

# Xtend Shared Branch Advisory Council

## Minutes- Meeting 1- 2011-12

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### **Members Present**

Chris Cross	AAC Credit Union
Carol Schluckbier	Frankenmuth CU
Justin Bamford	Muskegon Co-Op CU
<i>Kim Hall</i>	Tri-Cities CU
Glenn Kretchmer	ATL Federal CU

### **Members Absent**

Janelle Higgison	River Valley CU
Jeanne Eckhardt	Michigan Coastal CU
	Clarkston Brandon
Donna Janiczek	Community CU
Tracey Sanders	Honor Credit Union

## Policy Procedure Guide

### **Check- Hold error resolution:**

- 1) If a teller places no hold or the wrong hold on a check, how do we resolve the issue with the home credit union?
- 2) What if the home credit union refuses to update a hold? In this case, who is responsible if the item is returned and how do we track/prove it? **Do we need a check hold error resolution form?**
- 3) Who is responsible for sending out the notice of hold? If privacy settings mask address, it will have to be the home credit union.

### **Committee Recommendations**

- Send announcement to all Shared Branch Credit Unions informing of Large Dollar Check Notification – and same day or two day selections at top of page. Attach manual –please read with special notes to the form at the back of the manual – visit our website at [www.xtendcu.com](http://www.xtendcu.com) ect...
- Appendix A- Page 17 Subheadings added and paragraph for check hold corrections
- Conversation regarding check holds in compliance with Reg. CC –Checks requiring holds-determined verbiage made on page 10 – Checks not meeting same day availability are subject to a two business day hold and will be monitored by the home credit union. Leave verbiage as is.

## **Page 4 Offline Procedures**

In the rare instance when member information is not available for the Xtend CUSB, offline limits are utilized for withdrawals and loan advances. The authorized maximum limit for these situations shall be \$100.00. The Xtend CUSB is liable if this limit is exceeded. The Xtend CUSB reserves the right to deny the transaction. Check cashing, loan payments, and saving deposits are not subject to any special offline limits or procedures; however, extra caution should be exercised.

### **Proposed change to page for Offline Procedures:**

In the rare instance when GOLD is down and you are not able to see the shared branch members account information you are able to take deposits and loan payments only, any withdraws/cash back unless item meets same day Availability, would need to be referred to home credit union.

### **Committee Recommendations**

Accepted proposed change as follows:

In the rare instance when CU\*BASE is down and you are not able to see the shared branch members account information you are able to take deposits and loan payments only. Any withdrawal/cash back, unless item meets same day availability, would need to be referred to home credit union.

*All changes will be made by last meeting of Advisory Council June 2012 and reviewed by the Xtend Board at Regular June Meeting. New Documentation delivered to the network immediately following.*

## **Projects- Enhancements**

### **Automated Settlement Process**

Xtend and CU\*Answers review of research to see if it's possible to create a settlement file that would be sent to Cencorp at the end of each month for Xtend shared branch settlements.

### **Committee Recommendations**

Concept supported by members of the council present

### **Adding Shared Branch Options to Phone Operator and It's Me 247 Online Banking**

Expanding the Xtend Shared Branch Brand and your credit unions operating hours

### **Committee Recommendations**

- Could Xtend become originator for A2A for Shared Branch Network? Suggested web conference from CMS on A2A Transfers- What –Why & How
- Cash in/out transactions are currently being performed on the phone between institutions for trusted insiders and/or general public

Suggested changes to CU\*BASE for allowable transactions:

- Transfer control options added to home banking transfer control screens (Currently account to account)
- Verbiage to Policy/Procedure Guide

## Handbook

### Creation of Committee Member Handbook

Notes and Committee Recommendations:

- **What constitutes a member?**
  - Members are not required to have executive title-
  - Members must be employed by a credit union
  - Members must be part of the Xtend Shared Branch Network
- **What is the term of a member?**
  - If someone resigns mid- term then the council would appoint a new member to complete the term
  - Terms begin in October- For terms completing volunteers are solicited prior June Stockholders meeting of Xtend and selected at that time. Selections are drawn randomly by Xtend Board Representative at the Stockholders meeting in June
  - Chair and Vice Chair will be elected in October (Change from minutes published in November 2010)
- **What happens if the term of a member cannot be met?**
  - Appointment of new members
- **Can a substitute attend a scheduled meeting?**
  - Substitutes are welcome to attend but cannot participate in a vote
  - Members of the council should be able to attend a minimum of two meetings per year.
  - A quorum of members must be present to constitute a vote
  - As long as there are 5 members in attendance decisions can be made-unless one present asks for more time for review of the remaining members- Case by Case

### CU\*NW – Advisory Council Incorporation- Tabled for next meeting

**All Advisory Council Meetings will be held the second-Tuesday of month-Meetings held on premises will not have phone or web conference availability- Meetings will begin at 10am**

Date	Location	Agenda
August 30, 2011	CU*Answers	Handbook- Nomination of new member
October 11, 2011 Meeting 1 – (New Fiscal Year)	In Person	Handbook Welcome new member-Justin Baby due- WELCOME PARTY
January, 10, 2012 Meeting 2	Web Conference	Policy Procedure Guide Updates
April 10, 2012 Meeting 3	-Change to In Person	Policy Procedure Guide Updates
June	Stockholders Meeting	Chairperson Selections
August 14, 2012 Meeting 4	In Person	Roundtable- Rollout of updates to the Policy Procedure Guide- Council meeting will be held immediately following the meeting.

**Agenda for next meeting- Dispute process when mediation is required from the SBAC –Form?**