

The Helping Hands Referral Program



Over the past twenty-five years, FedComp has worked hand and hand with you, our Credit Union clients. You have become our partners and we greatly appreciate your loyalty and commitment.

The Helping Hands Referral Program was created to reward you, our partner Credit Unions, in assisting us in reaching credit unions who can become new FedComp partners. We can spend thousands of dollars advertising in trade journals and attending trade shows, however, we know that the best advertising in the world is a satisfied client talking to their colleagues and friends at other Credit Unions about their FedComp experience. We would rather share the money with you.

For any referral resulting in a sale we will pay your Credit Union:

\$250 for each new FedComp Junior, Single or Plus system

\$500 for each new Platinum system

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PRESIDENT'S MESSAGE

By Derrick Smith



As I write my column for this edition of the FedComp Advisor the year is winding down...our next edition will publish in 2011 – where did the time go?!? Reflecting on 2010 and looking ahead to 2011, credit unions have certainly had a trying time...between the economy and regulators, a lot of credit unions are feeling pretty stressed!

The good news is that even in these uncertain times there is great opportunity to thrive – to improve efficiencies, build membership, attract deposits, and, yes, even to increase loans...

...and discovering new ways of capitalizing on each of those is what our Relationship Management initiative is all about. It is FedComp keeping its commitment to “be there for you as you are for your members.”

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TECH TIP

By: Jim Murch



Computers are a wonderful convenience and they can be reliable for long periods of time, but we must not be lulled into a false sense of security. Computers crash, hackers steal information and distribute harmful programs (malware), buildings can burn or flood, thieves will steal anything they can carry. Locking your doors is

common sense, setting alarms is added protection, along with human observation to keep your physical assets as secure as they can be. Your virtual assets on the computer also need multiple layers of security.

Types of Security

- **Firewall** - We strongly suggest you have a hardware firewall between your internet connection and your local network. A firewall is intended to protect you from all manner of malware and security threats. While Windows comes equipped with a software firewall, it is not enough! There are many software products billing themselves as firewalls and some of them are very good, but none is as effective as a hardware device such as Sonic Wall (we LOVE these devices), or a Cisco ASA. You should have someone who knows the password and how to maintain the firewall create exceptions to allow only certain types of traffic, etc., (although the default setting of "nothing in, everything out" is generally sufficient for most small setups). Many firewalls now come with anti-virus and intrusion prevention options for even greater protection. The key is to make it as difficult as possible for the bad guys. If you are not an easy target, then they will go elsewhere
- **Anti-Virus** - Viruses have not been newsworthy for some years, but this does not mean they are no longer

a concern. They do still corrupt computers so you should have some anti-virus software running and keep it updated. Even if your firewall has an AV package, you need to protect your PCs. One of the biggest breaches in the history of the US Military was caused by a flash drive.

- **Wireless** - We do not supply nor do we support wireless networks. Wireless networks can be secured, but have many vulnerabilities that wires and fibers do not. For instance, from up to a mile away a hacker with a home-made "cantenna" can access an insecure wireless network, in addition, there are many factors which can interrupt wireless data transmission.
- **"Wetware"** - In most systems, people are the weakest link. Make sure that everyone in your organization understands the importance of internet security and the role they play in it. Ensure they understand the value of the information they are safeguarding and that scammers are everywhere online. All the security in the world means nothing if a staff member inadvertently passes account information to an unauthorized person.

Backups

- **IT** - If your organization has an IT department, they may assure you that all computers are regularly backed up. This is good, but you should not rely solely on this. Ask yourself, if you would be able to restore the data they have backed up, or would you be totally dependent on them?
- **Scheduled** - We have a manual on Scheduled Backups and they are a good idea. Again, people are the weak link and every backup system needs to be tested regularly. If you are relying on an automatic backup to occur when you are not there and a disaster occurs before you return to the CU, you will not have the most recent backup at your disaster recovery site. Likewise,

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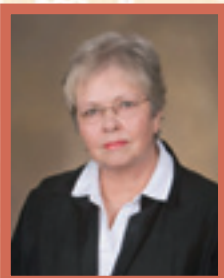
Just call FedComp Sales (800) 733-3266 or email us at sales@fedcomp.com with the credit union's name, address and contact person, followed later by a simple five minute introduction either in person or over the phone and \$250 or \$500 could be yours.

The referral fee can be paid in one of three ways:

1. **check to your Credit Union.**
2. **credit toward future products**
3. **credit toward your annual support payment.**

A contract must be signed within one year of the referral date to qualify and the payment or credit will be applied 90 days after installation of the FedComp software.

FedComp Congratulates Guylean Cooper



All the staff at FedComp Congratulates Guylean Cooper, inducted into the Mississippi credit union hall of fame on May 7th.

Guylean, who has been in the Credit Union industry for 40 years, manages the Valley Gas Employees Credit Union in Jackson, Mississippi and serves on the Mississippi CU Association Board of Directors.

Guylean and her husband, James are celebrating 50 years of marriage this year and she told us "it gets better every day". Her other passions are her 3 grandchildren and riding her Harley motorcycle
– you go girl!

THINKING OF CHANGING YOUR CORPORATE?

We have noticed a recent increase in credit unions making changes to their Corporate. FedComp would like to process these changes in a reasonable timeline so If you have decided, or are thinking about making a change to your Corporate -

***please contact Vonnie (Ext.305)
 or Trevor (Ext.306)
 at 800-733-3266 immediately!***

FedComp Contact Information



Tech Support: 800-283-3326
 Techsupport@FedComp.com

Sales: 800-733-3266
 Solutions@FedComp.com

For Hosted (online CUs)
 HostedServices@FedComp.com

FedComp Supply: 888-40-FORMS
 FedCompSupply@cuink.com

Fax: 703-383-3220
 Web Site: www.FedComp.com
www.VirtualCU.net



Holiday Calendar 2010

Calendar

Corporate office hours

Sales:	Monday-Friday	8:30-5:30 ET
Technical Support:	Monday-Friday	8:30-6:00 ET

After hours support

Monday-Friday	12am – 7:30am, 6pm – 11:59pm
Saturday & Sunday	12 am – 11:59 pm

FEDCOMP WILL BE CLOSED ON THE FOLLOWING DATES



Thursday, November 25 Thanksgiving Day
(No after hours support)

Friday, November 26 Day after Thanksgiving
(After hours support in effect all day)



Friday, December 24 Christmas Eve
(After hours support in effect all day)

Saturday, December 25 Christmas Day
(No after hours support)



Friday, December 31 New Year's Eve
(After hours support in effect until 6 pm)

Saturday, January 1 New Year's Day
(After hours support in effect all day)

When limited after hours Technical Support is available, calls will be returned based on priority. Any calls not returned will be returned the next business day.

DID YOU KNOW?????

When the financial crisis began, NCUA temporarily increased share insurance to \$250,000 scheduled to revert to \$100,000 12/2010.

The newly passed Financial Reform act has made the \$250,000 level permanent.

REMINDER

Please remember to tell us if you have a change in: management, address or telephone numbers.

1099, 1098, 5498 and 1099-R Processing for 2010

By Donna Snell



If you have not already registered, avoid a late fee and register online right now! Go to www.fedcomp.com, complete the registration form and pay by credit card through PayPal.

Please note: Registration forms postmarked after December 1, 2010, will be assessed an additional \$100.00 late fee

There are several options to choose from; the most popular is the "Complete Package". With this option you run your report to a file and email it to FedComp at irsprocessing@fedcomp.com. Don't forget – when you email your file to FedComp, your \$40.00 registration deposit will be applied to your processing fee. If, however, you choose to mail in your file on 3.5 HD diskette or CD, your \$40.00 registration deposit will be applied to the handling charge of your data on these types of media.

*****FedComp does not invoice for the IRS Processing Services. Failure to pay with the order can delay your processing!**

THE IRS PROCESSING ORDER FORM IS IN THIS NEWSLETTER

You will be receiving your "Year End" CD soon, once the final testing of the program software has been completed. *This update must be installed before proceeding with creating your IRS tax file.* An IRS Processing Order Form will be enclosed with that CD package, in addition, IRS Registration and IRS Order forms are available in the documents folder, of your FedComp software. When placing your IRS Order for processing you will be able to complete this step online too – it's so simple - complete the form, pay for the processing through **PayPal**, upload your data to FedComp and that's it, you're done! You now have the time to work on other important year end tasks.

Remember these dates: 1099/1099-R/1098 due to us by 1/7/2011 and 5498 by 5/2/2011

If you have any questions please call 1-800-283-3326 Ext. 326 or Ext. 315.

PRESIDENT'S MESSAGE

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Did you know?

FedComp offers full service Tax Information Reporting (1098/1099/5498) support at rates below most competitors, including CUNA – for both FedComp data processing clients **AND** non-clients – performance guaranteed. We boast a track record of more than 25 years of error free reporting!

FedComp Platinum specifically addresses the more complex data processing needs of growing, more complex and larger credit unions – and the upgrade from traditional FedComp is a snap!

FedComp technology solutions, including core system processing, are available both as in-house deployments and as hosted solutions (SaaS). Enjoy the flexibility of managing your own systems and back-office processing or the economy of trusting us to do it...

Need to stretch your marketing budget? Have you looked at spicing up your newsletter (or starting one) for your members? What about periodic statement marketing?

E-statements? Leveraging the internet or mobile "banking"? FedComp can support you in these as well!

AND, FedComp **still** offers software grant programs for credit unions with demonstrated financial need – up to the full license value of the qualifying FedComp technology; surprisingly, the only place in our credit union community where credit unions receive such support!

My point here is not to sell you a bill of goods, but to **point out** that together we can create new opportunities and solutions for you and your members. The team at FedComp benefits you through a different perspective, and sometimes a broader vision of the industry. Need an answer to an operational challenge? Send us an email at Solutions@FedComp.com. Need inspiration for a new service or marketing idea? Call us at 800-733-3266. Your Account Executives and all of the FedComp team are ready – together we can make a difference for your members.

Although it might seem a bit early – a Merry Christmas and Happy Holidays to you and your families!

TECH TIP

if you are backing up to the server's hard drive and the server crashes, you will have a tough recovery. But if you have it scheduled to run while you are closing up for the day, you can see that it completes and if it goes to a location other than the server, you are much safer

- **ODDS** - Offsite Dynamic Data Storage is an excellent option, but should not be the sole off-site copy of your data. Many regional disasters can include loss of internet service for significant periods of time. We frequently restore data to Credit Unions that has been saved in ODDS, but it is also wise to have a backup on some removable media.
- **Removable** - Flash drives are great, CD-RWs ok, floppy disks are obsolete and should not be used in any circumstance. Robert Heinlein once wrote "You don't truly own anything you can't carry at a dead run." I have helped Credit Unions recover at remote sites from disasters such as hurricanes, fires, tornadoes, floods, computer crashes and more. I have also had to tell CUs that did not have their data backed up that they must enter all member and ledger information from scratch, and it breaks my heart every time. Again, defense in depth is important. If you only have one flash drive, what happens if it is lost, stepped on, dropped in liquid, etc? We have always suggested you have a removable backup for each day of the week that you are open, so if one device fails, you do not lose more than one day's data.
- **Testing** - I am very grateful that some NCUA examiners have placed an emphasis on "hot site" testing, requiring CUs to install FedComp and restore their data at a remote site. All too often, this fails on the first attempt and they require our assistance - we had many CUs in the gulf region that found themselves unprepared when Katrina hit. It is good to have multiple backups, but do not take it on faith that they are working. Test them by restoring to another computer at least once a month. We support all our customers, even single stations, when they want to have a backup computer with FedComp running.

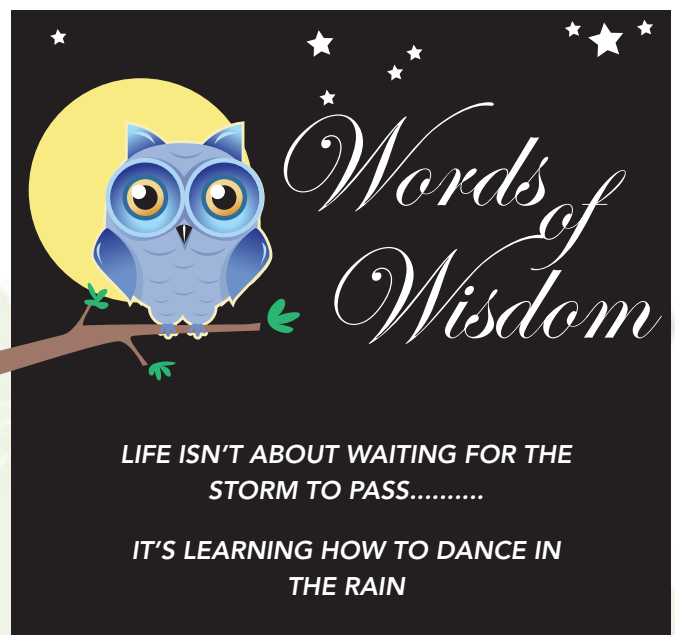
Children often depend on pants with elastic waists. I did, and more than once I was the butt of the joke when I found myself with my pants around my knees - no so with adults, they have snaps, zippers, belts and sometimes suspenders. If you are responsible for peoples life savings, don't let yourself be caught with your pants down - protect yourself from all manner of disasters. Keep printed monthly reports such as the Share and Loan Trial Balance, the Financial Statement and Member listings in a secure location. Protect your computer and data with multiple layers of fail safes. If you are not completely confident in your member's security, ask us, we are here to help.

QUOTABLE QUOTES:

"All too often we write when we have a complaint - not the case this time. I just wanted to take the time to let Fedcomp know how much we appreciate Diana Somerville and what a credit she is to Fedcomp. Throughout the years I have dealt with Diana and she has been consistently efficient and patient with the problems of Norfolk County Employees Federal Credit Union. No question was left unanswered and no problem ever left unresolved. She has always been professional, courteous and friendly. She has a way of making me feel calm when I would get flustered. Kudos to Diana!"
Lorraine McCabe, Manager,
Norfolk County Employees FC

THINGS THAT MAKE YOU GO
HMMMM:

If.....you could only hear one voice that you are familiar with for the rest of your life from the mouth of **all** people, whose would it be????



FedComp, Inc. IRS Form Processing 2010 Order Form

1099/1098 Data must be received at FedComp no later than January 7, 2011.

5498 Data needs to be received by May 2, 2011.

Enclose payment in full with media if *mailing* in data. When *emailing* data you have the option to pay using a credit card or by sending a check. If paying by credit card, after completing the Order Form on the FedComp website, click on the link epay@fedcomp.com, which will take you to the PayPal website. **FedComp does not invoice for these services.**
Failure to pay with the order can delay your processing! The \$40.00 registration fee will not be applied to processing if you decide to mail data to FedComp on diskette or CD.

*Include additional \$100.00 fee for **registration forms** sent to FedComp after 12/1/2010.

Include additional \$75.00 fee for **1099/1099R/1098 data sent after 1/7/2011 and **5498** after 5/2/2011.

Credit Union Database No.: _____ EIN: _____

Credit Union Name: _____

Contact Person: _____ Email Address: _____

Enclose Payment In Full

(If no registration on file, please include applicable late fees) _____ *

Which Service would you like?	Enter # of forms to be Processed in 2010	1099-INT	1098	1099-R	5498
Complete Package (Print, Mail & Report)	\$1.09/member reported				
Print and Report to IRS (CU Mails)	\$1.09/member reported				
Print and Mail (CU Reports to IRS)	\$1.05/member reported				
Print Only (CU Mails & Reports to IRS)	\$.99/member reported				
Report to IRS (CU Prints & Mails IRS Forms)	\$.89/member reported				
Duplicates Returned on CD only	\$50.00 per form type				

Members	Price/Mbr	CD	Cost	
#1099 _____	x _____	+ _____	= _____	
#1098 _____	x _____	+ _____	= _____	
#5498 _____	x _____	+ _____	= _____	
#1099-R _____	x _____	+ _____	= _____	Subtotal Cost _____

Subtotal Cost _____ (minus/add) \$40.00 (deposit) = \$ _____ ****Payment Due Now**

Combined Federal and State reporting will be done for the following states:

Alabama	Georgia	Maryland	New Mexico
Arizona	Hawaii	Massachusetts	North Carolina
Arkansas	Idaho	Minnesota	North Dakota
California	Indiana	Mississippi	Ohio
Colorado	Iowa	Missouri	South Carolina
Connecticut	Kansas	Montana	Utah
Delaware	Louisiana	Nebraska	Virginia
District of Columbia	Maine	New Jersey	Wisconsin

Email each tax file to: IRSPROCESSING@fedcomp.com

Enclose the Printed report from the FedComp program

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Fairfax, VA 22030



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