



Major Inefficiencies of not going paperless.

Inefficiency: Management of Member Statements

The issue

Members frequently misplace statements. Statements are reproduced from various media:

- Microfiche: Typical fulfillment of statement requests is accomplished from microfiche. Microfiche records are centralized require space for archives and equipment and are not immediately available.
- Data Systems: Some reports are maintained in data form. This data can be accessed using report writer functionality and printed for the member. Given the limitations of the format, statements reproduced in this manner will not have the mask formatting available on pre-printed statement forms.
- Imaging Systems: Retrieval of statements from other imaging systems is accomplished on a “forms-centric” basis. Employees select “Monthly Statements” enter a date and a member number. Other documents

Ask yourself these questions:

- How are Statements currently stored?
- What is the time lag between the end of the month and statement availability?
- How are e-statements made available through the web?
- How much does the credit union pay to generate e-statements?
- Is statement retrieval available to all frontline service workers?
- Are statements for outsourced services (mortgages, credit cards, etc.) available?

What is the solution?

Statements are available quickly through **FDMaster’s member-centric view**. All documents are available real-time and statements can be made available directly to members through Bluepoint’s FDWeb gateway.