

FRONTBURNER

Welcome to the May edition of **The FrontBurner**! School is coming to a close and we have already had a 90-degree day. Welcome to “almost summer” when it is already too hot to call it Spring even though it, technically, still is. Sure feels like summer. We also just celebrated Mother’s Day. My girls spoiled Tami and made it special for her. She is a true blessing to me and the girls. We all know they say, “it takes a village to raise a family.” What a blessing it is to be partnered in life with an amazing wife and mother like Tami. For that blessing, I am tremendously grateful. Together, we make things work pretty well as Morgan and Scarlett navigate this time in their lives.

It also takes a village to run a credit union. We enjoy being a part of your village and helping you in any way we can to make things work pretty well for you and your members. One way we do that is by bringing other partners into the village to help. In this month’s edition of **The FrontBurner**, we highlight two of those new partnerships and how they are helping our credit unions navigate this time in their lives as well. We are grateful for the opportunity to partner with you and to be a part of your village. Enjoy your “almost summer” before the serious heat gets here!

With that, I hope you enjoy this month’s edition of **The FrontBurner**!



Jeff Merry, President/CEO

New VolCorp Partnerships

At VolCorp, our staff is continually searching for ways to make your credit union better. We come across several interesting products and services every month. We recently partnered with PULSE® Network Solutions and Wolters Kluwer to provide services that will benefit both our member credit unions and their members.

PULSE Network Solutions - Debit Point of Sale (POS) Network Solutions Built for Your Success

With PULSE, the work starts with your needs. Your interests are at the heart of all things PULSE. From their innovative solutions to service-focused team of experts, their best work is done for you. This gives you more ways to increase net income with our highly-competitive interchange and lower network fees.

PULSE Payments Network

Any debit transaction, anywhere. PULSE offers all transaction types and verification methods in-store, online, via mobile devices and funds-transfer options for P2P, B2C and other payments.

PULSE ATM Network

ATM issuer and acquirer solutions with domestic and international reach and surcharge-free ATM access. The Pulse Network includes more than 400k domestic ATMs, almost 40k surcharge-free ATMs, and approximately 1.8 million ATMs worldwide.

Debit Processing and Gateway Solutions

PULSE offers full-service card-brand processing for Discover, Mastercard and Visa debit programs. They also offer PIN debit gateways that deliver single-point access to national and regional ATM and PIN POS networks. And they provide a variety of validation and verification services, including services for contactless, CVV2/CVC2 and AVS, EMV, PIN validation and more.

Partner Support Services

PULSE provides the following services to all their clients:

- DebitProtect® fraud-detection and risk-mitigation services
- Analytics and reporting including the PULSE Debit Dashboard®
- Marketing services to help you grow your debit portfolio
- Disputes support
- Insights and research including webinars, white papers, industry insights and our annual Debit Issuer Study

For more information about PULSE Network Solutions, email us at marketing@volcorp.org or call us at 800-470-3444, Extension 3.

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Wolters Kluwer – iLien Motor Vehicle Title Processing and Title Management

iLien Motor Vehicle provides lenders with the end-to-end solutions they need to simplify the unnecessarily complicated process of title perfection.

Motor Vehicle Title Processing

How do you ensure that your interests in motor vehicle collateral are protected? This is a question that lenders grapple with every day. But the magnitude of the problem may be greater than you think. Did you know that between 25%-40% of motor vehicle liens can go unperfected? The reasons range from the inherent complexity of different DMV requirements to the practice of asking customers to file their own titles. The reality is that too many lenders operate without full visibility into what is needed and leave too much to chance. They simply lack the specialized knowledge and capabilities that ensure better results and effectively reduce risk to their motor vehicle lien portfolios. But, when you work with the right partner, title processing does not have to be so challenging. That is why Wolters Kluwer’s Lien Solutions created iLien Motor Vehicle. With a nationwide footprint, they provide expertise across all jurisdictions – helping to ensure that the right information and processes are in place and tracking each lien with the DMV until perfected. iLien Motor Vehicle is equipped to process required documentation and provide upfront estimates of taxes and fees. That means your internal resources can allocate their time to processing new transactions and increasing revenue for your institution. They save you the resource cost and time spent on tasks such as researching different DMV requirements and following up with borrowers. Most importantly, iLien Motor Vehicle helps you deliver a better experience to your members.

Lien Solutions Title Processing helps you:

ESTIMATE

- Eliminate guesswork and save time.
- Get accurate costs in advance for taxes and fees.
- Know exactly what documents are required.

ORDER

- Streamline workflow.
- Convert estimates to orders with a single click.
- Eliminate the need to re-key data.

FILE

- Gain efficiency as our experts complete and submit all paperwork.
- Issue checks to the various government agencies.
- Obtain quicker completion and fewer rejections.
- Help ensure compliance with jurisdictional requirements.

TRACK

- Access the comprehensive dashboard.
- View your entire portfolio across all states.
- See images of completed transactions.

Motor Vehicle Title Management

It is tempting to think that once a motor vehicle title is processed and a lien perfected, there is nothing more to do than wait for the loan to be paid off. But savvy lenders know that there is more to protecting their interests and meeting their obligations. Title processing is just the first step in an ongoing journey – one that continues

with active management and oversight throughout the life of a loan. What’s needed is a vendor with solutions that work across your entire portfolio, for the duration of your loans. Wolters Kluwer Lien Solutions understands that the maintenance and organization of titles can be cumbersome. And, regulations frequently change, meaning that lenders must stay abreast of change to remain compliant. A case in point – many states are now mandating Electronic Titles (ELTs), with more expected to follow. For many lenders, this means adopting new processes for conducting business with jurisdictions that require ELTs. And, regardless of title type, lenders who try to store titles onsite often encounter difficulties – from lost or misplaced titles to titles destroyed due to disaster situations. The fact is that lending institutions need to comply with the storage and other requirements of all jurisdictions where they conduct business – and be ready to adjust as those requirements change.

With iLien Motor Vehicle, Lien Solutions not only helps you get perfected, but they also help you stay perfected. Lien Solutions is prepared to meet needs across the full breadth of your portfolio and during the full life of your liens. They provide a holistic view of liens and secured assets, whether paper or electronic. Lien Solutions helps ensure compliance with ELT requirements across all jurisdictions. And they support the release of titles and requests

your data directly to the Lien Solutions server and increase your efficiencies even more – especially if you have higher volumes of data. Lien Solutions provides timely alerts and reporting so that you are always up to date. This includes making sure that you stay current with changing regulations and remain compliant with state and audit requirements. They monitor lien status to make changes needed to maintain perfection and then provide simple,



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for paper titles via a streamlined, efficient process. Because perfecting motor vehicle liens is not a “one and done” proposition, lenders face an ongoing administrative challenge in both commercial and consumer departments. Pitfalls abound. For example, manual data entry is time-consuming and error prone. High volume can impact your team’s productivity and increase risk. And, as more states shift to, and even mandate, Electronic Lien and Titling, constant vigilance and responsiveness is needed. iLien Motor Vehicle lightens your administrative burden with a comprehensive suite of web-based solutions. These simplify workflow and eliminate re-keying of data so that your team can achieve better efficiency, reduce risk, and minimize effort and cost. And with their SFTP option, you can securely upload

one-click release at the end of the life-cycle – either for one or a large batch of titles. You can rest assured that titles are monitored, and assets kept secure and easily available for retrieval.

iLien Motor Vehicle Title Management Solutions build on the benefits of the processing solutions we use to help you file titles in the first place. The first step is the proper perfection of the motor vehicle liens you hold. Ask one of our Business Development Representatives about title processing solutions and how we can get you started on the right path. Contact us at **800-470-3444, Extension 3**, or marketing@volcorp.org.



VolCorp Selects New Payments Solution

We recently announced that Aptys Solutions was chosen to replace our current provider for ACH and wires as well as a new platform for faster payments like FedNow and RTP.

Our transition is just beginning, and we expect that it will take several months to complete. We understand how important it is to keep you informed of our progress and the impact on your daily ACH and wire processing, including your plans to implement faster payments.

Over the coming months, we will continue to provide updates by email and on VolCorp Online where we have created an Aptys Transition Site, specifically for information related to this change. We encourage you to visit the site regularly for current information or call Operations at **800-470-3444, Extension 1**.