

# MANAGED SERVICES & NETWORK COMPLIANCE



The **Managed Services & Network Compliance** team provides strategic and operational payments support and expertise to the credit union system. The Team is responsible for:

- managing and responding to payments-related issues
- providing committee support
- managing national Mobile Wallet and ATM programs
- performing critical security and compliance activities
- facilitating the development of new payments products and services for credit unions

## Team Members

- Brenda O'Connor** – Vice President
- Wendy Bradley** – Director, Payments
- Paul Gordon** – Senior Manager, Payments
- Alanna Swinemar** – Program Manager, Payments
- Irene Villaverde-Aquino** – Compliance Officer
- Niamh Cotter** – Security Officer
- Zubayer Rifat** – Project & Solutions Coordinator
- Musonda Yamfwa** – Project & Solutions Coordinator
- Anita Hendrickson** – Administrator

## WHAT WE DO

### Security, Compliance & Operations

Does your credit union understand your obligations to industry regulations and standards? The Payments team is here to:

- Support credit union participation in payment networks such as Interac and Visa, and manage critical security and compliance activities on their behalf.
- Identify and document credit union obligations to industry regulations and standards, published as **Credit Union System Regulations, Standards & Procedures**, and other templates and forms on the CCUA website.
- Manage the annual Compliance Self-Assessment program.

Questions on security or compliance? Please contact us at [compliance@ccua.com](mailto:compliance@ccua.com)

### Card Standards

On behalf of the Co-operative EFT Development Association (CEDA), CCUA manages the **National Debit Card Graphics and Technical Specifications**, and works with credit unions to ensure debit, digital and co-badge card designs meet network guidelines.

For further details please contact [cardapprovals@ccua.com](mailto:cardapprovals@ccua.com)

### Information Management

The **Credit Union Information Portal (CUIP)** is an online database of information for credit unions and regional Centrals. CUIP is managed by CCUA and was developed to support information needs and reporting requirements of the system, including compliance reporting to the payment networks such as Interac, Visa and MasterCard.

For further details on using and accessing CUIP, please contact [CUIP@ccua.com](mailto:CUIP@ccua.com)

## National Programs

### Mobile Wallets

Interested in offering your members the option of making payments using their smartphone? Credit unions can participate in **Mobile Pay** (on Android) and **Apple Pay** (on iOS). These digital payment solutions were developed with the support and funding of members of the Large Credit Union Coalition (LCUC), and participation of platform providers including Interac, Apple, Everlink and Central 1.

For program details, please visit the Apple Pay and Mobile Pay Resource Centres in CCUA Member Corner, or contact us at [mobilepay@ccua.com](mailto:mobilepay@ccua.com)

### National ATM Program

Created in conjunction with the CEO Payment Strategy, the goal of the Program is to provide a solution to move credit union ATMs to a single provider - Diebold-Nixdorf - with the benefits of improved pricing, standard hardware and software solutions, and streamlined certification.

For details on the Program and how to participate, please contact us at [NationalATM@ccua.com](mailto:NationalATM@ccua.com)

## Strategy & Committees

Our Team works closely with system committees and boards with mandates focused on new payment products and services, fraud management, operational effectiveness, and security and compliance. These groups include:

- Cooperative Network Services Committee (CNSC)
- Cooperative Node Operations Committee (CNOC)
- Cooperative Node Fraud Sub Committee (CNSFC)
- Cooperative EFT Development Association (CEDA)
- LCUC CIO Group
- LCUC Cyber Security Group

CCUA also represents the interests of credit unions on various Interac advisory groups, and partner service committees and working groups.

## Fraud Management

CCUA works with key partners including Interac, Central 1 and Everlink to ensure availability of fraud monitoring, management and prevention solutions that protect credit unions and your members from card and online fraud such as:

- Automated Hot Card (AHC)
- Fraud Alert Service (FAS)
- Country Block and Travel Notification (CBTN)

CBTN helps credit unions manage international debit card fraud by blocking debit cards from use in high risk locations. For further details on the CBTN service, please contact us at [CBTN@ccua.com](mailto:CBTN@ccua.com)

## Education & Thought Leadership

### Publications

Want to know the latest news, developments, trends and happenings in the world of payments? Read our bi-weekly **Payments News Update** e-bulletin to be in the know.

The **Managed Services & Network Compliance Communiqué** is our bi-monthly e-newsletter highlighting information to support credit unions on various network related topics and initiatives.

These publications can be found on CCUA's website behind the Member Corner in the Payments section under **Resources** and **Communiqué Archive**.



*From Left to Right:*

*[Back Row] Niamh Cotter, Wendy Bradley, Zubayer Rifat, Alanna Swinemar*

*[Front Row] Paul Gordon, Irene Villaverde-Aquino, Musonda Yamfwa, Anita Hendrickson*