



Corporate. Connection

Fourth Quarter 2021



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2021 Annual Meeting Recap: Meet Your Board of Directors!

Vizo Financial Corporate Credit Union's 2021 Annual Meeting was held virtually on September 8, 2021. To view a recording of the virtual Annual Meeting, watch the [video here](#) or visit our website at www.vfccu.org.

During the meeting, we announced the results of the board election. Daniel Berry, Duke University Federal Credit Union, Durham, N.C., and Paul Hughes, Greenville Federal Credit Union, Greenville, S.C. were both elected to Vizo Financial's board of directors for three-year terms.

However, when voting closed in this year's election, two candidates were tied for the third board seat – Jerry King, president/chief executive officer of DEXSTA Federal Credit Union and Michael Thomas, chief financial officer of Service 1st Federal Credit Union. As a result, a runoff election was conducted from September 9, 2021, until September 30, 2021. Jerry King, DEXSTA Federal Credit Union, Wilmington, Del. was elected to Vizo Financial's board of directors for the remaining three-year term board seat per the runoff election results.

At Vizo Financial's board of directors' reorganization meeting, the following officers were elected: chair, Jerry King, president/chief executive officer of DEXSTA Federal Credit Union in Wilmington, Del.; vice chair, Scott Woods, president/chief executive officer of South Carolina Federal Credit Union in Charleston, S.C.; treasurer, Jeff Chelius, chief financial officer of Riverfront Federal Credit Union in Reading, Pa.; and secretary, Scott Weaver, president/chief executive officer of Carolina Foothills Federal Credit Union in Spartanburg, S.C.

Committee appointments included the following:

Supervisory Committee: Richard C. Burtnett (chair), Michal Parker and Kimberly Witt

Credit Committee: Genice DeCorte (chair), Richard Socha-Mower and Juan C. Canal

ALCO: Jeff Chelius (chair), Paul Hughes, Mark Volponi and Scott Weaver

ERM Committee: Jeff Chelius (chair), Cosby Davis, Rick Burtnett and Elaine Nissley



Jerry King, chair
president/CEO
DEXSTA FCU, Del.



Scott Woods, vice chair
president/CEO
South Carolina FCU, S.C.



Jeff Chelius, treasurer
CFO
Riverfront FCU, Pa.



R. Scott Weaver, secretary
president/CEO
Carolina Foothills FCU, S.C.



Daniel Berry, director
CEO
Duke University FCU, N.C.



Genice DeCorte, director
CEO
HealthShare CU, N.C.



Alison DeTuncq, director
president/CEO
University of Virginia
Community CU, Va.



Paul Hughes, director
president/CEO
Greenville FCU, S.C.



Mark Volponi, director
president/CEO
U\$X FCU, Pa.

TIME TO CELEBRATE: International Credit Union Day!

Do you know the great thing about being a part of a family? You always have someone to support you, encourage you and inspire you. And the same thing can be said about credit unions. We all share the same last name, values and philosophies, and that makes us a family. So, what better way to celebrate our movement's spirit than joining together with our global credit union family in celebration of [International Credit Union Day](#) on October 21, 2021?

ICU Day provides us with an opportunity to come together and raise awareness about the importance of people across the world having a credit union as their partner throughout their financial journey. Credit unions have been a financial partner to their members for more than 100 years, and on October 21, 2021, we will join credit unions across the world to celebrate our movement and how far it has come! The theme for this year is "Building financial health for a brighter tomorrow." This theme revolves around how credit unions continuously put their members first and work to enhance their financial well-being, which ultimately leads to a brighter future for their members.

As credit unions, serving our members has always been our top priority, so we encourage you to use this day to share your member experiences and raise awareness about credit unions and financial cooperatives on social media using the hashtag #ICUDay! We also encourage all credit unions to use ICU Day to promote the achievements of our movement and remember the history behind our movement.

Need materials to promote ICU Day? No problem! You can get free ICU Day materials like press releases, social media graphics, posters and more by [clicking here!](#)

We hope you'll join us on October 21, 2021, to celebrate our movement's spirit and the work that credit unions are doing across the world!



Holiday Closings

Vizo Financial will be closed in observance of the following upcoming holidays:

Thursday, November 11
Veterans Day

Thursday, November 25
Thanksgiving Day

Monthly Financials Now Available

Vizo Financial is pleased to announce that our monthly financials for June, July and August 2021 are available on our website. To review the financials, please [click here!](#)

LAST CHANCE: Virtual Payments Conference

Calling all credit union payment professionals!

Vizo Financial's virtual Payments Conference is right around the corner on October 19-20! And the deadline to register is approaching quickly! Not only will you receive top-notch payments education, but you'll also have the chance to earn five CPE credits and hear from payment professionals on the latest, greatest and most talked about trends in the payments arena!

So what do you say? Let's come together with other experts in the field and the people who process payments in credit unions every day to share in Vizo Financial's virtual Payments Conference!

And don't forget to download the event portal where you can connect with other credit union professionals, complete your evaluations, play games to win prizes and more! Be sure to check it out after you register!

The cost to attend is \$125 for members and \$175 for non-member credit unions. We hope to see you there!

[Click here](#) or go to www.vfccu.org to register now!

Focus Spotlight: Core Processing in CUaxis

You know what's so great about CUaxis? It's a community where being a member means inspiring and supporting other credit unions, where core collaboration thrives and competition ceases to exist. CUaxis is a way to help you connect with your fellow credit unions more easily over a common core solution. So why is our core processing solution so great? We're glad you asked!

In an effort to meet the varied needs of our credit union members, the CUaxis community offers a state-of-the-art powerful core processing solution called CU*BASE, through our collaborative partnership with CU*Answers.

CU*BASE is a completely turn-key, self-processing system that also has the flexibility to serve as an application service provider! This means a credit union or group of credit unions can be shared processors, which is collaboration at its finest! And did we mention the unrivaled support from our core team? It's true! After all, it is a solution brought to you by credit union cooperatives!

Oh, and we can't forget the cutting-edge CU*BASE core suite, which includes an online and mobile toolset with features like:

- Comprehensive education, online help and reference tools
- Flexible, robust configuration options for savings, certificates and loans
- Online inquiries for easy accrual verification, daily gains and losses balancing
- Accounts payable tracking
- Online credit reports retrieval and storage
- Tiered rates based on loan balance
- Online member survey tracking and analysis
- Full line of inquiry tools
- "New Member" alert comments
- Teller cash dispenser/recycler integration
- And so much more!

So, what are you waiting for? Join more than 350 credit unions across the country, ranging in asset size from under \$1 million to more than \$1 billion, and become a part of the CU*BASE core family! If you're interested in learning more about our core processing solution, check out the CU*BASE demo or contact us at cuaxis@vfccu.org.

Thank You New Users

Thank you to the credit unions and organizations that recently began using the following services:

Business Continuity Planning
Utilities Employees CU PA

Business Continuity Testing
rkGoBig, LLC PA
Utilities Employees CU PA

CECL
Credit Union of Richmond, Inc. VA

Domestic Wires
CHABOT FCU CA
Essex Co. NJ Emp. FCU NJ

i-Care Employee Benefits
1st Ed Credit Union PA

Risk Management Training
Hershey FCU PA
Northwest Municipal FCU IL

Securities Safekeeping
Lion's Share FCU NC
Southwest Communities FCU PA

Zephyr
CHABOT FCU CA
Essex Co. NJ Emp. FCU NJ
Northwest Adventist FCU OR

Thank you to the credit unions and organizations that recently began using MY CU Services:

ACH Originations
Merck Sharp & Dohme FCU PA

AFS Fraud Services
Northwest Adventist FCU OR

Consumer Bill Payment
Elliott Community FCU PA

Did You Know: You Can Do More with SimpliCD Online!

Did you know that SimpliCD Online makes it easy to purchase fully insured certificates of deposit and manage your account from the online trading platform? In September, Vizo Financial, through our partnership with SimpliCD, launched SimpliCD Online. The SimpliCD Online system is accessible through Zephyr for all credit unions that are signed up for the SimpliCD program.

SimpliCD Online makes it easy to purchase fully insured certificates of deposit and manage your account from the online trading platform. Here is a quick look at some of the great features of the new SimpliCD Online system:

- Online certificate of deposit purchases
- In app and push notifications for new rates
- Customized rate notifications
- Rollover rate notifications
- Reporting tools
- And more!

The SimpliCD Online system enables your credit union to purchase certificates of deposit online and customize your rate notifications. Receive timely notifications the moment new rates are added to SimpliCD even if you are not logged into the platform. You can also purchase directly from the notification seizing the moment to purchase limited rates before they sell out.

In addition, you may customize your rate notifications so that you only see rates that meet the criteria that YOU set. Are you only interested in a specific term this month? Only specific rates? Easily set the notifications to any criteria that you like and have those settings expire when you see fit to eliminate unnecessary notifications.

This enhancement is designed to give our credit union investors more tools to take advantage of the best rates possible and make informed decisions about their portfolio.

If you have any questions regarding the new SimpliCD Online system, please contact your investment representative or email investmentsales@vfccu.org.

Great rates move fast, and so can you with SimpliCD Online!

Community Involvement

Vizo Financial continues to make a positive difference in our local communities. Here is what we've been doing over the past few months!

Hot Dog Eating Contest Recap

The competition was fierce at Vizo Financial's eighth annual Hot Dog Eating Contest on July 21, 2021, which raised a grand total of \$10,000. All money raised benefits Children's Miracle Network (CMN) Hospitals at Penn State Health Children's Hospital in Hershey, Pa.

Since the contest began in 2014, it's brought in more than \$30,000 for CMN Hospitals! CMN Hospitals at Penn State Health Children's Hospital in Hershey, Pa. supports local families and children in the Hershey community.

Victory Junction's 16th Annual Run to Victory/ Vizo Financial's WOW – Walkers on the Way ~ Taking Steps to Support Our Local Community!

In September, Vizo Financial held a joint community event! We once again participated in Victory Junction's 16th Annual Run To Victory! Funds raised through the event supported Victory Junction, a NASCAR-themed camp located in Randleman, N.C. for children with serious illnesses. The camp gives these children opportunities to create friendships and participate in activities they never thought possible.

In conjunction with the Victory Junction fundraising event, we also held our second walking challenge through our wellness program. And this time it was a team challenge! Our staff formed teams with a group of 10 people and participated in walking challenges starting on Monday, September 20. This team walking challenge will end on Sunday, October 17. It has been a win/win for our community and employee wellness!

Thank You New Users

Core Processing

| | |
|------------------------------|----|
| Alcoa Pittsburgh FCU | PA |
| Allegheny-Kiski Post FCU | PA |
| Cheswick Atomic Division FCU | PA |
| IRS Buffalo FCU | NY |
| Iron Workers FCU | PA |
| Local 520 U A FCU | PA |
| Mercer County Comm. FCU | PA |
| New Castle Bellco FCU | PA |

Foreign Checks

| | |
|--------------------------|----|
| CACL FCU | PA |
| Caro FCU | SC |
| Chrome FCU | PA |
| Connects FCU | VA |
| Greenville FCU | SC |
| Hershey FCU | PA |
| North Carolina Comm. FCU | NC |
| Upstate CU | SC |

Homebanking Images

| | |
|------------|----|
| Newell FCU | PA |
|------------|----|

Managed IT Services

| | |
|-------------------------|----|
| Wyrope Williamsport FCU | PA |
|-------------------------|----|

Merchant Capture

| | |
|-------------|----|
| Patriot FCU | PA |
|-------------|----|

Mobile Capture

| | |
|---------------------------|----|
| Alcoa Pittsburgh FCU | PA |
| Allegheny-Kiski Post FCU | PA |
| Blair County FCU | PA |
| Crayola LLC Employees FCU | PA |
| Forge FCU | PA |
| Interstate Credit Union | GA |
| IRS Buffalo FCU | NY |
| Mercer County Comm. FCU | PA |
| Northwest Adventist FCU | OR |
| PENNSTAR FCU | PA |

Positive Pay Official Checks

| | |
|--------------------|----|
| IRS Buffalo FCU | NY |
| UFCW Community FCU | PA |
| WSSC FCU | MD |

The Onboarding Road: Which Path Will Your Credit Union Take?

By Jeanne Heath, learning and engagement champion, Vizo Financial

Two roads diverged in a yellow wood... We've all heard the next line in this famous poem by Robert Frost, but what you may not realize is how it could potentially relate to your employee onboarding program. While there are many different paths you can take when developing an onboarding program, the path you choose will influence whether a new employee stays with the company or starts searching for a new job soon after they start. Recent research from the Gallup® organization tells us that only 12 percent of employees in the United States thought their company had a good onboarding program. Moreover, Gallup® also noted that the increase in remote work was leading to less than adequate onboarding experiences for employees. The time for a change in your onboarding process is now. Throughout the onboarding process, your credit union could reach dozens of "roads" that can be taken. And while every credit union's onboarding program won't be the same, there are several components that should be included in any dynamic and engaging onboarding program.

The first component to consider occurs before an employee even applies for a position: the first impression. When it comes to the first impression a potential employee has of your company, you only get one chance. Employers are not in the hiring "driver's seat" right now. A quick Google search can bring up a variety of potential positions with varying pay levels, which is why your credit union's website needs to be dynamic and clearly answer the question, "Why do I want to work here?" Make sure your job postings are easily found and your site is mobile friendly. Potential candidates should also be able to easily find your credit union's values and mission statement, and pictures of existing employees, offices and member interactions help to paint a picture of an engaged workplace. Credit unions have a great "leg up" on other companies because of our people helping people philosophy! Use that advantage and make sure your website showcases your community involvement, your employee benefits and how your credit union is different from other financial institutions, especially for-profit institutions! First impressions continue even after a new employee accepts the position.

The time period between when a candidate accepts a position and actually starts day one is critical. It's imperative to keep your potential employee engaged at this point in the process. You can do that by sending them welcome letters in the mail or having their supervisor send them a welcome email. You can also send a welcome kit that includes a personalized letter, credit union logo swag and other information that could help them prepare for their first day.

Speaking of their first day... this is the part in the process where it is time to roll out the red carpet. If the position is in-person, make sure their desk is set up with everything they need for their first day, be available to answer their questions and genuinely welcome them to the company. If the position is virtual, make sure they have the equipment and software they need, as well as any passwords or login information. Make time to connect with them virtually and introduce them to the team. For virtual positions, it's hard to over communicate. Plan plenty of check-ins and know they all don't have to be work related! The last thing you want is for your new employee to be sitting in front of their computer thinking "now what should I do?" Provide them with directions and a schedule for the day, and make sure their supervisor stays in communication with them. Making a good first impression is an important component in the onboarding process, but it is not the only component.

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The Onboarding Road: Which Path Will Your Credit Union Take? *(continued)*

The second component is a formal training plan and a guide. It can be convenient to take the easy road here and "drop" the new employee off with someone else. However, taking the road less traveled may look a little more like expanding on their job description, explaining how their training will happen, giving them a designated person to go to for questions and providing them clear specific goals as a way for them to know if they are succeeding in their new position. It also includes important information such as the history of the Credit Union Movement, the philosophy and values of credit unions, products your credit union provides and security practices in place for your credit union.

A formal training plan, which should include on-the-job training, is an important piece to the onboarding puzzle. This will not only ensure your new employee learns all the tasks and concepts that are critical for success in the job, but also that training is consistent from one trainee to the next. On-the-job training should include training on the equipment and software they'll be using, as well as on how to find files they may need in their day-to-day work. Explaining this training process to the new employee will help them prepare for how their next few weeks or months will go. During the training process, it is important to set goals for the new employee for their first 90 days because it will help them and their manager gauge the employee's progress.

Even though on-the-job training will be a big part of the training process at this time, communication is still vital between the new employee and their manager. Make sure the manager schedules regular check-ins with the new employee and begins them as soon as possible. In these check-ins, the manager should cover performance, vision and values, expectations and motivations as well as any topics that are important to the new employee. The manager and new employee should also have monthly one-on-one meetings scheduled. These regular, extended check-ins allow the manager to ensure the employee is set up for success and gives the manager the opportunity to build a strong relationship with the new employee.

At this point, you may be thinking this is where the onboarding process ends. After all, your new employee has been hired, made to feel welcomed, trained and with the company for about 90 days. But did you know that during their first six months, new employees are still deciding whether to stay and be a part of your company or search for other job opportunities? It's true! New employees are still vulnerable to leaving at this point in the process, so if you really are looking to take the road less traveled, keeping reading!

The third component of a successful onboarding program is centered around goal setting and engagement. Now is the time when the rubber meets the road. The new employee understands their position and how they fit into it but keeping them engaged is vital. The key to continuously encourage engagement is to provide opportunities for the employee to add to their skills while also providing adequate feedback, which is why formal one-on-one meetings are critical at this point. During these meetings, the employee and their manager should discuss performance, needs, feedback and goals. This discussion should lead to goals that will help the new employee increase their skill level as well as opportunities to overcome any challenges so that they meet in an area where creativity and productivity thrive. Something to watch out for here is the manager's engagement. Managers need encouragement too! Continued support for managers who choose the road less traveled is important because it is not the easy road or the short road! Make sure the manager

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The Onboarding Road: Which Path Will Your Credit

Union Take? *(continued)*

has all they need to create a valuable and memorable experience for the new employee because it is a long road for both the new employee and manager to travel together.

The ending of Frost's poem is almost as well known as the beginning. *Two roads diverged in a wood, and I – I took the one less traveled by. And that has made all the difference.* While onboarding may not be as cut and dry as Frost's two roads, it can be boiled down to two paths: spending the extra time and resources to create an engaging and well-developed onboarding program or saving time and resources by creating a shorter, more general onboarding program. Whichever your credit union chooses, may just make all the difference.

If you would like to learn more about onboarding and how to create a dynamic and engaging onboarding program, be sure to register for the upcoming Onboarding in a Box Webinar Series! In this three-part webinar series, I will provide you with essential information and resources for every stage of the onboarding process! Go to our [Upcoming Webinars](#) page to register today!

2022 Holiday Closings

Vizo Financial will be closed on the following dates in 2022 in honor of the federal holidays listed below. These closings are in accordance with the Federal Reserve Bank's 2022 holiday closing schedule. You can also find this information posted on the [Holiday Closings](#) page of our website.

Please note that since New Year's Day falls on a Saturday in 2022, we will be open the preceding Friday. Also, since Juneteenth and Christmas both fall on a Sunday in 2022, we will be closed the following Monday.

Martin Luther King, Jr. Day

Monday, January 17

Presidents' Day

Monday, February 21

Memorial Day

Monday, May 30

Juneteenth (observation)

Monday, June 20

Independence Day

Monday, July 4

Labor Day

Monday, September 5

Columbus Day

Monday, October 10

Veterans Day

Friday, November 11

Thanksgiving Day

Thursday, November 24

Christmas (observation)

Monday, December 26

Upcoming Events

Vizo Financial will be hosting the following events for credit unions. Please register for any of our events on the [Upcoming Events](#) page of our website.

Payments Conference

October 19-20, 2021 - Virtual Event

[Learn More](#)

Wouldn't it be great if we had 20/20 vision to see into the future of payments? While there's no clear picture or a crystal ball to give us the answers as to what lies ahead, we have the next best thing – our virtual Payments Conference! This is where payment professionals converge for an educational experience that provides a look into the latest, greatest and most talked about trends in the payments arena, from ACH to fintech and more.

Let's come together with experts in the field and the people who process payments in credit unions every day to share in Vizo Financial's virtual Payments Conference, a place where education, networking, exchanging of ideas and open discussion bring the future of payments alive!

Leadership Workshop

November 17, 2021 - Virtual Event

[Learn More](#)

What makes a leader? According to John C. Maxwell, "a leader is one who knows the way, goes the way and shows the way." Vizo Financial's 2021 Leadership Workshop is designed to help you find the way to effective leadership skills and workplace culture. The workshop will feature our chief culture officer, certified Gallup Strengths Coach and best-selling author, Joe Bertotto.

Join Joe and your peers for this event that will talk about leveraging employee strengths, embracing servant leadership, building an engaged workforce and more! It's time to learn the way, go the way and show the way with the 2021 Leadership Workshop!

TechCon

February 8-9, 2022 - Virtual Event

[Learn More](#)

For the past year and half, technology has brought us together virtually when we couldn't be together physically. And as technology constantly changes and evolves, so do member expectations. From faster payments to easier access to applications, the digital transformation journey is one that credit unions are traveling together. For this reason, Vizo Financial is excited to announce our virtual TechCon!

Join your peers and credit union technology experts for our TechCon on February 8-9, 2022, where we'll see demonstrations on topics like payments, gamification, loan management and more! And not only will you receive top-notch technology-related education, but you'll also have the chance to ask your technology questions to a variety of these speakers!

Fourth Quarter Education Sessions

Onboarding in a Box Webinar Series

Jeanne Heath, learning and engagement champion, Vizo Financial

Make the first interactions with new employees count! A solid onboarding program is the foundation for lasting employee engagement, satisfaction and retention. From setting the stage to making an impactful difference to sustained success, this three-part webinar series will provide you with essential information and resources for every stage of the onboarding process.

First Impressions Webinar

October 14 at 10:00 a.m. ET

Session one will give you plenty of ideas, examples and templates that can help you hit it out of the park from the moment a candidate interacts with your website to the end of the first day!

Difference Makers Webinar

October 21 at 10:00 a.m. ET

Session two will include a road map for setting expectations and providing regular feedback. Checklists and suggested training plans as well as tips for a successful virtual onboarding program will also be included.

Long-Term Impact Webinar

October 28 at 10:00 a.m. ET

Session three will include information on continuing to keep employees engaged, the importance of feedback and measurement as well as the "secret sauce" that leads to sustained success! This session will also include tips for making your onboarding program virtual.

Meet CUaxis and CU*Answers

Rodney May, chief engagement officer, Vizo Financial

*Chris Smigiel, national sales manager, CU*Answers*

October 27 at 2:00 p.m. ET

You know what's so great about our movement? We all have the same last name...credit union. That means we're all members of the same community, one where we can support and uplift each other through collaboration. This collaboration is the very reason why Vizo Financial and MY CU Services created CUaxis, and CUaxis collaboration starts with core. Back in 2020, we partnered with CU*Answers for their CU*BASE core system. It's time to start collaborating. Please join us to learn more about CUaxis and CU*Answers.

Fourth Quarter Education Sessions *(continued)*

Tabletop Exercise – Threats to Your Credit Union Webinar

Mark Clarke, business continuity administrator, Vizo Financial

November 2 at 10:00 a.m. ET

A tabletop exercise is a walk-through of emergency procedures with your credit union's key personnel about what could happen in a real-life incident. This live tabletop will test your credit union's plans with a "mock" real-world example. How will your team handle the situation? Are you prepared?

Market Update and Outlook for 2022 Webinar

Fred Eisel, chief investment officer, Vizo Financial

November 18 at 10:00 a.m. ET

The economy continues to recover slowly from the pandemic and the Fed has recently announced that they plan to begin tapering their balance sheet and have adjusted their rate forecast, which are just a couple of issues presenting challenges to credit unions. Join Fred as he provides an update on the current economy and what to expect in 2022 with regard to rates, the Fed and the overall economy.

The Future and Impact of Mobile Banking Apps

Dave DeFazio, partner, StrategyCorps

December 2 at 2:00 p.m. ET

How are the hottest mobile banking apps changing the future of financial advice? The secret to future deposit growth lies in understanding the changing role of banking products in the financial lives of today's consumers and how your credit union can compete and embrace them. Join StrategyCorps partner, Dave DeFazio, for a live look at the tools fintech disruptors have created to help tech-savvy consumers reimagine their everyday banking tasks while enticing them with new places to save their cash. This webinar will also include a demonstration of the BaZing mobile rewards app available to your credit union through Vizo Financial's partnership with StrategyCorps.

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