

CU*BASE Release's That Matter to You

RECENT AUDIT AND COMPLIANCE RELEASES

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Speakers



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Releases We Will Discuss

CU*BASE Release 22.05
May, 2022

CU*BASE Release 22.10
October, 2022

CU*BASE Release 23.05
May, 2023



Release 22.05-May 2022

Member Designation Controls for Currently Serving Primary Member

- Adds additional control to the Member Designation configuration (**Tool #523**); enables credit unions to restrict the primary member from being selected via the “currently serving” feature.
- Applies to Teller and Xpress Teller

Membership designation		Representative Payee
Used for membership type(s)		<input checked="" type="checkbox"/> Individual (MI) <input type="checkbox"/> Organization (MO)
Label for:	Primary name	Beneficiary
	Joint owner name	Rep Payee
	Misc owner name	Misc Owner
	DBA name	DBA
		<input checked="" type="checkbox"/> Eliminate account access via Teller "Currently Serving"
		<input type="checkbox"/> Eliminate account access via Teller "Currently Serving"
		<input checked="" type="checkbox"/> Eliminate account access via Teller "Currently Serving"
		<input type="checkbox"/> Print DBA name on correspondence

Release 22.10 – October 2022

Enhancements to Insider Audit/ Due Diligence Reports Tool #402

- **Tool #402** enables you to generate reports on employee account activity as well as reports on members flagged with due diligence code.
- Added a fifth report “Account List Only” which lists account numbers and names for members with insider/employee type code or due diligence code.
- Reports updated to add separate date selections.
- Number one analytical tool for analyzing high risk member accounts as well as employee accounts.

Enhancements to Insider Audit/ Due Diligence Reports Tool #402


Print Special Account Audit Report

Generate report for ☒ Insider/Employees ☐ Members with due diligence flag

Employee type code Optional

☒ Job queue

Copies

Printer 

Reports to Print

☒ Teller audit key review

Include data from  To  [MMDDYYYY]

(Remember that data is retained for 90 days)

Audit keys Optional

Flag transactions greater than or equal to (whole \$) Optional

☒ Transaction activity review

Pull data from ☒ Current month ☐ Prior month range

Dates to include  To  [MMDDYYYY]

☒ File maintenance review

Pull data from ☒ Current month ☐ Prior month

Range of days in that month to (such as 03 to 10 for the 3rd through the 10th)

☒ Negative balance/Delinquent accounts review

(No date selections available; will be as of today)

☒ Account list only

(No date selections available; will be as of today)

Release 22.10 – October 2022

Credit Card Advances from ATMs Added to BSA Monitoring

- Now include credit card cash advances at ATM's in the BSA monitoring configuration **Tool #169**. Auditlink recommends you activate this feature.

Credit Card Advances from ATMs Added to BSA Monitoring

Transaction Types to Track - Money Out	Individual (MI)	Organizational (MO)
Cash out	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Withdrawals/disbursements	<input type="checkbox"/>	<input type="checkbox"/>
Money orders	<input type="checkbox"/>	<input type="checkbox"/>
Cash advances via ATM	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Miscellaneous advances	<input type="checkbox"/>	<input type="checkbox"/>
Corporate checks	<input type="checkbox"/>	<input type="checkbox"/>
Funds forwarded	<input type="checkbox"/>	<input type="checkbox"/>

Release 22.10 – October 2022

Fraud Alert/ Block Persons List To Display and Search by Full SSN Tool #892

Block List Wires-Incoming

Block list for ~~Incoming Wire Transfers~~

Search for **SSN/TIN** 

Name

Comments

Release 22.10 – October 2022

New Canned Queries Employee Security Data

- **Tool #1695 View User/ Employee ID Security** to view the CU*BASE User and Employee ID.

Answers the question from Michigan examiners, “Can you generate a report that shows if an employee has compromised another employees ID and password?”

Previous Releases Recap

- Member Designation Controls for Currently Serving Primary Member.
- Enhancements to Insider Audit/ Due Diligence Reports Tool #402
- Credit Card Advances from ATMs Added to BSA Monitoring
- Fraud Alert/ Block Persons List To Display and Search by Full SSN
- Tool #1695 Canned Query Employee Security Data

CU*BASE Release

23.05

MAY-2023

Release 23.05 May-2023

Multi-Factor Authentication Tool #569

- Introducing our new architecture to provide credit unions to add this level of security in additional areas, with the first area being the **Personal Information Update** area.
- Offers credit unions the option to require two-factor authentication for members who want to change their address, phone, email address, and other personal information

Multi-Factor Authentication Personal Information Updates

Tool #569- Online/Mobile/Text Banking VMS Configuration

- Allow maintenance of personal information by member (online)

New option added to allow Direct Update with two factor (text/email)

Will use phone numbers and email on file for member

Member must use Two-Factor Authentication to access personal information page with Online Banking, not just update

The screenshot displays the 'Update Credit Union Online Banking Settings' web application. The interface includes a menu bar with 'File', 'Edit', 'Tools', and 'Help'. The main content area is titled 'Update Credit Union Online Banking Settings' and shows 'Corp ID 01'. The settings are organized into sections with checkboxes and radio buttons. A red box highlights the 'Direct update with two factor (text/email)' option under the 'Allow maint of personal info by member (online)' section. Other visible options include 'Allow new membership application online', 'Activate savings rate board', 'Activate certificate rate board', 'Activate loan rate board', 'Require co-applicant if marital status is Married', 'Allow member to enter account nicknames', 'Default setting when setting up transfer control list', 'Allow member to change Reg E Opt In/Out choice', and 'Show who was served (either a jump guest or via Teller Currently Serving) in transaction history'. The bottom of the screen features a navigation bar with icons for back, forward, home, and other functions.

Update Credit Union Online Banking Settings

Corp ID 01

☒ Allow new membership application online
☒ Apply membership application fee
Dividend application to be used SH

☒ Activate savings rate board
☒ Activate certificate rate board
☒ Activate loan rate board
☐ Require co-applicant if marital status is Married

Allow maint of personal info by member (online)
☐ Direct update (no approval)
☐ Reviewed update (approval required)
☒ Direct update with two factor (text/email)

☒ Allow member to enter account nicknames

Default setting when setting up transfer control list
☐ Allow member to change Reg E Opt In/Out choice
☒ Show who was served (either a jump guest or via Teller Currently Serving) in transaction history

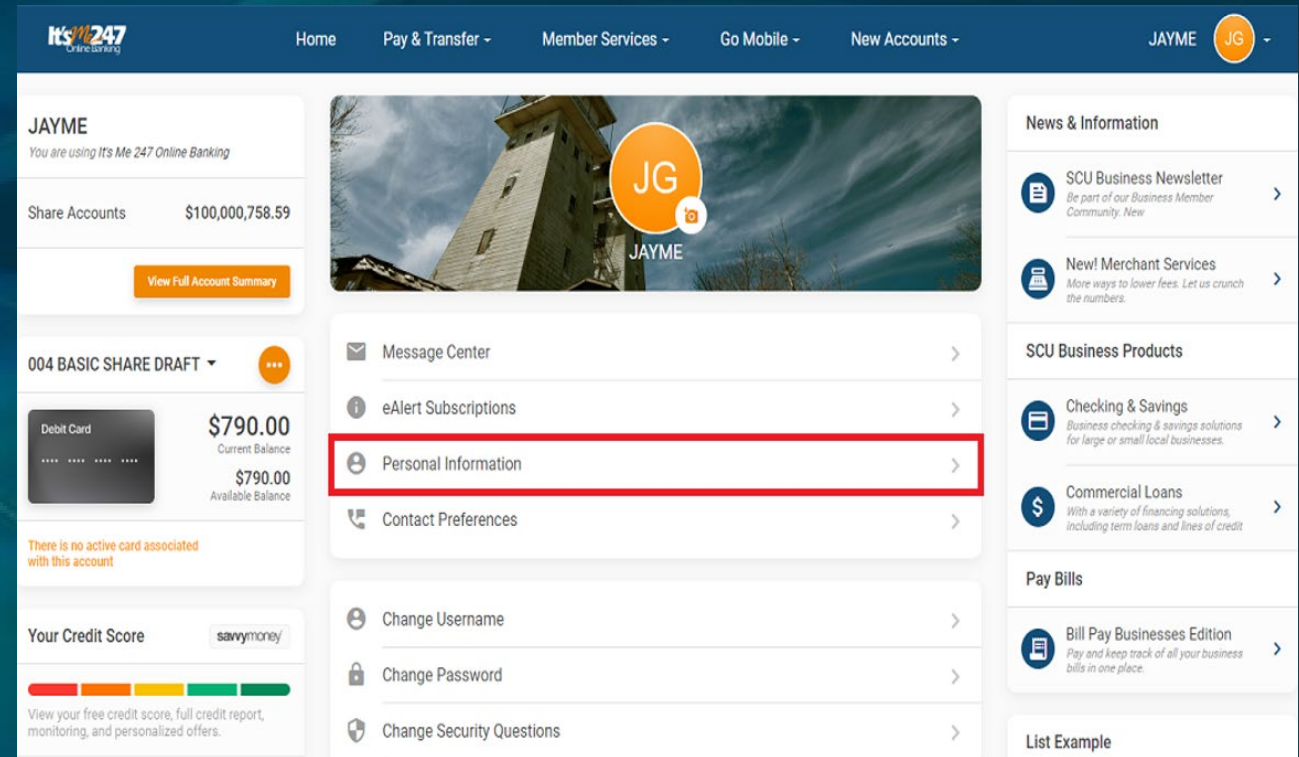
☒ All sub-accounts
☐ Owned sub-accounts only
☐ Specify

Update
Instructions

Multi-Factor Authentication Personal Information Updates

Two-Factor Authentication Module from a member's perspective

- When Navigating to access personal information from the profile menu the member will be presented with a Two-Factor Authentication module
- If you use First-Time User activation this process works the same.



Multi-Factor Authentication Personal Information Updates

Two-Factor Authentication Module from a member's perspective

- Once selecting Personal Information, the member will be presented with the new Two-Factor Authentication module to gain access
- The member must select either a phone number that has text availability or an email to receive the one-time access code

Let's Verify Your Identity

Since protecting your information is our top priority, we need to verify it's you in order to access & update your personal information. Select a contact method to receive a one-time verification code to continue.

- ☐ Text Code to (***) ***-0742
- ☐ Text Code to (***) ***-1877
- ☐ Text Code to (***) ***-7693
- ☐ Email Code to jas*****u@cuanswers.com

Send Code

Send Code

Multi-Factor Authentication Personal Information Updates

Two-Factor Authentication Module from a member's perspective

- A code will be sent to the member via the channel they selected (text/email)
- Once the member receives the code, they must then enter it within the module and continue into the Personal Information module

< Enter Your Code

Your code should be arriving shortly. If you feel that your code has not been sent correctly, tap 'Resend Code' to try again or go back and try another verification method.

Verification Code

97668140

Resend Code Continue

Multi-Factor Authentication Personal Information Updates

Two-Factor Authentication Module from a member's perspective

- Once successfully completed Two-Factor Authentication process, the member will then have access to their personal information.
- The member now can view and edit their Personal Information. This update will be the same as a **Direct Update**. No review option is available.

Personal Information

This is your primary membership address. If you receive mail from the credit union at another mailing address, please contact the credit union to update that address, if necessary.

Address

6000 28TH ST SE
GRAND RAPIDS, MI 49546

Email

jason.lareau@cuanswers.com

Phone Number

HOME
(555) 339-0742

MOBILE
(555) 351-1877

WORK
(555) 332-7693

Your Code Word ?

Edit Personal Information

Edit Personal Information

Multi-Factor Authentication In Future Releases

Watch for more use of this feature coming in future releases. Next on the docket is optional multi-factor authentication for enrolling for Person-to-Person (P2P) transfers.

To find out more visit our kitchen page.

[Authentication Enhancements for Online/Mobile Banking | CU*Answers \(cuanswers.com\)](#)

Release 23.05 May-2023

Enhancements to Wire Transfer Tracking

- Wire Transfer Tracking (Tool #981) has been updated to sort the most recent wires first. And like so many dashboards, the columns are now sortable.

Posted to Member						
Done	Date	Time	Account	Name	Amount	In/Out
1	Apr 28, 2023	10:36:09	53854-000	STABLER, ELLIOTT J	100.00	I
1	Feb 21, 2023	13:42:42	53641-000	MILNE, CHRISTOPHER R	100.00	I
1	Feb 16, 2023	14:43:14	53644-000	BOXER, TRINIDAD	500.00	I
1	Dec 05, 2022	11:53:58	11020-000	MOUSE, MICKEY	750.00	I
1	Nov 09, 2022	16:55:05	53365-012	AMITAF, FATIMA	200.00	I
1	Nov 09, 2022	14:02:46	53365-000	AMITAF, FATIMA	300.00	I
1	Aug 12, 2022	15:18:54	1234-000	MEMBER, MARY A	2,000.00	I
1	Aug 12, 2022	15:16:12	1234-000	MEMBER, MARY A	2,000.00	O
1	Jul 11, 2022	11:25:52	987258-012	MINION, BOB B	1,000.00	I
1	Jul 11, 2022	11:13:01	86456-000	RATIO, CHUCK L	10,000.00	I
1	Jul 11, 2022	11:03:36	9291-013	MINAJ, NIKKI	10,000.00	I
1	Jul 11, 2022	11:01:59	9291-012	MINAJ, NIKKI	9,999.00	I
1	Jul 11, 2022	10:59:46	9291-000	MINAJ, NIKKI	1,000.00	I
1	Jun 24, 2022	10:09:45	789456-000	SMITH, AMBER C	100.00	I
1	Jun 23, 2022	16:14:24	52703-010	BLOW, JOE E	450.00	I

Change

Delete

View

Member Inquiry

↑↓

Release 22.05 May-2023 Recap

- Multi-Factor Authentication
- Enhancements to Wire Transfer Tracking

Under Utilized Tools

TOOLS YOU SHOULD ALL HAVE ACCESS TO

Under Utilized or Unknown Tools You Should All Have Access To

- Tool 559 – OFAC scan history
- Tool 951 – View employee security
- Tool 159 – Critical field monitoring
- Tool 247 – Due diligence codes
- Tool 537 – Abnormal Activity Monitoring / Pattern Recognition
- Tool 402 – Insider audit/high risk accounts
- Tool 565 – Online Banking Stats

Under Utilized or Unknown Tools You Should All Have Access To

- Tool 565 – Online banking stats
- Tool 546 – Overpaid credit cards
- Tool 664 – Print member trackers – OFAC overrides
- Tool 260 – Configure memo types
- Tool 1892 – View Fraud Alert/Block Persons List



Questions?

Let's take a five-minute Break!