. The strength of NGN technology. A match made only at CO-OP.

### Of, By, and For Credit Unions

Meet the only shared branching platform owned by, built by, and designed for credit unions. The Next Generation Network offers greater functionality than any other platform: better fraud protection, greater information capacity and reduced costs

### Universal Hub

Much more than just a shared branching platform, NGN acts as a universal hub connecting your credit union to a variety of innovative CO-OP products and services. The power of NGN gives your members more ways to access their accounts and perform transactions, from the at-home convenience of CO-OP My Deposit to the extended hours of Fast Branch kiosks and a range of other EFT categories.

### A Real Crowd-Pleaser

NGN is the most widely used platform, accounting for 97% of CO-OP Shared Branching's transactions in the past year. Its versatility and ease-of-use allows CO-OP Shared Branching to meet credit unions'—and their members'—changing needs through constant innovation.

### NGN Arsenal of Value-Added Tools

#### Locator Services

Give your members more ways to find the most convenient shared branching location: online at [cuservicecenters.com](http://cuservicecenters.com), by phone at 800-919-2872, by GPS, via iPhone app or anywhere they see the CU Service Centers name and logo.

#### Secret Shopper Program

Ensure that your members receive the level of service they expect at their home credit union, anywhere.

#### Fit-Your-Needs Teller Platforms

If your data processor lacks its own teller platform, CO-OP Shared Branching offers several teller platform products to fit any credit union need.

**Reporting**

Get daily and monthly reports through email or FTP. Easily sort, filter, summarize and graph data.

**CURe**

When disaster strikes, you don't have to lose touch with your members. CO-OP's ironclad disaster recovery product steps in to fully service your members even when your data center is incapacitated.

**CO-OP Member Center**

As your 24/7 member service call center, the CO-OP Member Center improves the speed and efficiency of your daily lending operations. Whether after-hours, overflow, or for complete outsourcing.

**Benefits for Your Credit Union:**

- Retain your members by giving them what they want most—convenient access to more locations.
- Reach your volatile members—make unprofitable accounts more profitable.
- Increase your reach simply by sharing existing branches through an affordable, nationwide system.
- Create more revenue opportunities by serving a larger member base.
- Improve your ability to provide business continuity during times of disaster.

**Benefits for Your Members:**

- Thousands of locations nationwide for easy account access anywhere your members go.
- Evening and weekend hours at a number of locations.
- Flexibility in how and when your members conduct their financial business.
- Members have continuous access to their accounts.

**More Business Benefits****Expert Operations and Marketing Support**

Implementation and day-to-day operational support, research and development, demographic analysis, and updates on national operating policies and procedures. Marketing support and branded marketing materials are available to help you promote the shared branching program.

**Far-Reaching Disaster Recovery Strategy**

Provides continuous service in the event of disaster.

**Reliable Quality Control**

Ensures your members receive the high quality, personal service, along with monitoring the no solicitation rule.

Offer your members the convenience of CO-OP Shared Branching!

Visit: [www.cusn.com](http://www.cusn.com)

Call: 888.500.2876 ext 7235

Email: [info@cusn.com](mailto:info@cusn.com)

**CUSN** CU service network

