

# C O N N E C T I O N S

NEWS | UPDATES | INFORMATION

## NEW SIGNINGS

### TTCU

Tulsa, OK

\$1.9 Billion | 132,028 Members



### Wauna Federal Credit Union

Clatskanie, OR

\$253 Million | 27,626 members



## WRG TOWN HALL

Join us on **Wednesday, December 4th @ 10AM PT** for our WRG Town Hall Meeting where we will discuss:

- 2020 Business Plan
- Staff Alignments
- Organizational Priorities



**December 4, 2019**



**10:00AM PT**

**REGISTER NOW**

## A New Season is Upon Us!

Welcome to the fall 2019 edition of the WRG Connections newsletter! Across the country, the fall season is now in full swing. And with that comes many other great features of this time of year – football, the start of school, Halloween, and the year-end holidays. But at WRG, this particular fall season is like none other we've had. With the sale of our Symmetry eBanking suite, a truly new season is upon us in many ways.

With our newly streamlined business, we're organized around two growing product lines, with a much sharper business focus than we've ever had before. UNITRI, our Service Bureau solution, has 40 credit union clients, and serves over 800,000 consumers nationwide. Our increased size and greater focus enables new scale and efficiencies. Tellerly, our award-winning branch POS solution, provides credit unions with slick branch automation on a future-proofed platform from Verifone.

In the months ahead, we'll increase our investments in UNITRI and Tellerly with the goal of making them the best possible value to you in quality, service, and reliability. For these reasons, I've never felt more excited about WRG and the clients we serve.

At the same time, there is much to complete on the transition of our Symmetry eBanking business to Connect FSS. Our mutual teams are hard at work coordinating with clients on the next steps of our transition, all while preserving continuity of existing systems and processes.

With so much ahead, we can't cover all that we'd like to say in this newsletter. But I do hope you can join us for our upcoming "Town Hall" meeting via Webex at 10am PT on Wednesday, December 4th. In the Webex, we'll provide more details on WRG's 2020 Business Plan, some staff alignments, and priorities in the year ahead.

As always, thank you for your continued support and partnership. I hope this fall season is a great one for you, your families, and your organizations.



Sincerely,  
**Dave Cerwinski**

## New Roles

With our new business focus comes a new structure. **Todd Lloyd**, previously Server Admin and Help Desk Manager, is now overseeing all WRG Implementations, which include Project Managers and Implementation Engineers.

**Patti Quinteros**, Director of Client Services & Support, continues to manage her existing teams. A full overview of our new structure and responsibilities will be provided on our upcoming Town Hall on December 4th.



**Todd Lloyd**

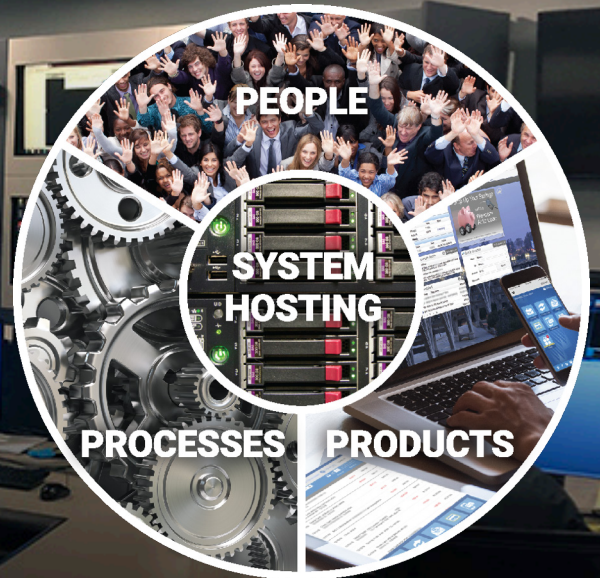


**Patti Quinteros**



## Core Processing Housekeeping Tips

As a UNITRI Service Bureau client, managing your database and disk space is a key aspect of our ongoing service to you, and we never take it for granted. Like any other housekeeping project, taking proactive measures on your database helps ensure that it stays efficient and high-performing. To learn more, contact your Client Services Coordinator to discuss more about archive systems and how use of the File Batch Program combined with purge and reorg schedules can optimize your experience.

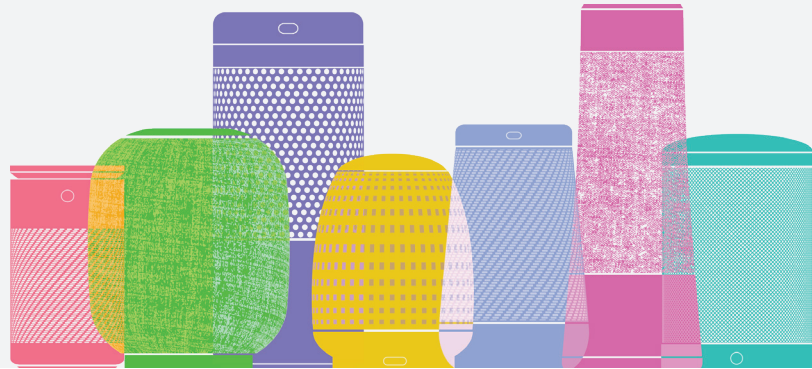


## Partner Spotlight:

Engaging with members is important, but so is protecting their assets from account take over and fraud. WRG's partnership with ENACOMM drives deeper engagement with conversational banking and provides additional protections with fraud control and voice biometrics solutions:

- Virtual Personal Assistant (VPA) conversational banking for Alexa, Google Home and beyond
- ENACOMM Voice Authentication (EVA) voice biometrics solutions for IVR and call center authentication
- VIA data aggregation and analytics for reporting and analysis across any channel
- Fraud Control Module (FCM) to monitor omnichannel data and identify bad actors

Let's have a conversation today to learn how WRG and ENACOMM can drive engagement and reduce fraud for your credit union. Visit [enacomm.net](http://enacomm.net) for more information on the ENACOMM Financial Suite of solutions or email [stacey@enacomm.net](mailto:stacey@enacomm.net) to set up a demo.



## Mark Your Calendars All times listed are in Pacific Time.

DEC  
**4**

10:00AM PT

### WRG Town Hall

Hosted by author and podcast host, Todd Frazier. Todd will interview Dave Cervinski on WRG's reorganization and new business focus on Service Bureau and Tellerly.

[REGISTER FOR THE TOWN HALL](#)



DEC  
**5**

10:00AM PT

### Webinar: Tellerly (45 min)

Learn how Tellerly can modernize your member's in-branch experience and streamline operations.

[REGISTER FOR THE WEBINAR](#)

