eltropy **Prodigy** beyond remarkable

Hello Sophia,
Your Account Balance as of 24–Feb–2021 is $1497.45. Reply HELP to know more.

CORE DATA PROCESSING INTEGRATION

Stay Connected to your Members with Real-Time Text Alerts

Eltropy and CUProdigy partner to put credit union members in the driver's seat of an excellent experience. Using Eltropy's technology within CUProdigy, credit unions can enable real-time Text alerts directly from CUProdigy.

Exceeding Technology Expectations with Real–Time Text Alerts

➤ Send real-time alerts based on changes to accounts on CUProdigy

➤ Record member opt-ins and opt-outs to meet TCPA requirements

➤ Manage payment notifications and alerts

➤ Get members access to instant notifications on cheque deposits

and much more!

Enhance Member Experience by Providing your Members with information in real-time via Text.
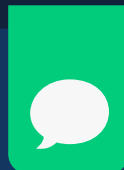
92% members carry a Text-enabled phone all day

82% Individuals keep notifications enabled for Text

1 in 3 Consumers check their Text notifications within 1 minute of receiving

Benefits

Providing credit union members with information in real-time via text to enhance the member experience.

Increase and update your opt-in contact list without any hassle.
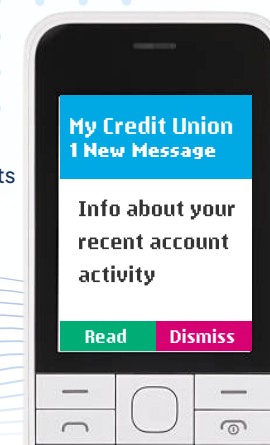
No more negative balance. Send instant balance maintenance alerts to members with a balance below 0 to stay on the positive side of the business.

No Smartphone? No Worries.

Your members can still stay in touch with your Credit Union via Text Alerts.

- Daily or Monthly Balance Alerts
- Balance Threshold Alerts
- Payment Due Date Alerts
- New Account Open Alerts
- Fee Alerts
- Transaction Alerts
- Loan Over/Under Due Alerts
- and more

My Credit Union
1 New Message
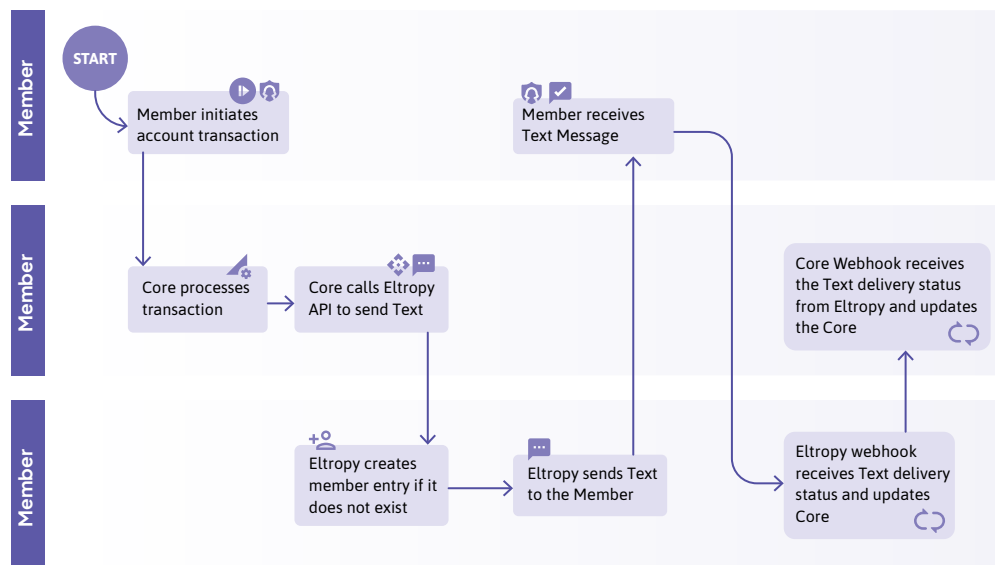Info about your recent account activity
Read   Dismiss

How it Works?

As simple as 1,2,3...

- At the domain setting level Eltropy, users can configure the phone number/short code/toll-free number for sending out Text messages for alerts.

- The credit union then creates an instance.

- Once the instance is created, credit union will provide connected based information in order to establish connectivity.

── **and it's done!**

Text Alert Trigger and Sync

Member — START — Member initiates account transaction

Member receives Text Message

Member — Core processes transaction → Core calls Eltropy API to send Text

Core Webhook receives the Text delivery status from Eltropy and updates the Core

Member — Eltropy creates member entry if it does not exist → Eltropy sends Text to the Member

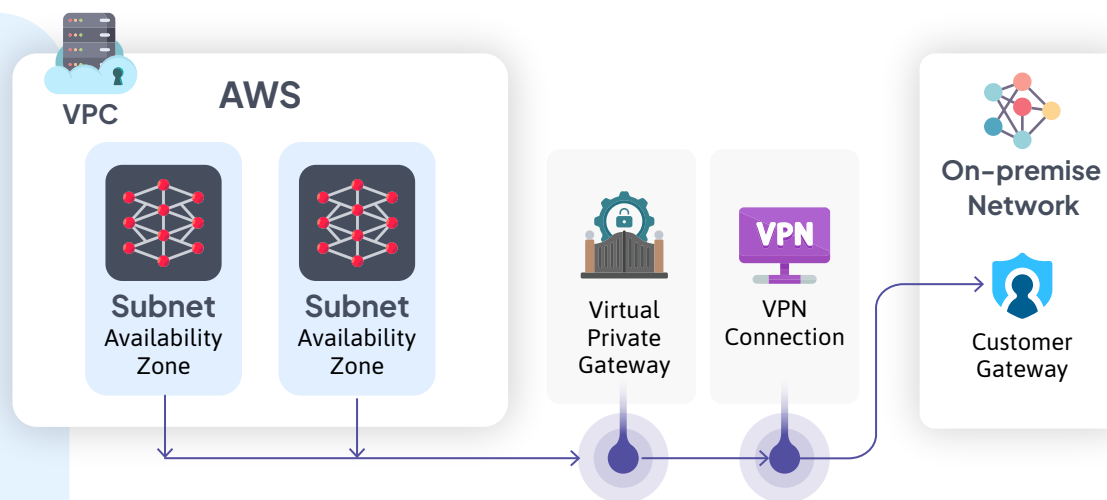Eltropy webhook receives Text delivery status and updates Core

Security is our #1 Priority

Security will be implemented at 2 levels:

- A mutually agreed authentication should be implemented on the Webhook URL. Recommendation HMAC-SHA1 signature match.

- Site to Site VPN Tunnel between CUProdigy and Eltropy will be established.

An Example Site-to-Site VPN connectivity

VPC — AWS

Subnet Availability Zone

Subnet Availability Zone

Virtual Private Gateway

VPN Connection

On-premise Network

Customer Gateway

For the first time, Credit Unions can engage members over Text messaging while using CUProdigy.

Let's Talk

✉ team@eltropy.com

✈ eltropy.com/demo