



Three Corporates Collaborate to Enhance Security & Efficiency of Online Applications

Members of Southeast Corporate, VACORP and Georgia Central who use the Member\$MART online application hosted by the Corporate Synergies CUSO the corporates jointly own are mid-way through upgrading to a second generation multi-factor authentication (MFA) system which meets the latest FFIEC requirements. The effort to convert more than 4000 users from nearly 800 credit unions to the new MFA product will provide additional security along with operational efficiency.

According to Steve Jones, Director of Product Support and Implementation at Southeast Corporate, "Most members understand the environment we are in with heightened concern from NCUA and others surrounding high-risk transaction systems involving GLBA protected data or monetary transactions and appreciate the increased security with the new system." Southeast has successfully converted the bulk of its 2600 users to the new system and this month users at VACORP are transitioning to the new platform. Georgia Central members will make the switch in August. "We were able to manage and limit increased call volume to 35% and handled the increase through cross training of added support from operations areas and by providing members good information and quick reference guides in advance," added Jones. The three corporates collaborated, sharing support documents and processes for implementing the conversion. In light of increased fraud activity in the world of financial services, the corporates are also using the opportunity to reinforce password best practices with their members.

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