



The ability of your members to maintain and administer their own accounts and information, to execute and manage their own transactions and to retrieve their archived documents in an on-line, secure and real-time fashion will reduce the Credit Unions overheads and will deliver real competitive advantage in today's market.



In today's busy society, people want the ability to do their transactions at a time and a place that suits them. The YourCreditUnion.ie Internet Banking facility will provide your members with the ability to do many day-to-day, but time-consuming, tasks that would previously have had to be done at the Credit Union counter. Such a system will not only provide your existing members with the latest and best in Internet based functionality but will also enable the Credit Union to attract and retain young adult members.

The Internet Banking system is multilingual, allowing the member to choose his preferred language (English, Gaeilge or Polski) when he signs on to the system. By default, it will be displayed in a language selected by the member. All aspects of the system are multi lingual including the production of member documentation.

In line with statutory requirements, the system also includes a messaging centre so that the member can retrieve any emails that the Credit Union may have sent that member in the past.

The member has the ability to do the following tasks on the system:-

- Update personal details. For security reasons some of these changes will not take effect immediately (e.g. change of address or email). In these cases, the member will be notified of the change – using both the old and the new addresses - and will have several days in which to rescind the change if so desired.
- View account details and balances.
- View the history of transactions on an account.
- Execute transactions, including account to account transfer, EFT payments and International SEPA payments. These can also be set up for a date in the future.
- Execute a Billpay transaction.
- View, change or cancel Direct Debits. If a Direct Debit is cancelled, then the Direct Debit originator is notified of the cancellation the next time a direct debit call is made.
- View, create, change or cancel Standing Orders.
- View, create, change or delete a payment template.
- View all documents sent by the Credit Union for the account. These documents are maintained as a set of secure PDF documents and include Account Statements, Internet Receipts, Notifications of Rate Changes, Dividend Statements, Teller Receipts, etc.

What is needed to have this service available in my Credit Union?

What is needed to have Internet Banking available for members:

In order to start providing Internet Banking for your members you need to:

- Sign up for the Service with PSCubed,
- Decide how you will roll out this service to your members,
- Decide on any restrictions that you may want to place on what the member can do on the Internet,
- Decide whether you want to use the Validsoft Transaction Verification facility,*
- Decide what languages you want to support on the website – currently English, Gaeilge and Polski are available,
- Decide on the level of integration required with your existing account systems,
- Decide on any other services that you may wish to implement with this service such as ATM/Debit Cards, Prepaid Debit Cards, CU Current Account, etc.*

*See separate Fact Sheets on these services for full details.

PSCubed will undertake the following:

- Configuration of the internet servers and security systems to support your Credit Union,
- Configuration of the system according to your business needs as defined above,
- Relevant staff Training,
- Assistance in product implementation,
- Provision of full procedures to the Credit Union for the operation of the service,
- Provision of ongoing support and access to a Central Support Unit for any business process support.

Frequently Asked Questions

Q. How long does it take to implement this service?

- A. Once a Credit Union has signed for the service, it usually takes about 8 to 12 weeks to get the service implemented.

Q. How does this Internet Banking system differ from other systems available?

- A. The YourCreditUnion.ie Internet Banking system not only gives you account balance information like other systems but allows the member to do almost anything he can do at the Credit Union counter, including the execution of transactions (EFT and SEPA), creation and maintenance of Direct Debits and Standing Orders, ordering of Prepaid Debit Cards, and inspection of previous documentation received from the Credit Union, etc.

Q. How secure is the system?

- A. The basic system comes with full PIN and security question challenges. If the Credit Union wishes to allow full transaction execution via the internet, we would recommend that the optional Validsoft Transaction Verification System is used. This system has been rated by the leading IT market research company Gardner, as one of the most secure systems available for internet banking.

Q. When a member does a transaction on the Internet Banking system, how soon afterwards will that transaction hit his/her account?

- A. The Internet Banking system is a real-time on-line system which means that as soon as a transaction is executed on the internet by a member, the account is immediately updated. That means that anyone accessing that account in the Credit Union will immediately get the updated balance and transaction details. In addition, if the account has one or more ATM/Debit Card associated with it, the transactions details are also sent to the card processing systems so that the available balance can be updated if necessary.

Q. Does the member get a receipt for his/her transactions executed on the internet?

- A. Yes when a member does some transactions on the internet at the end of the session he/she will be presented with an electronic receipt which may be printed. In addition, a copy of the receipt is kept on the Credit Union system so that the member or the Credit Union staff can always view and/or reprint the receipt afterwards.