



ADVISOR

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President's Message - **FEDCOMP TURNS 25!**



By Derrick Smith

In 2009, FedComp celebrates its 25th anniversary – 25 years of service to the credit union community! In the world of Information System Technology, 25 years might as well be 25 millennia. To us more mature folks though, it seems like just yesterday!

When FedComp launched its first system back in 1984, there were more than 17,000 credit unions in the U.S. While those first software packages from FedComp could be purchased then for under \$2,000, those revolutionary new PCs could cost more than \$8,000...with less than 300K of usable memory...and some systems without even a hard drive. That's quite a difference from what as little as \$500 can buy in a computer today!

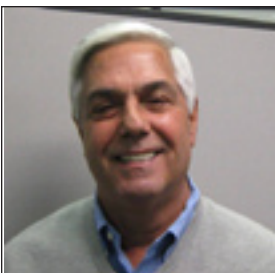
And FedComp's credit union #1 remains today our number-one credit union – Union Trades in Parkersburg, WV (though their longtime CEO, Joyce Fox, recently celebrated her retirement – we'll miss you Joyce!).

Over those 25 years, FedComp has served almost 3,000 credit union clients – providing leading-edge solutions for core system processing, Truth-in-Lending and Truth-in-Savings utilities, web sites, hosted applications and more. Today FedComp continues to provide data processing services to credit unions in the U.S., throughout the Caribbean and in the United Kingdom.

Over the last 25 years, FedComp has gained prominence as the premier in-house solution provider for Credit Unions. While we remain the leader

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"You Win - We Win" The Helping Hands Referral Program



By Ken Slotnick

Over the past twenty-five years, FedComp has worked hand in 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

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Reward Your Members!!



By Vonnie Baucom

In these difficult economic times, many of your members are striving to maintain their good standing with the credit union and other creditors. What an excellent time to reward these members by sharing their credit

union loan payment history with other potential creditors.

You can do this by reporting their payment history to the credit bureau of your choice. This also alerts a potential creditor if the member's payment history has been less than stellar.

It's a simple process! Utilizing FedComp's Credit Bureau Reporting Option, you simply create a monthly file and submit it to the credit bureau.

For those members who are not fulfilling their financial obligations to the credit union, FedComp also offers a Debt Collection option to aid your collection efforts.

NO MORE PAGES OF NOTES IN THE LOAN FILE

NO MORE MANUAL TRACKING OF PAYMENTS PROMISED

CUSTOMIZED NOTICES AND COLLECTION LETTERS

For further information on either of these options, contact your Account Executive or email an inquiry to sales@fedcomp.com

Vonnie Baucom – 800.733.3266, Ext. 305

Trevor Hamilton – 800.733.3266, Ext. 306

WORDS OF WISDOM

You will find as you look back upon your life that the moments when you have really lived are the moments when you have done things in the spirit of love.

— H. Drummond



Take Advantage of Today's Financial Environment



By Trevor Hamilton

I recently wrote an article, "It is Time to Act," and want to thank many of our credit unions for adding products and services to attract new members. We are hearing about the successes resulting from these actions. Congratulations!

Recent news articles and television reports have really focused on credit unions across the United States. Infomercials about credit unions, what they are and what they do for their members are showing on many TV stations, resulting in the public taking a good look at credit unions now that many banks are merging and facing hard times. Credit union members are talking about their credit unions to their friends, and about why they should join. Take advantage of the financial environment to expand your membership base and grow your credit union.

To expand and retain members, credit unions must offer products and services which meet their members' needs: share drafts, debit cards, and a comprehensive lending program are very important in attracting new members - internet banking and bill pay services are a plus, too. To learn more about these products and services, please contact your Account Executive, Vonnie or Trevor, at 800-733-3266 today.

We are here to assist you to build a plan to attract new members and grow your credit union.

Remember, at FedComp,

"We are there for you as you are there for your members."



A Glimpse into the World of an Installer



By Margie Walker-Horsch

A big part of an installer's world is traveling. This past year alone, I visited over 35 credit unions, which took me across the country to Oregon, through the south and across the Atlantic to

Scotland, where some of the newest credit unions to join FedComp reside. Here in the States, I usually know what to expect: credit union people have similar philosophies, thoughts, signs, and even humorous emails hung on their walls. Now I was to install four credit unions in Scotland and wasn't sure what to expect. I was concerned about the language: yes, Scots speak English, but the accent and terminology are quite different. Other differences are the currency, driving on the left and dates which are written day/month/year. While I was traveling there to install hardware, software and to train, I was also an Ambassador for FedComp. So I gathered my laptop, a couple of books on Scotland, packed my bags and headed to the airport.



Castlemilk Staff with Margie

My first surprise was Wilson, who met me at the airport. He spoke very, very fast but was absolutely delightful; he picked me up each morning for the rest of the week...if everyone could have a Wilson in the morning, no one would have a bad day!

Later, I met with Liz Campbell, General Manager of Castlemilk Credit Union, and Dr. Peter Goth, Advisor to the Scottish League, for dinner. We ate Italian, but the best part was sharing a meal with people who started out as strangers but were to become friends and colleagues.



Loch Katrina

Liz and her staff at Castlemilk were wonderful. We worked through language, dates, and currency; everything fell into place. The support I had from both sides of the ocean was more than any installer could ask for. I also had the privilege of meeting their families and friends, was invited to share meals, watch a game of soccer and was shown the sights of Glasgow by night.

Before I knew it, it was time to move on to the Kilsyth & Villages Credit Union: Fred and Grace would be my hosts, along with Dr. Peter Goth, for the next few days. Over the weekend, they showed me some of the sights. Monday came all too quickly and it was back to work; we were able to get the credit union up and running with everything in place. Such generous and caring people — another terrific experience.

My next stop was Cowie Credit Union. Once again the install and training went well; the ladies were wonderful and took very good care of me.

My last install was Clackmannanshire Credit Union: Mr. John Patton picked me up from Cowie at the end of the day and whisked me off to the credit union after a light supper. This was a reinstall. Their PC had crashed, and their backups were not nearby. Fortunately Jim Jessee, FedComp's Director of Operations, still had the credit union's data. By the time John returned with his off-site backup, Jim and I had the data reinstalled.

This was the end of my time in Scotland; I was to return to the States the next day. I already knew I would miss each credit union person I met; they had touched my heart. All were professional, knowledgeable, caring, concerned and generous with their time.

FedComp Training Schedule For 2009

COURSE	DATE	LOCATION	COST
ONLINE TRAINING			
Report Writer	February 11, 1:00-2:00 pm	Online	\$79 per CU
NCUA 5300 Reporting	March 18, 3:00-4:00 pm	Online	\$79 per CU
Compliance Reporting - OFAC, FinCen, FIDM, BSA	April 22, 2:00-3:00 pm	Online	\$79 per CU
Platinum Refresher	May 20, 3:00-4:00 pm	Online	\$79 per CU
Bank Reconciliation/Daily Balancing	June 17, 3:00-5:00 pm	Online	\$79 per CU
CLASSROOM TRAINING			
FedComp Overview/Training	May, date to be determined in conjunction with MDDCCU Association	Maryland & DC CU Association, Columbia, MD	Free
FedComp System, topics include: System set-up, GL set-up/linking, Creating loans, Credit Bureau Reporting, Compliance reporting, Platinum, Q & A period + more	March 7, 8:45 am – 4 pm Lunch will be provided	NJ CU League, 299 Ward Street, Hightstown, NJ	\$50 per NJCUL-affiliated CU & Out-of-state league-affiliated CU; \$150 per NJCUL non-affiliated CU Call 800.792.8861 or email tpowell@njcul.org to register



Jim Jessee

***All sessions are offered at Eastern Time (ET)**

**For online sessions, internet connectivity is mandatory:
high speed connectivity is recommended.**

Please visit the training section of our website, www.FedComp.com, to complete your registration form or review additional information about the training we offer. If you have specific training questions, please contact Jim Jessee, Director of Operations, at JJessee@FedComp.com or 1-800-733-3266, x330.

Did you know...

...FedComp offers an Enhanced General ledger program? This option automatically calculates depreciation on your fixed assets, tracks your prepaid and deferred expenses at the end of the month and creates the journal entry for you to review and post — thus eliminating one of the repetitive manual processes you do each month! Contact your Account Executive today to learn more about this time-saving program!

Ensure Success: Prepare for the Worst



By Jim Murch

One way to insure success is to be prepared for anything, even computer failure.

The expected useful life of a computer is currently 3 years. We are constantly improving our software and that requires

increasing computer capacity. While you can technically keep up with increased minimum system requirements by upgrading your existing machines, in the long run, it can be more trouble than it's worth. Often, users upgrade hardware only after a malfunction due to low capacity. The older the equipment is, the more frequently this can occur!

In many cases, low hard drive space or low RAM memory will prevent backups, which indicates a computer's software has outgrown the hardware's design specifications. If your old server were to die, you might be left with only an old backup and have to repeat many days' (or weeks') worth of work. I strongly suggest a new server exceeding our minimum system requirements; you should be satisfied with it for at least 3 years to come. Trying to continue with a computer which has seen better days is asking for trouble.

Another advantage of a new computer is having a manufacturer's warranty and support available. We are always happy to help with problems concerning the FedComp software, but if you are experiencing problems with your hardware we have limitations as to what we can do; a manufacturer's warranty can bridge this gap.

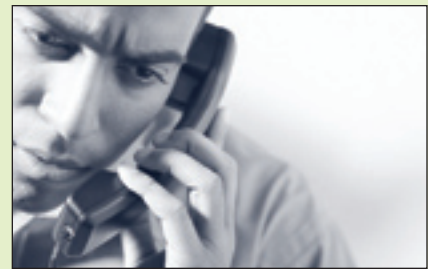
On the importance of backups, and I cannot stress this enough: test your backups! The most painful calls I have ever received is when I have to inform a CU that they need to re-enter their recent data and their backups have not been working properly for a while... sometimes this has resulted in months of work!

The simplest test of a backup file is to open "My Computer," browse to the drive that contains the backup and double click. It should show 2 files, FCXXX_yymmdd_hhmmss.dbk and sysfiles.zip. The file name that matches the backup name may seem cryptic, but it is simple if you understand the numbers in a backup file name. They represent database number, and then a date and time stamp, from largest unit of time to smallest. If this simple test fails, call us immediately. This will verify that your backup completed successfully, but it is not a substitute for periodic restores of system data. Your disaster recovery policy should always include periodic restoring of backups on another system to ensure that the backups are working properly. To determine the frequency of these tests, just ask yourself: "How likely am I to experience an issue that requires me to restore data, and how much work am I willing to redo if my restore fails?"

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

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

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

2009 Winter and Spring Holiday Calendar

CORPORATE OFFICE HOURS

Sales: Monday – Friday 8:30 am – 5:30 pm ET
 Technical Support: Monday – Friday 8:30 am – 6:00 pm ET

AFTER-HOURS SUPPORT

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

Monday, February 16	Presidents' Day (Office Closed) After-hours support in effect all day
Friday, February 20 & 21	Corporate Meeting (Office Closed) Limited after-hours support all day
Monday, May 25	Memorial Day (Office Closed) 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.

The President's Message

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for in-house solutions, FedComp has also broadened its resources to include online processing, along with a wide variety of web-based and hosted services. In 2008, FedComp launched both FedComp Platinum (a data processing solution that serves larger credit unions) and a CUSO partnership with United Solutions Corporation (USC). Credit union-owned USC expands FedComp's hosting capacities to include credit unions with just a few hundred members to credit unions with tens of thousands of members.

Who could have imagined 25 years ago that FedComp would service credit unions with thousands and thousands of members? A lot has certainly changed...

...and some things haven't...

FedComp still offers a system for under \$3,000, which will run on that \$500 computer and, for small credit unions in need, can be had through a FedComp special assistance grant!

SMARTSTEP

SOLUTIONS

We provide a turn-key Courtesy Overdraft Program to credit unions nationwide, which dramatically increases non-interest revenue while offering members an alternative to payday lenders and check-cashing outlets.

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- **Integration with FedComp**
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"You Win - We Win"

The Helping Hands Referral Program

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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

Just call FedComp Sales at (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 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.

Start the New Year off right by taking advantage of The Helping Hands Referral Program.... because we all like to be winners!

A Glimpse into the World of an Installer

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As I was flying home, I took the time to think about each credit union, about the people I had met, the sights I had seen and the realization that whether I walk into a credit union in Scotland, the Caribbean

or in the States, I will find that common bond, that common philosophy that puts me at ease and enables me to do my best for the credit unions I work with and the company I work for.

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