

GROWTH

Advisors Plus — Access proven expertise, analytics, and marketing campaigns to help your credit union optimize operations and achieve sustainable growth throughout your organization. And now with Predictive Analytics, you'll enjoy easy-to-understand data visualizations of turnkey solutions for member attrition, card activation, net promoter score, and more! Stop by to learn how Advisors Plus can help your credit union attain bottom-line improvements with a minimal up-front investment.

Analytics — Quickly discover insights about your credit and debit card programs, growth and usage, trends and behaviors in fraud and loyalty, plus detailed cardholder activity, in one single solution. Member Insight's suite of advanced analytic and reporting tools enable your credit union to quickly and easily build and share reports, evaluate trends and information, and make more informed decisions to guide strategies for improving cardholder engagement, satisfaction, and loyalty.

Lending — Stop losing out on new loans or new accounts just because regular business hours have concluded. PSCU has partnered with CU Direct to deliver a fully customizable membership application and loan origination system with real-time processing across multiple devices, 24/7/365. See first-hand how our simple-to-implement solution provides true end-to-end support for credit unions.

Loyalty — Empower your members to earn meaningful rewards faster—with options that align with their lifestyles and interests! Our new, responsive redemption website has exciting travel tools and dynamic reporting that simplifies member engagement like never before. Explore these and other new enhancements—like exciting self-service tools and redemption options—and see the innovative ways we are fighting the war against redemption fraud.

DIGITAL

API/Integration — PSCU's advanced integration makes it easier to create a smooth-running payment environment. Learn how our comprehensive suite of Data eXchange APIs, core processor interfaces, and SSO packages—coupled with long-standing relationships with top technology vendors—provides the ability and flexibility to provide the exact experience your members want!

Digital Framework — Take control of your members' mobile and online experiences. Our fully integrated platform encompasses popular card-management features like user enrollment, payments, account details, report lost/stolen, disputes, alerts and controls ... and more. Come by and see the all-new Access Point and Mobile App in action, and try out our highly intuitive and efficient administrative portal.

Lumin Digital — PSCU's newest venture, Lumin Digital, is an all-new, cloud-based digital banking service that creates a personalized journey for your members. You'll maximize engagement through seamless integration with multiple third-party databases, prediction capabilities, and omni-channel content delivery systems while our cloud-based platform provides worry-free support and evolution. Through our action-based and real-time delivery capabilities, your credit union can develop deeper connections with your members by providing resources, guidance, and products that match their needs and behaviors.

SECURITY

Card Chips/EMV Management — PSCU provides products and services that support emerging market trends, and one of the biggest is Metal and Contactless (Dual Interface) cards. Stop by the Credit Booth to look, touch, and feel how our metal cards will take the market by storm with their durability and glamour. We'll also reveal the technology inside a contactless card by showing you a clear-back contactless card and the antenna that connects to the chip speed members through check out.

Risk/Fraud — Stop fraud at every point of attack! PSCU's Fraud Risk Management strategy provides protection against losses from fraud, lost/stolen accounts, and disputed transactions. Learn how our multi-layered strategy—with its innovative technologies and processes—delivers the lowest ratios of debit-fraud-to-sales and credit-fraud-to-sales in the entire financial industry!

Collections —PSCU's more effective way to collect on delinquent accounts just got even better! Come by and meet PSCU's newest family members, CU Recovery and The Loan Service Center, then learn how our enhanced direct-core integration and new post charge-off collections enable a more robust offering, and a more integrated member experience.e.

SERVICE

QuickAssist — QuickAssist gives front-line staff easy access to your members' most frequently needed credit and debit information in a secure, intuitive, user-friendly web environment. Members enjoy better, faster service and credit unions benefit from operational efficiencies that lead to cost savings for credit unions. View one-on-one demonstrations of QuickAssist's functionality and see how it enhances member interaction.

TMC —During a disaster, after-hours, or when volumes are high, PSCU can protect your brand and fully service your members. Our 24/7/365 call centers completely integrate into your systems, providing customized support of all your credit union solutions—from lending through full servicing of credit card accounts. Check out exciting new tools that provide best-in-class member care.

Service/Learning — Acquisition of knowledge, skills and competencies is an essential part of any credit union's toolkit. Stop by and learn about the training resources within PSCU's CU Learning programs and see how a well-trained staff can greatly improve accuracy in daily operations and increase productivity.



THE EXPO AT MEMBER FORUM

LEARN HOW PSCU HELPS CREDIT UNIONS SUPPORT, PROTECT AND OPTIMIZE EVERY TRANSACTION AND INTERACTION.



Location: West Foyer

Wednesday Hours
12:30 p.m. – 1:30 p.m.
3:45 p.m. – 5:00 p.m.

Thursday Hours
10:30 a.m. – 1:30 p.m.

Appointments for the Expo outside of hours listed here can be made through the meeting app.