

InfoSight Newsletter

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League InfoSight Highlight: CUPP and RP Combined Product FAQs

Phase 1 is underway!



1. **Will I have separate logins for CUPP and RP?** No. The combined product will have one URL to login to both products.
2. **Will I have to login to a new site/URL?** Credit unions that only have a CU PolicyPro subscription will continue to use their current CU PolicyPro URL to login. Credit Unions with both CU PolicyPro and RecoveryPro will use their current CU PolicyPro URL to login to both products. Credit Unions that only have RecoveryPro will be assigned a new URL for logging in.
3. **What if my credit union only subscribes to one product?** All credit unions will be transitioned to the new platform regardless of whether they subscribe to both CU PolicyPro and RecoveryPro, or if they subscribe to just one product. Credit unions who subscribe to

just one product will only have access to that particular product and its corresponding features. Credit unions can purchase a subscription to the other product, but there is no requirement to do so. Note: subscription availability and pricing are dependent on league/association affiliation and asset size.

4. **Will users have the same access rights as they did before the products combined?** No. Each user's current access rights will be mirrored as closely as possible when transitioned to the combined platform, so you may notice very little, or possibly no change in access. However, the user set up will be changed in the new platform to accommodate users having the ability to access multiple products.
5. **Are there any new levels of access for my users?** Yes. The user set up will be changed in the new system to accommodate users having the ability to access multiple systems. If your credit union subscribes to both CU PolicyPro and RecoveryPro, you will have the opportunity to provide access to both systems to all users.
6. **Are my published manuals still available?** Yes. All content from your current CU PolicyPro and RecoveryPro will be transferred to the new platform, including all previously published manuals.
7. **Will additional training be necessary?** For most users, additional training will not be necessary. The system will function the same way it does now in most areas. However, there will be live and recorded webinars available as well as written documentation and FAQs to help users with the transition to the new combined platform.
8. **What if I don't know my CU PolicyPro and/or RecoveryPro login?** Any user profile in the current CU PolicyPro or RecoveryPro system will be transferred to the new combined system. Users will have access to the "Forgotten Password" option to reset a password if needed, and our support staff is also available to help. You can contact support at policysupport@cusolutionsgroup.com.
9. **Does combining the products on one platform affect pricing for each?** No. Credit unions will continue to pay the same annual subscription amount for CU PolicyPro and/or RecoveryPro.
10. **What can my credit union do to prepare for the transition to the combined platform?** All content from your current CU PolicyPro and/or RecoveryPro systems will be moved to the new system. We recommend reviewing all the content, uploaded documents, and

users in the system to ensure that only current content is transferred, and all user access is up to date.

Please contact our support team (policysupport@cusolutionsgroup.com) with any questions!

Mary Ann Koelzer

Senior Technology Products Manager, League InfoSight

News and Alerts!

Registration Now Open for NCUA Diversity Equity, and Inclusion Summit Nov. 1–2

Registration is now open for the National Credit Union Administration's fourth summit focused on diversity, equity, and inclusion. The in-person event will take place November 1–2, 2023, at the Hilton Washington D.C. Capitol Hill. The theme of this year's Summit is *DEI: It Starts With Me*. Attendees will explore the value proposition of diversity, equity, and inclusion in the credit union industry and at the NCUA; share best practices; develop solutions to industry-specific challenges; and network with one another. There is no charge for this event.

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NCUA Releases Q1 2023 State-Level Credit Union Data Report

For federally insured credit unions, median asset growth and growth in shares and deposits declined slightly over the year ending in the first quarter of 2023. At the same time, loans outstanding grew at the median, according to the latest [Quarterly U.S. Map Review](#) released today by the National Credit Union Administration.

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CFPB Report Identifies Issues with Increased Servicemember Use of Digital Payment Apps

The Consumer Financial Protection Bureau (CFPB) released its annual report on the top financial concerns facing military families. The report highlights the growth of digital payment app usage in the servicemember community, the unique risks to servicemembers from these services, and the potential abuse from bad actors. Some servicemembers have also indicated in their complaints about incurring serious financial harm from scams and fraud when using these services, and their complaints suggest digital payment app providers often fail to provide timely and substantive resolutions.

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