CU*ANSWERS

2026

ANCILLARY

PRICING GUIDE

TABLE OF CONTENTS

PRICING PHILOSOPHY ..... 4 & 5

ADVANTAGECIO SERVICES 6
Business Impact, Security Risk Assessment, Strategic Technology Planning and Implementation, General IT Consulting & Project Management Analysis

AUDITLINK SERVICES 7
Concentration Risk Analysis, BSA & ACH Reviews, Ad Hoc Services & Duration Analysis

CU*ANSWERS CUSTOM SERVICES ..... 7 & 8
Off-the-Shelf, Design Studio and API Services

EARNINGS EDGE ..... 8 & 9
Techniques/Tools to Improve Your CBX Operations

IMAGING SOLUTIONS 10

INTERNET RETAILER SUPPORT CENTER 11

LENDING SERVICES 12
*247 Lender, Retailer Direct, Lender*VP, Lender*RE, & Custom Forms*

MARKETING SERVICES 13
Contests, Cooperative Campaigns, Newsletters

CARDS AND PAYMENTS ..... 13 & 14
Instant Card Issue & EFT Consulting

WEB SERVICES 14
Web Design & Development, Hosting, Board Websites, Professional Services

ELECTRONIC CHECK PROCESSING 15
*CU*Check*

CHECKLOGIC (PROVIDED BY EDOC INNOVATIONS) ..... 15 & 16
Branch Image Database, Forward Collection & Hardware

CHECKLOGICBIZ (PROVIDED BY EDOC INNOVATIONS) 16
Merchant Image Capture, Forward Collection, Hardware & Supplemental Guidelines

REMOTE DEPOSIT CAPTURE 17
Operational services

NETWORK SERVICES (CNS) 17
Firewall Management, Guapple, iSweep, Gweep, Server Management, Complete Care, Onsite Services & more

ASTERISK INTELLIGENCE 18

PRICING PHILOSOPHY

One of the cornerstones of our industry is adherence to the cooperative principles that differentiate credit unions from other financial services providers. Like your credit union, CU*Answers is also a cooperative, 100% owned by our customer-owners. As such, we feel it is a mandate to provide full disclosure when it comes to pricing of our products and services so we can walk the talk on our philosophy of charging only when we have to, not simply because we can.

For our CUSO, pricing our offerings is very straight forward: we take on the perspective of a customer-owned partner whose ultimate goal is the financial success of the credit unions we serve. Our pricing models are designed to help facilitate the growth and sustainability of our credit union partners while investing in their futures through shared technology development, and, as importantly, **ownership of that technology. THE MANUFACTURER'S ADVANTAGE.**

To that end, we believe that the pricing in this year's Guide meets our goal of being **disruptive to the established core data processing pricing methodology** that exists in our industry.The sheer breadth and depth of our offerings is a source of pride for our cooperative. With that in mind, I encourage your teams to get familiar with our CU*Answers Online Store, an excellent reference catalogue that gets updated periodically throughout the year. I hope that this document is a catalyst for all who read it to dig a little deeper into not only our products and services, but also our business model and our people.

Have a great 2026!

Scott Collins
EVP of National Sales and Marketplace Relationships
scollins@cuanswers.com

THE 7 CORNERSTONES OF THE PRICING PHILSOPHY

As a cooperative, we remind ourselves that each and every time a client remits a payment, that paid invoice is an investment, not simply a transaction for services rendered. Therefore, our price should be based on our continued ability to innovate, carry forward as an ongoing concern, and ultimately, add to the collective capital of the credit union system. The expected return from our service is truly not reflected only in a price. It is based on seven simple concepts that we hope our clients will leverage to gain the ultimate return on every dollar they spend on our services:

1. **The power of ownership**
2. **A focus on utilization**
3. **Be the best you can be**
4. **First to implement**
5. **Guaranteeing the difference**
6. **The value of equity**
7. **Return on investment**

LEARN MORE

This Pricing Guide is a snapshot in time, and is modified annually. To fully understand our pricing philosophy as a cooperative CUSO, take a look at our Historical Pricing Perspective Series. Contact the Sales Team for copies at sales@cuanswers.com.

Volume 5 is available at https://www.cuanswers.com/wp-content/uploads/Historical_pricing_model_2020_2024.pdf

HISTORICAL PERSPECTIVES

- **VOLUME 1 : 1999 - 2004**
- **VOLUME 2 : 2005 - 2009**
- **VOLUME 3: 2010 - 2014**
- **VOLUME 4: 2015-2019**
- **VOLUME 5: 2020-2024**

ADVANTAGECIO SERVICES advantagecio.com

	Cost
Cyber Security Compliance Package Information Security Risk Assessment Business Continuity Plan/Business Impact Analysis Information Security Program and Policies Incident Response Plan Assistance with Examination and Audit Preparedness/Response Annual Information Security Report for the Board	Starting at $250/month
Incident Response or Business Continuity Tabletop Exercise	Starting at $250/month
Disaster Recovery/Business Continuity Plan Creation, Implementation and Maintenance	Starting at $3,000
General IT Consulting and Project Management	$125/hour
Information Security Risk Assessment *(measure effectiveness - risk mitigation controls)*	Starting at $3,000
Cybersecurity Board Literacy Training	Starting at $250
*AdvantageCIO is CU*Answers strategic technology consulting team—for more information please contact info@advantagecio.com.*	

AUDITLINK SERVICES auditlinksuite.com

	Cost	
AuditLink Daily Log Management Full Service *(pre-defined list of daily/weekly/monthly/annual compliance monitoring tasks)*	Starting at $105/week	
AuditLinkVM *(a new state of the art vendor mgmt. service that helps credit unions meet the growing demands and pressures of managing critical relationships)*	$3,000 - $5,500 implementation $300 - $500/month	
BSA Review & ACH Audits *(CUA no longer offers; please contact AuditLink for 3rd Party options)*	Contact AuditLink for referral	
Employee Security Review *(review all tool assignments, team templates, special security assignments, and best practice in managing employee security)*	Tiered starting at $1,250	
Abnormal Activity Monitoring *Monitoring of Members activity to uncover high risk accounts*	Implementation	Weekly
<5000 Members	$800	$65
5,001 - 10,000 Members	$1,165	$110
10,001 - 20,000 Members	$1,435	$150
20,000 - 40,000 Members	$1,650	$175
>40,000 Members	Custom Bid	Custom Bid
Abnormal Activity Monitoring – Transaction Pattern Configuration *(one time configuration of transaction patterns to uncover high risk accounts)*	Implementation	
Implementation		
<5000 Members	$1,246	
5,001 - 10,000 Members	$1,803	
10,001 - 20,000 Members	$2,680	
>20,000 Members	Custom Bid	
AuditLink Check-Up *(a complete review of all configurations associated with Federal regulations and FFIEC guidance)*	Free; Order via Online Store	
Train My BSA Officer	$100 - 250	

NEW OFFERING!

CU*ANSWERS CUSTOM SERVICES (Formerly DHD)

*Traditional programming processes CU*Answers regularly performs for supported vendors that normally do not require more extensive custom research/ design or development. Depending upon the OTS project, both a one-time and monthly maintenance fee may be included. Visit the CU*A Online Store at store.cuanswers.com to review a variety of DHD related products and services to purchase.*

Some popular options:	Cost
EFT (ATM, debit) Vendor Conversion *(per a new/supported Online vendor)*	Quote Provided
Credit Card Vendor Conversion *(per a new/supported vendor)*	Quote Provided
Loan Origination System *(per a new/supported vendor)*	Quote Provided
Loan Insurance File Transmissions/Posting *(existing or new)*	Quote Provided
Data Floods *(basic, self-directed or non-basic/conditional)*	Quote Provided
OTB *(off trial balance)* **File Exchanges to/from 3rd-Party Vendors** *(existing or new)*	Quote Provided
Check Processor/Image Check Set-up *(existing or new)*	Quote Provided

CU*ANSWERS CUSTOM SERVICES (Formerly DHD)

API DEVELOPMENT SERVICES

*Providing tremendous flexibility, speed for integration and low price point to allow others to develop projects that connect with and integrate into the CU*Answers product suite. Depending on the API project requirements, both a one-time and monthly maintenance fee may be applicable.*

	Cost
CU*Answers Developed/Supported API's	Quote Provided
API Modifications/Custom Development	Custom Bid - Quote Provided
Other Vendor API's *(as offered via 3rd-party developers)*	Quote Provided

CUSTOM PROGRAMMING SERVICES

*A custom project development strategy for which the client is often the primary architect for designing the project blueprint. We will also work closely with you for helping determine any desired level of CU*A technical and support resource assist we may offer for helping drive your initiative. Depending upon the custom programming project, both a one-time and monthly maintenance fee may be included.*

	Cost
Vendor Integrations *Offering a strategy to connect CU*Answers products or services with another vendor. These integrations can be developed as batch, real-time data integrations or on demand data extracts, eliminating manual data entry and duplication*	Custom Bid - Quote Provided
DEX/Data Warehouse Exchanges *Providing the components to move data from CBX to a Data Warehouse. This can happen through DEX, which transfers preconfigured files to external warehouses at scheduled intervals, or through services that move the data to other CU*Answers hosted databases*	Custom Bid - Quote Provided
Internet (SSO) Integrations *Integrations that allow a member or employee to jump directly from CBX or Online Banking to access separate websites and tools, without the need to independently authenticate (log-in)*	Custom Bid - Quote Provided
Custom Fees *CU*Answers will closely work with your credit union to develop a customized fee strategy to suit your needs*	Custom Bid - Quote Provided
Other Projects *Desired interactions or processes that are more complex and specialized than routine OTS product/service offerings*	Custom Bid - Quote Provided

EARNINGS EDGE cuanswers.com/solutions/earnings-edge

ACCOUNTING RELATED PRODUCTS AND SERVICES	One Time Charges	Monthly
Member Branch Reassignment *(per teller activity)*	$250 *(minimum)*	n/a
EASY EARNINGS PROJECTS	One Time Charges	Monthly
Member Selected Statement Styles/Implementation	$500	n/a
It's Me 247 Configuration Strategies	$1,000	n/a
MEMBER RELATIONSHIP BUILDING SERVICES	One Time Charges	Monthly
BizLink	$3,000	$1/member/month *($100 minimum)*
Cross Sales Configuration; Analysis/Tune-Up	$1,000 *(minimum)*	n/a
Marketing Club Configuration/Tune-Up	$500	n/a

EARNINGS EDGE cuanswers.com/solutions/earnings-edge

MEMBER RELATIONSHIP BUILDING SERVICES	One Time Charges	Monthly
Patronage; Bonus Dividend Options, Configuration/Tune-Up	$500 *(minimum)*	n/a
Service Charge Review/Analysis/Configuration/Tune-Up	$500	n/a
Savings/Checking/Certificate Product Config. Review /Tune-Up	$1,000	n/a
Tiered Services Program Review; Configuration/Tune-Up	$1,500 *(minimum)*	n/a
OTHER SERVICES	One Time Charges	Monthly
Loan Participation *(start-up of program)*	$5,000 + *travel expenses*	n/a
Back Office Review *(consulting service)*	$1,500 + *travel expenses*	n/a
CFO Training *(2 day training at the CU)*	$2,000 + *travel expenses*	n/a
Election Management Services *(CU consulting, policy review, audit services)*	$2,000 *(minimum)* + *marketing printing/postage*	n/a
General Consulting	$100/hour *(8 hour minimum)*	n/a
Marketing/Campaign Customization	$500	+ *print/shipping/postage*
Tellering *($300 minimum)*	$1/paper ballot $.05/unique electronic	+ *print/shipping/postage*
Strategic Release Management	$2,500/year	
JMFA Limit Manager	Quote Provided	
FPS Gold Wire Origination Tool	Quote Provided	
Courtesy Pay Configuration/Consulting/Implementation	$2,500 *(minimum)*	
Deposit Product Realignment	$2,500 *(minimum)*	
CBX to Ascensus Integration	$1,500	$100/month
Tiered Services Configuration/Consulting/Implementation	$1,500 minimum	
OFF-TRIAL-BALANCE SERVICE for Third Party Serviced Member Accounts		
	One-time Charges	Monthly
OTB Master File Exchange *(per OTB vendor supported)*		
Existing OTB Vendor	$500 *(minimum)*	$100*
New OTB Vendor	$6,000 *(minimum)*	
OTB Payment File Exchange *(per OTB vendor supported)* New or Existing OTB Vendor	Included in Master File Set Up	Included in Master File Fee
OTB SSO Online Links *(per OTB vendor supported)*		
Existing OTB SSO Vendor	Included in Master File Set Up	$25 *(1 - 3 connections)*
New OTB SSO Vendor		$75 *(4+ connections)*
OTB Transaction File Exchange *(per OTB vendor supported)* New or Existing OTB Vendor *(adding transactions from a 3rd-party into CBX)*	$500 *(minimum)*	$100**/file type/ vendor

**File transmissions from CBX Snapshot Library carry the base $100 monthly fee. File transmissions coming from CBX FILEXX carry a $200 monthly fee.*

***OTB file types are typically a balance/status file and a payment file. CU Is subject to the monthly recurring fee for each type of OTB process utilized. (Examples: CU has 2 credit card vendors but fee is $100; CU has a Credit Card and a Mortgage OTB vendor – fee is $200)*

IMAGING SOLUTIONS cuanswers.com/products/imaging-solutions

	One Time Charges	Monthly
Consulting *Imaging Strategy, Retention Schedule, or Process Tune-Up (normally 1 day)*	$500 + $1,000/day onsite *(plus T&E)*	n/a
Data Export from the Online Vault *(conditions apply)* ArchView™ *(reviewing reports, stmts, tax forms on DVD)*	$300 set-up fee + Provided on DVD: *$200/data type plus $50/DVD* Raw Data Format: Quote Provided	n/a n/a
In-House Forms and Packages Set-up	$150/form or package	n/a
Virtual StrongBox (VSB) Multiple Options *(providing members with 50 MB of space to save documents; each member may optionally purchase additional storage space)*	Quote Provided *(via VSB)*	Quote Provided *(via VSB)*
One-time In-House Software Update or Migration	$500 - $2,500 *(est.)*	n/a
Photo ID Import to Online Vault as part of Conversion	Quote Provided	n/a
Release Management - Full Service **# of Members** 0 - 15,000 15,001 - 30,000 30,001 +	$2,000	n/a $150 $250 $350
CU*Answers Enhanced Online Vault 1 - 3000 Members 3001 - 5000 Members 5001 - 7500 Members >7500 Members	$250	 $100/month $200/month $350/month $500/month
Enhanced Online Vault Complete Package *Includes Vault + eSign with text messages + CU*Forms + Receipts + Check images in CBX (for supported vendors)*	$750 - $900	$100 - $500/month per above
eDOC Signature Online Vault	$150	n/a
eDOC Signature In-House Vault	Quote Provided	Quote Provided
AuthenticateMe – Authenticate your member from CBX	$500	$0.035 per text
CU*Forms – The future of your forms is available today!	$250	n/a

FORMERLY MEMBERPASS

FOR MORE INFORMATION VISIT OUR STORE At https://store.cuanswers.com/imaging-solutions/

INTERNET RETAILER SUPPORT CENTER (IRSC) irsc.cuanswers.com

Self Service Custom Branding Options	One Time Charges	Monthly
Custom PFM Branding *(per vendor capability)*	$500	n/a
CU Publisher Self Service *(see Online Store for more details)*		
Mobile Manager	n/a	$50/month
CU Info	n/a	$20/month
Form Generator	n/a	$50/month
Request Center	n/a	Included
Mobile Alerts	n/a	$50/month
It's Me 247 Manager	n/a	$15 - $50/month
It's Me 247 Analytics	n/a	$15 - $50/month
MOP Manager	n/a	$25 - $100/month
Loan Manager	n/a	$25 - $100/month
CU*Publisher Bundle	n/a	$2,000 - $6,000/yr.
Custom Online Forms Generator *(using the Forms Generator product to create your online forms)*	Visit IRSC Online Store for Details	
Direct Login Widget Options *(alternative to* **It's Me 247** *button)*	Free	Free
Video Customization Service *(ability to brand It's Me 247 how-to-videos with CU log, text, voice, software display options)*	Quote Provided	n/a
Mobile App *(plus any 3rd-party)*	$250 deployment fee (per Operating System)	
Mobile App Branding Update	$125/Operating System	
Online Banking Localization *(requires Layout 2 with online banking)*	$1,500	$90/month
MACO *(Multiple Authentication Convenience Options)*	$2.00/user per year prepaid ($2.25 true-up)	
MEV *(Membership Eligibility Verification)*	Free	
Custom Add Ons *(Pay Anyone for Paymentus, Manage Cards, Launch Points/Log Out URLs, etc.)*	Visit IRSC Online Store for Details	
MAP - Membership Application Process Site *(IRSC product)* 2 + Sites *(for targeted SEGS/audiences)*	First Site Free! *$100 set-up + $20/month (per site)*	
MOP - Membership Opening Process *(online)*		
License Verification via Daon	$2.00/verification prepaid ($2.25 true-up)	
Experian Precise ID Verification	$750 set-up fee *(billed by Experian)*	
Account Funding	$1.34/txn *($50 minimum; billed by Experian)* Fees billed to the CU client by Swivel-Pay	
MAP + *(MAP plus Experian Precise ID Verification)* 2 + Sites (for targeted SEGS/audiences) Experian Precise ID Verification	First Site Free! *$100 setup + $20/site* *$750 + $1.34/txn (billed by Experian)*	
New Vendor Integrations Glia (preferred partner) Allure Security Eltropy	Visit IRSC Online Store for Details	
Remote Deposit Capture *(RDC - via CU*A Mobile App 2.0)*	See CheckLogic Section on Page 15	

See Our IRSC Online Store for Our New Suite of Mobile Technology Group Service Offerings

LENDING SERVICES Provided by Lender*VP cuanswers.com/solutions/lendervp

(pricing may not include applicable 3rd party vendor fees)	One Time Charges	Monthly
FUEL Automated Decision Model	$3,500	$0.05/decision
Batch Soft Pull Score Updates	$250/qtr $375/semi-annual $500 on demand	+ credit bureau fees + credit bureau fees + credit bureau fees
Lender*VP Tune-Up *(Lending Management Platform)*	Quote Provided	Quote Provided
Loan Application Import from 3rd party LOS		
Sync1 Systems *(ready-to-book)*	$4,000 set-up fee	$1.00/application
Origence *(ready-to-book)*	$10,000 set-up fee	$1.00/application
Meridian Link Loans PQ *(ready-to-book)*	$15,000 set-up fee	$1.00/application
Meridian Link Decision Lender 4.0 *(ready-to-book)*	$10,000 set-up fee	$1.00/application
Other 3rd-Party *(ready-to-book)*	Quote Provided	Quote Provided
Misc. Insurance Coverage Integrations *(GAP, Warranty)*		
Trustage Protection Advisor	$500 set-up fee	$1.00/submission
Frost VisualGAP	$500 set-up fee	$1.00/submission
iQQ	$500 set-up fee	$1.00/submission
Open Lending Credit Union Insurance	$750 set-up fee	$1.00/submission
INDIRECT LENDING	One Time Charges	Monthly
Retailer Direct Website	$1,500 *(inc. up to 10 forms)*	$0.75/application
Additional Sites	$750/ea. ≤ 5 add'l $500/ea. ≤ 5 add'l	$.075/application $.075/application
Forms Programming	$100/form > 10	
DealerTrack *(indirect auto financing option)*	$750	$0.75/application *(+ Dealer Track fee)*
CUDL *(ready-to-book)*	$3,000	$1/application *(+ CUDL fee)*
Allegro *(indirect auto financing option)*	$750	$0.75/application *(+ ILT DILLS fee)*
Route One *(indirect auto financing option)*	$750	$0.75application *(+ Route One fee)*
Decision Lender *(indirect financing option)*	$750	$0.75/application *(+ TCI fee)*
LENDER*VP REAL ESTATE SOLUTIONS	One Time Charges	Monthly
Mortgage Import from 3rd party LOS *(Fannie 3.2 and MISMO 3.4 formats)*	$100	$3/application
Mortgage Loan Servicing *(powered by Xtend)* *Investor Reporting & Escrow Administration*	Quote Provided	Quote Provided
LENDER*VP COLLECTIONS SERVICES	One Time Charges	Monthly
Lender*VP Collections Services	n/a	$4.00/account worked *(up to established maximum # of accounts)*

FOR MORE INFORMATION CALL 1.800.327.3478

MARKETING SERVICES cuanswers.com/solutions/marketing

	One Time Charges	Monthly
Cooperative Campaign *(program allowing you to implement digital campaigns)*	$2,500	$250 *or by monthly*
Custom Marketing Collateral Design	Quote Provided	n/a
Newsletter Service Predesigned template Custom Newsletter design	 $750/year *(4 Qtrs.)* $5,000/year *(4 Qtrs.)*	 *+ printing/shipping/postage* *+ printing/shipping/postage*

CARDS AND PAYMENTS cuanswers.com/solutions/cardsandpayments

EFT CONSULTING AND SUPPORT SERVICES	One Time Charges	Monthly
Instant Issue - Online ATM/Debit/Credit Cards **Supported vendors are AB Corp, Entrust and HID Global*	$2,000 API vendor/product	$25 + any applicable 3rd Party fees
Credit/Debit/ATM Card Mass Reissue Project	$3,750 *(minimum)*	n/a
Credit Card Cashback Service *Looking for ways to expand your credit card portfolio and to increase your credit union's transactional usage? With the credit card cash back program, not only are you rewarding your members with a percentage back, you are increasing product sales and creating lasting memberships!*	$500 - $1,300 *See our Online Store for more information*	n/a
Compromised Card Project – ATM/Debit/Credit *Ability to provide CU*Answers with an excel spreadsheet of cards that need to be mass reissued. We will take the spreadsheet issue new cards and send a card order file to your vendor*	$3,750 *(minimum)*	n/a
Reset ATM/Debit Limits *(Set Same Value for all cards)* *Ability to change the PIN and/or SIG limits on your ATM/Debit cards. This is a flood to all your members*	$200	n/a
ATM/Debit Card Purge *Ability to Purge ATM/Debit cards from CBX* *Note: If you are looking for a customized plan, a quote will be provided*	$200	n/a
ATM/Debit Card Tune-Up *Work with the Cards and Payments team to review all configurations for ATM/Debit cards*	$100	n/a
Credit Card Tune-Up *Work with the Cards and Payments team to review all configurations for credit cards*	$250	n/a
EFT CONSULTING AND SUPPORT SERVICES	One Time Charges	Monthly
Bill Pay Tune-Up *Work with the Cards and Payments team to review all configurations for credit cards*	$200	n/a
Online Limit Checking *Have CU*Answers validate the total amount spent by your member and ensure they do not go over the amount set by the credit union*	Free	n/a
Card Randomization	Free	n/a
EFT Consulting & Support	Quote Provided	Quote Provided

Take advantage of

1Click Offers Powered by **Lender*VP**

With the 1Click Autopilot program, you can hire the Lender*VP team to process your 1Click offers for you! Let us do the query work and push out those offers into online banking on the date you specify with your chosen offer type!

store.cuanswers.com/store/lendervp/internet-retail-solutions-lending-center/

WEB SERVICES cuanswers.com/solutions/web-services

CUSTOM WEB DESIGN & DEVELOPMENT	One Time Charges	Monthly
Splash Page Architecture	$500	n/a
Custom Architecture	Quote Provided	n/a
WORDPRESS WITH SITECONTROL WEB DESIGN & DEVELOPMENT	One Time Charges	Monthly
Custom Website Theme	$4,000 *($500 discount if site launched within 45 days of training)*	n/a
Custom WordPress with SiteControl Maintenance	n/a	$125/hour *(15 min. increments)*
WEB SITE HOSTING EMAIL SERVICES	One Time Charges	Monthly
Domain Name Registration and DNS Hosting	n/a	$50/year
Let's Encrypt *(Automatically obtain a browser-trusted certificate)*	Free	n/a
SSL Security Certificate Add-on *(validates the authenticity of client secured site and web site's identity to members)*	$399	$25
Other Vendors	$100/set-up	$25
Static Website Hosting *(HTML only)*	$100	$25
Dynamic Website Hosting*	$100	$125
BOARD WEBSITES	One Time Charges	Monthly
Ad Supported	n/a	Free
Ads Removed	n/a	$25
PROFESSIONAL SERVICES	One Time Charges	Monthly
Custom Web Site Maintenance	n/a	$125/hour *(15 min. increments)*
Existing Web Site Evaluation Report	$250	n/a

**Dynamic website hosting required for all CMS websites including WordPress. WordPress updates will be automatically applied. Set up fee waived with custom theme development by Web Services.*

CU*ANSWERS
Network Services

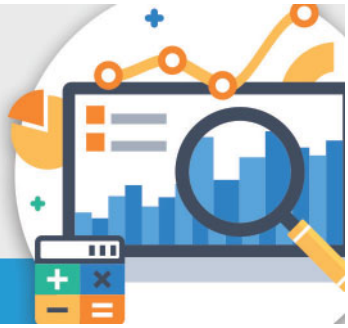
More than just a service provider, CU* Answers Network Services is an extension of your staff with the expertise to cut through the confusion and deliver the solutions you need at a price you can afford.

www.cuanswers.com/solutions/network-services/

ANALYTICS BOOTH

Analytics Booth enables you to understand your credit union better than ever before. You'll never have to say you don't know the latest information happening right now. Your credit union's vitals are at your fingertips.

cuanswers.com/solutions/asterisk-intelligence/analytics-booth/



ELECTRONIC CHECK PROCESSING Provided by Edoc Innovations

CU*CHECK - ELECTRONIC CHECK PROCESSING	Cost
MEMBER IMAGE CHECK PROCESSING	
0 - 100,000 Items 100,001 - 999,999 Items **Check Return Fees** 1 - 500 Returns 501+ Returns	$0.01/item $0.005/item $1.75/item $1/item
Maintenance Fee	$50/month
Minimum Monthly Processing Fee	$150
Check Image Access via CU*Check *(for non-CBX Clients)* Must meet CU*Answers interface specifications	$500 set-up fee *(one-time)* $100/month access fee
ArchView Check Images *(images burned to DVD - monthly or quarterly)*	$20/DVD $0.03/item *(plus shipping)*
Access to Check Images *(for de-converted CBX Clients)*	$2.00 per check image *(requested by CU)* ***or*** $150/month unlimited access
Pricing shown does not include certain FRB fees (i.e. high dollar notification). Final Pricing determined by Credit Union signed contract.	*Pricing subject to periodic change*

CHECKLOGIC™ Provided by eDOC Innovations

BRANCH IMAGE DATABASE & FORWARD COLLECTION (CHECK 21)	Cost
CheckLogic Branch Capture Software *(one-time fee)* <5,000 Members >5,000 Members	 Waived Waived
CheckLogic Set-up Fee	$250/branch
CheckLogic™ Mobile (RDC) One-Time License Fee *(Pricing subject to change. Please contact IRSC for current pricing)* Installation Fee Mobile Monthly Support Fee *Subject to change. Please contact IRSC for current pricing* CheckLogic Mobile RDC-IQ Posting CheckLogic Mobile Per-item Fee CheckLogic Mobile Restrictive Endorsing CheckLogic Mobile Reject Email Customization Ops Engine Automated Posting to CBX	 <1k Members = Waived 1,001 - 5k Members = $495 >5k Members = $995 Waived Under 1K members = $75/month 1,001 – 5K members = $100/mo. Over 5K members = $175/month Under 1K Members = $25/month 1,001 – 5K members = $50/mo. Over 5K Members = $100/month $0.468/item $0.04/item $50 See Online Pricing Guide Page 8
FORWARD COLLECTION FEE SCHEDULE	**Cost**
Adjustments2	Free
CheckLogic Forward Collection *(per item fee)*	$0.0624 *($150 minimum per month)*
Foreign Item Cash Letter [1]	TBD - *per CU collection source*
Foreign Item Collection[1]	TBD - *per CU collection source*
Foreign Item Collection/Cash Letter *(returned item)*[1]	TBD - *per CU collection source*
Minimum Monthly Forward Collection Fee	$150

SAVINGS VIA NEW TIERS

FOR MORE INFORMATION CALL 1.800.327.3478

CHECKLOGIC™ (continued) Provided by eDOC Innovations

FORWARD COLLECTION FEE SCHEDULE	Cost
Paper Item Collection *(including Canadian & unscannable items)*[1]	TBD - *per CU collection source*
Paper Item Collection – Returned Item[1]	TBD - *per CU collection source*
CHECKLOGIC™ HARDWARE OPTIONS	Cost
Canon Check Scanner *(multiple scanner options available from 1-180 DPM based on processing volume required)*	Quote Provided
Online Banking Interface (*non-***It's Me 247**)	$4,995
Warranty Pricing for Up-front Payment Options Available	Quote Provided

CHECKLOGIC*BIZ* ™ Provided by eDOC Innovations

MERCHANT IMAGE CAPTURE & FORWARD COLLECTION	Cost
CheckLogic BIZ Remote Deposit Software *(one-time fee)*	$1,995
CheckLogic BIZ Installation Fee	$995
CheckLogic BIZ Per Item Fee	$0.156
CheckLogic BIZ Per Merchant Setup Fee	$50
CheckLogic BIZ Monthly CU License/Support Fee	$78
CheckLogic BIZ Monthly Hardware Maintenance	$25
CHECKLOGIC™ LITE HARDWARE OPTIONS	Cost
Canon/RDM Check Scanner *(multiple scanner options available from 1-180 DPM based on processing volume required)*	Quote Provided
Online Banking Interface (*non-***It's Me 247**)	$4,995
Warranty Pricing for Up-front Payment Options Available	Quote Provided
CHECKLOGIC™ SUPPLEMENTAL GUIDELINES	Cost
Settlement of funds, next day guarantee credit to CU's account - actual items processed through clearing house.	
ArchView™ DVD Service - Quarterly Image Archival via DVD	$50/DVD
Equipment Supplies	Quote Provided
Unlimited Technical Support for CU Software and Scanning Needs	Free
Online Check Image Access for 12 Months *(via eDOC)*	Free

1) Any pass-thru charges that are incurred will be assessed by client chosen settlement point in addition to the item fee.

2) We reserve the right to charge for excessive image quality adjustments resulting from your staff overriding image quality warning messages from the imaging software. We will work with you to try to reduce the number of rejects for poor image quality before assessing any additional charges.

3) eDOC Innovations supports a variety of forward collection endpoints. Credit unions who desire to process forward collection items directly through the Federal Reserve or another endpoint can obtain pricing through a quote from eDOC Innovations.

REMOTE DEPOSIT CAPTURE (OPS FEES)*

	One Time Charges	Monthly
RDC-IQ (near real-time) Posting Services	$500	$25/month
New Vendor for RDC	Custom Bid	Custom Bid

NETWORK SERVICES (CNS) cuanswers.com/solutions/network-services

Hardware, Software and Services from Dell, Cisco, IBM, VMware, Microsoft, Microsoft Azure and many others. Call for information and pricing today, or shop online at store.cuanswers.com	One Time Charges	Monthly
Complete Care Management Workstations Management Server Management Firewall Management Switch and A/P Management	 n/a n/a n/a n/a	 $12/devic/month $50/device/month $150/month *(minimum)* Starting at $29/device/mo.
DataBP Backup Services *(with Offsite Data Storage)*	Quote Provided	Starting at $149/month
Managed Hosting Services CPU (Virtual): $15/core/month RAM (Virtual): $5/GB/month Storage+Backup+Replication (HPE): $0.50/GB Operating System (Microsoft): $8/core/month Internet Bandwidth: $20/month per 5 x hosted VMs Firewall Hosting (Fortinet): $50/month per 40F Model Firewall Rack Space	Quote Provided	Quote Provided
RMM Licensing Fee	n/a	$3/device/month
Virtual Branch Disaster Recovery Service (CBX only)	$300 *(minimum)*	$35/month for CBX $275/month for virtual network cloud recovery
Presence Tech Onsite or Virtual Support	n/a	Quote Provided
Virtual Environment Management	n/a	Quote Provided
GUAPPLE	See Store	$29/unit/month
Virtual GOLD Update Appliance	$400 setup	$250/month
VPN Management (Communication to CUA data center)	n/a	$70/branch/month
GWEEP	See Store	$45/unit/month
Zix Email Encryption	$1,200 set-up *(minimum)*	$2.09/user/month
Cisco DUO Multi-Factor Authentication for Networks	From $2,000	$3/user/month
Cisco Umbrella Website Filter	Quote Provided	$1.85/user/month
Microsoft 365 Business Premium License Bundle *(Word, Excel, PowerPoint, Outlook, Teams, Intune, Defender, and more)*	n/a	Quote Provided
Microsoft 365 Business Standard License Bundle *(Word, Excel, PowerPoint, Outlook, Teams, and more)*	n/a	Quote Provided
Trend Micro Anti-Virus	n/a	$1.20/endpoint/month
Veeam Office 365 Backup License	n/a	$3.05/user/month

Network Services covers the entire IT spectrum, from hardware sales to managed network services, from policy development to network design and IT project management. For more information, please visit our online store at https://store.cuanswers.com/store/network-services/.

FOR MORE INFORMATION VISIT OUR ONLINE STORE AT https://store.cuanswers.com/store/network-services/

ASTERISK INTELLIGENCE

	One Time Charges	Monthly/Recurring
Analytics Booth *(CU data analytics)*		
0 - 2,999 Members	n/a	n/a
3,000 - 7,999 Members	n/a	$50
8,000 - 11,999 Members	n/a	$100
12,000 - 999,999 Members	n/a	$150
Data Warehousing	$1,000	$100 maint. + support fee *(+ $10/GB)*
Custom Data Analysis Services	Quote Provided	n/a
Research Analysis *(explaining unexpected results)*	Quote Provided	n/a
CBX Report Builder (A-to-Z) Training	$1,500	n/a
Advanced CBX Report Builder Training	$750	n/a
Data Exchange (DEX) Standard Package	$3,125	$250/month
Data Exchange (DEX) Custom Package	Quote Provided	$250/month
SnapShot Data Library	Free	n/a
Asterisk Intelligence Weeks	Free	n/a
Self-Directed Data Floods	$500/flood	n/a
Custom Query Report Services	$75/hour	n/a
Templated Query Services	Quote Provided	n/a
Analysis Scorecard Engagements	$50 - $200	Quote Provided
NSF and Courtesy Pay Analysis	$800 - $1,500	n/a

INTERESTED IN STARTING A CUSTOM PROJECT AND NOT SURE WHERE TO BEGIN?

Implement unique solutions with the help of the Custom Services team.

WHAT TYPES OF PROJECTS DOES THE TEAM HANDLE?

- New Third-Party Vendor Integrations
- File Exchanges
- Data Warehousing Projects
- Data File Extracts
- Custom Data Floods
- Single Sign On (SSO) Projects
- Custom Fee Programs
- New APIs * (application programming interface)
- Special Projects Unique to Your Credit Union

CUANSWERS Custom Services

https://www.cuanswers.com/solutions/custom_services/

Innovation Center

National Center for Collaboration & Innovation

6725 Via Austi Parkway, Suite # 130
Las Vegas, NV 89119

BRINGING PEOPLE *TOGETHER*

At the National Center for Collaboration, we have several options for facility use depending on your needs, goals and group size. Whether it's hosting an event or simply using us as a home base for a day, the Innovation Center is a cooperative-owned resource for you to leverage.

Visit **https://wecanbeyourwildcard.com/reservations/** to make your reservation today!

CU*ANSWERS
A Credit Union Service Organization

CONTACT INFORMATION

CU*Answers
P: (800) 327-3478
F: (616) 285-5735
sales@cuanswers.com
cuanswers.com

© 2026 CU*Answers - marketing\departments\sales\pricing_guides\2026