



Attention Credit Unions Partnering with Entrust

We are writing to inform you that your current instant issue solution will need to be moved to the Integrated Client solution with Entrust. This solution will eliminate the need to create a username and password on our end for the connection to work. Key enhancements include support for encrypted PIN pads, and simplified image selection process.

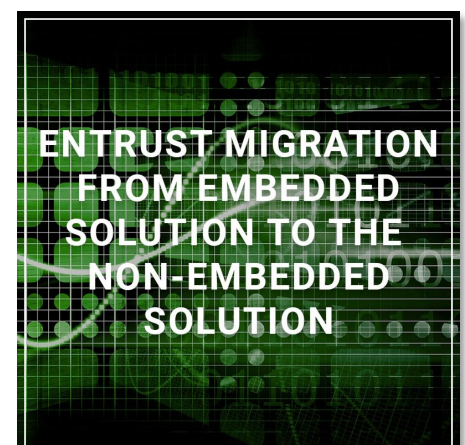
How will this new interface work?

You will still order the card on our system and select the instant issue button. However, instead of the core sending a skeleton record, we will now put that card data in an instant issue queue for the Entrust Instant Financial Issuance software (formerly known as Card-wizard) to then pull that information from our system and print the card.

You will be required to have a direct connection to your vendor, in order to transmit the card record from the Entrust Instant Financial Issuance software directly to your card processor. It is possible that you may not yet have this connection, in which case this will need to be set up as part of the change. If you are currently unsure about your connection status, please reach out to the Cards and Payments team and we can assist you with identifying your setup.

Why does my credit union need to make the move?

Your current solution will be sunset by the end of September 2026 – we wanted to notify our credit unions now, so that you can add this to your 2025 or 2026 project road map. The CU*Answers cost for this will be \$500. If you are interested in getting in the queue early, **please follow the link via the green store tile to the right.**



Please contact your Entrust Sales Executive/Account Manager for additional information including pricing, integrated client demos, and questions.

If you have any questions, please contact: cardsandpayments@cuanswers.com