



Xtend

&

AuditLink
CU^{ANSWERS} Management Services

DORMANCY R & R

Managing the Michigan Dormancy
Regulation Changes

The Facts

- ❑ Michigan's escheat requirement is going from 60 months to 36 months on April 1, 2011.
- ❑ The next business day after the DIMAST file is updated and the credit union may see a large increase.
- ❑ Michigan escheat date is July 1.
- ❑ Before April 1, 2011 – suspended accounts will need to be worked.
- ❑ From April 1 to June 30, the members in the dormant file should be analyzed and worked in an attempt to reduce the number of accounts and amount of money escheated to the state of Michigan on July 1, 2011.



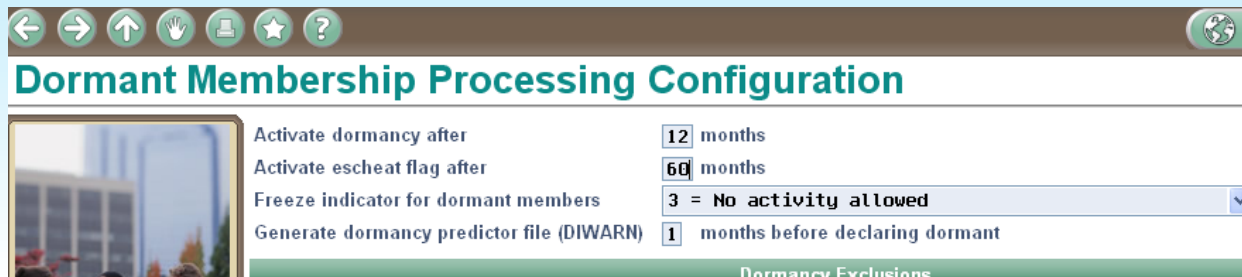
The Process

- ▣ As soon as possible, review your current dormancy configuration through MNAUDT, Option 25. Notify the CU*Answers Client Services Team of your desired configuration change(s).
- ▣ Before April 1, 2011, the credit union will need to visit MNAUDT, Option 5, analyze their suspended members and change the status as appropriate.
- ▣ On or before April 1, 2011, the credit union's dormancy file configuration will need to be reset to reflect the "Activate Escheat Flag After" field to equal 36 months.
 - ▣ Regardless of when the dormancy configuration is updated, the next business day, there will be an increase in the DIMAST file
- ▣ To avoid an increase in escheat amount due to this timing change, dormant accounts should be analyzed and worked before June 30, 2011.



Engage Your Partners

- ❑ The Xtend Call Center and Audit Link have created a three part plan to assist the credit union before, during and after the escheat timing change
- ❑ Option 1 – Dormancy Configuration Update
 - Credit Union works suspended accounts
 - Xtend and the CU*Answers Client Services Team to facilitate the update the credit union's dormancy configuration
 - Regardless of when the dormancy configuration is updated, the next business day, there will be an increase in the DIMAST file
 - Xtend runs preliminary statistics on the credit union's dormancy file



The screenshot shows a web browser window with a navigation bar at the top containing icons for back, forward, home, search, and help. The main heading is "Dormant Membership Processing Configuration". Below the heading, there is a table of configuration settings:

Activate dormancy after	12 months
Activate escheat flag after	60 months
Freeze indicator for dormant members	3 = No activity allowed
Generate dormancy predictor file (DIWARN)	1 months before declaring dormant

At the bottom of the configuration area, there is a link for "Dormancy Exclusions".



Engage Your Partners

Option 2 – Clean Up

- Xtend creates and runs “exclusion” files – members who can be deleted from dormancy
- Audit Link, with the Credit Union, analyzes and works dormant and suspended accounts for an overall reduction in size of the dormancy file

Date	Total # of Dormant Accounts	# of Dormant + Closed Accounts	# of Dormant + Delinquent / Write off/ Collection Accounts	# of Dormant accounts with a \$0 balance	# of Dormant accounts with invalid phone number	# of Dormant accounts with invalid phone and invalid address
1/2/2011	820	95	2x	x	x	
2/1/2011	777	105	2	176	179	
2/18/2011	725	120	2	148	170	34
2/28/2011	524	69	2	6	134	22
3/8/2011	513	3	2	10	297	23

Dormant Membership Inquiry/Maintenance Dormancy Suspended

Search for account base

Position to account base

Account	App Type	Name	Fees	Dormancy Status	Current Balance
				Toggle View	Toggle View
SH	DA		3.00	SUSPENDED	38.86
SH	MI		2.00	SUSPENDED	23.53
SH	AI		5.00	SUSPENDED	26.73
SD	AI		0.00	SUSPENDED	0.00
OC	AI		0.00	SUSPENDED	0.00
SH	DA		3.00	SUSPENDED	23.10
SD	DA		0.00	SUSPENDED	0.00
OC	DA		0.00	SUSPENDED	0.00
SH	RI		0.00	SUSPENDED	129.54
SH	LE		22.00	SUSPENDED	2,830.64
SH	CA		0.00	SUSPENDED	193.45
SH	CA		0.00	SUSPENDED	25.00
SH	LD		5.00	SUSPENDED	61.49
SH	LD		0.00	SUSPENDED	0.00

F7
 F11
 F13
 F15

Change View Detail Delete
 Inquiry Reinstate Suspend



Engage Your Partners

▣ Option 3 – Follow Up

- The remaining members (with a valid phone number) are contacted by the Xtension Call Center.
- During each call, the Xtension agent determines whether the member wishes to re-engage with the credit union (apply for credit, loan, sub account, etc) or close the membership.
- The credit union will work the follow ups from the Xtension Call Center:

Closing requested accounts

Updating the last contact date when necessary

Finalizing cross sold products/services

Member Tracker Review



Account .L
Conversations 7
Position to date [MMDDYYYY]

Contact - Date: 01/20/2011 Time: 17:20:33 By Emp: -E
Name: Memo Type: LM Left Message
Follow-up - Date: 01/24/2011 Assigned to Emp: 93 Completed: YES
Need Group: 95 Xtend Dormancy Project Task: 2 Member is Dormant
left message regarding member account dormancy-mark

Contact - Date: 01/03/2011 Time: 13:00:47 By Emp: #A
Name: Memo Type: IN Initiate
Follow-up - Date: 01/03/2011 Assigned to Emp: 93 Completed: YES
Need Group: 95 Xtend Dormancy Project Task: 2 Member is Dormant
Member is Dormant
See script for talking points
Attempt Survey
Attempt a Cross Sale

Backup F3
Sort Contact Date F11



Dormancy R & R

Questions and Getting Started

- ▣ Regarding the escheat rule changes
 - Jim Vilker (x167)
- ▣ Regarding utilizing Xtend and Audit Link services
 - Annika Dieringer (x162)
 - Joe Spenski (x532)
- ▣ Getting started
 - Each attending credit union will receive a Check List and Statement of Work
 - Return Statement of Work with your service selections and a signature to Annika Dieringer



Best Practices

- ▣ Stop throwing good money after bad!
 - ▣ Why constantly pay out for dormant accounts?
- ▣ A clean up of the credit union's dormancy file, similar to the clean up steps describe here, be completed at least on a semi-annual basis.
 - ▣ Xtend and Audit Link can provide this service
- ▣ The credit union's suspended accounts be analyzed and updated on a daily basis.
 - ▣ Audit Link can make suggestions on these accounts on the transactions that moved the member to a suspended status
- ▣ Dormant members should be contacted to re-engage
 - ▣ Xtension Call Center can provide this service
- ▣ Dormancy fees should encourage the member to act
 - ▣ Audit Link can make suggestions on appropriate fee amounts



Contact Information

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