



# VENDOR DIRECTORY

**WELCOME** to NAFCU's 2015 Vendor Directory! Published annually, NAFCU's Vendor Directory is a special section of our bimonthly magazine, *The Federal Credit Union*. It is a valuable resource compiled to assist credit union executives in identifying, locating and sourcing credit union suppliers, their products and services.

To locate vendors of a specific product or service, refer to the **PRODUCT DIRECTORY** on pages 32–33. Each product category identifies a list of suppliers. To obtain a specific company's contact information, including their website, turn to the **VENDOR DIRECTORY** on pages 34–40.



Preferred Partners: NAFCU Services Corporation Preferred Partners can be easily identified by the Preferred

Partner logo next to each of their listings. With the NAFCU Services Preferred Partner seal, we designate suppliers who are truly committed to credit unions and who have undergone a rigorous evaluation process.

*The vendors listed in this directory are not necessarily endorsed by NAFCU. These are paid advertisements.*

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#### **ABnote Custom Card Systems**

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www.abnote.com

ABnote Custom Card Systems provides instant issuance of Visa and MasterCard credit and debit cards to over 600 financial institutions. CCS offers seamless and certified integration with all major core/EFT processors and provides a wide range of services, including consultation, installation, training, hardware/software maintenance and support, and card design and fulfillment services.

#### **ADFITECH, Inc.**

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ADFITECH leads the industry in due diligence and quality control services by utilizing highly refined proprietary technology, real time interactive reporting and responses, and a full-time onsite staff of highly qualified employees. We offer rating agency, reviewed due diligence, pre- and post-closing, servicing oversight, V3 fulfillment and LOANVAULT imaging. Experience counts.



#### **Advisors Plus**

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www.AdvisorsPlus.com

Advisors Plus consultants help credit unions meet their business challenges and grow. Whether you want to increase membership, enhance your product offerings or streamline operations to improve profitability, our team of experts will put its 200+ years of combined financial services experience to work in meeting your goals.

Advisors Plus can help in all areas of Consulting and Marketing:

- Advisors Plus Consulting Services experts specialize in business strategy, credit card startup programs, credit card portfolio analysis, debit & checking portfolio analysis, contact center & operations optimization and credit card risk & collections analysis.
- Advisors Plus Marketing Services specialists bring cutting-edge expertise in marketing strategy, new member acquisition programs, onboarding campaigns, structured & custom growth campaigns and branch sales training.

We partner with your credit union to create customized, innovative best-in-class solutions that yield immediate, powerful, measurable results and live up to the Advisors Plus promise: Value Delivered. Advisors Plus is a division of PSCU.

#### **American Advisors Group**

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www.aagwholesale.com

Our professional and personable staff has one goal in mind: Making the reverse mortgage experience as informative and efficient as possible. Our mission is to help grow the reverse mortgage industry through introducing new credit unions to the reverse mortgage product. Our dedication to reverse mortgages, and reverse mortgages only, has allowed us to be one of the leading experts in the industry.

### B

#### **BankSITE® Services**

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BankSITE® Services provides "Responsive," ADA Compliant ready websites loaded with marketing content and interactive tools at a fraction of the cost of our competitors. We meet the guidelines of Federal Examiners, and offer a track record of no security issues, server downtime, or price increases for over 15 years.





### BSI Financial Services

Tim Gillis, VP Sales  
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www.bsifinancial.com

Established in 1986, BSI Financial Services is an experienced financial services company specializing in loan servicing, loan review and default services.

The best of an emerging class of independent loan services providers, BSI employs advanced technology, including Web- and cloud-based systems, and a global workforce to provide its clients responsive, high-touch service while maintaining complete transparency in loan operations and reporting.

BSI has a high quality service rating from FNMA and FHLMC and is HAMP, 2MP, FHA and VA approved.

In addition to being licensed in 50 states to provide loan servicing and subservicing, BSI offers pre- and post-origination quality control and loan due diligence services. Through Entra Default Solutions — its wholly owned division — it provides nonjudicial foreclosure trustee services in Arizona, California, Nevada and Texas.

Along with its headquarters in Irving, Texas, BSI Financial has major operations in California, Pennsylvania and India. Visit us at [www.bsifinancial.com](http://www.bsifinancial.com).



### Burns-Fazzi, Brock

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www.BFBbenefit.com

Burns-Fazzi, Brock (BFB) is celebrating its 20th anniversary in executive compensation and benefits consulting. BFB offers executive benefit solutions, institutional asset management, and benefit liability management to credit unions. We help credit unions develop strategies to recruit, retain, and reward their executive talent. We specialize in the design, implementation, and administration of all types of executive benefit plans with various funding and cost offset alternatives. The complete, ongoing state and federal regulatory compliance of your plan is our priority.

BFB has earned the designation of the NAFCU Services Preferred Partner for Executive Benefits and Compensation Consulting Services. Contact us for the 2014 NAFCU–BFB Executive Compensation and Benefits Survey or to schedule an educational session on executive benefits.



### CO-OP Financial Services

9692 Haven Avenue  
Rancho Cucamonga, CA 91730  
Phone: 800-782-9042, x 6102  
sales@co-opfs.org  
www.co-opfs.org

Convenient, nationwide touchpoints. Complete payment solutions. The latest in mobile and virtual tools for self-service

transactions. CO-OP's financial technologies strengthen member relationships by making it easier to access accounts. Created to service credit unions exclusively, we offer more products to more credit unions — and ultimately serve more members — than any other organization. CO-OP delivers what credit unions need to be the most convenient option among competing financial services providers.



### CSCU

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info@cscu.net  
www.cscu.net

At CSCU, we understand relationships and what it takes to grow your credit union. Because we're owned and operated by credit unions, we have the insight and knowledge to stay on the leading edge of the industry. From our comprehensive product suite to our educational and marketing resources, we offer our members everything they need to confidently help theirs. So no matter what change occurs, your credit union is prepared to adapt.

### CSI (Computer Services, Inc.)

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www.csiweb.com

Managing today's complex regulatory requirements can be challenging for any business, and CSI backs a variety of industries including financial services, import/export, insurance, technology, Internet and retail. Through innovative technology and personal service, CSI provides a full range of compliance solutions.

## CU\*Answers

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www.cuanswers.com

CU\*Answers is a credit union-owned Cooperative CUSO, providing technology solutions for credit unions to grow and aggressively compete. This includes its flagship CU\*BASE® processing system, available in either a SaaS or an In-house environment, leading edge self-service products, imaging and archival solutions, strategic planning, management consulting services, and much more.

## CU Direct

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www.cudirect.com

CU Direct helps credit unions increase loans, efficiencies, and membership through its automotive, lending, and strategic solutions. CU Direct offers an extensive suite of products and services designed to help credit unions advance their automotive and retail lending programs, and overall portfolio success. For more information, visit [www.cudirect.com](http://www.cudirect.com).

## CU Experts

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www.cu-experts.com

CU Experts is a business solutions, consulting firm dedicated to profit improvement for credit unions. ID RESTORE is CU Experts' branded program helping credit unions

drive revenue, strengthen value, deliver competitive advantage, build member loyalty and provide member peace of mind by offering a member benefit that addresses identity theft.

## CUNA Mutual Group

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www.cunamutual.com

CUNA Mutual Group was founded in 1935 by credit union pioneers, and our commitment to their vision continues today. We offer insurance and protection for credit unions, employees and members; lending solutions and marketing programs; TruStage™ branded consumer insurance products; and investment and retirement services to help our customers succeed.

## CU\*NorthWest

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www.cunorthwest.com

CU\*NorthWest is a 100% credit union-owned CUSO that deploys its flagship CU\*BASE core processing system as an on-line ASP or in-house solution. As a cooperative, CU\*NorthWest drives affordable and state-of-the-art technology solutions for credit unions, including the It's Me 24/7 online and mobile banking product suite. Please visit [www.cunorthwest.com](http://www.cunorthwest.com) for more information.

## D



## D + H

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www.dh.com

D+H is a leading provider of secure and reliable technology solutions to domestic and global financial institutions, with a reputation for being a trusted partner that helps clients build deeper, more profitable relationships with their customers based on rich industry and market insight, and consumer knowledge. Today, approximately 7,000 banks, specialty lenders, community banks and credit unions rely on D+H to deliver solutions across five broad service areas: Core Solutions, Channel Solutions, Lending Solutions, Payment Solutions and Optimization Solutions. Our integrated, compliant technology solutions enable clients to grow, compete, and optimize their operations, while our forward looking approach helps them stay ahead of the market and anticipate changing consumer needs.

## DigitalMailer, Inc.

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DigitalMailer provides electronic document and marketing services to more than 200 financial institutions across the nation. Their latest innovations include Leaflet, an application that sends email brochures, and My Virtual StrongBox, the online answer to safe deposit boxes. To learn more, visit their website at [www.digitalmailer.com](http://www.digitalmailer.com).



## DOVENMUEHLE



### **Dovenmuehle Mortgage, Inc.**

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 www.dovenmuehle.com

Dovenmuehle Mortgage is the largest and oldest mortgage subservicing firm in the United States, with more than \$200 billion in mortgage loans under management for 250 financial institutions of all sizes nationwide. Dovenmuehle provides private label mortgage servicing with reduced costs, excellent member service, and full compliance with all federal, state, mortgage agencies, and other mortgage servicing regulations. Members may make their mortgage payments by phone, online, and at their branch office locations. Credit unions of all sizes benefit from private label subservicing, including portfolio lenders and lenders who sell to Fannie Mae, Freddie Mac, or Ginnie Mae with servicing retained. Please contact us for a free consultation and customized subservicing proposal based on your portfolio and specific requirements.

Dovenmuehle Mortgage is the NAFCU Services Preferred Partner for Mortgage Subservicing.

### **Dunbar Armored**

Tripp Davis, Senior Vice President,  
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 Phone: 800-888-2129  
 sales@dunbararmored.com  
 www.dunbararmored.com

Dunbar's full line of cash management, ATM, physical security and cybersecurity products and services provides you with a complete solution to meet your organi-

zation's needs. Backed by our nationwide network, we offer integrated loss prevention and cash management services that simplify your cash handling processes while improving your business' security.

## H

### **Howard & Howard Attorneys PLLC**

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Howard & Howard Attorneys provide legal services nationally to state and federally-chartered credit unions as they navigate the complex regulatory environment. Beyond the crucial regulatory and compliance support, our attorneys provide strategic guidance and advice for clients — including mergers and acquisitions, strategic planning, vendor due diligence and contract reviews.

## L

**LoanScoreCard®**  
 Underwriting Made Easy

### **LoanScoreCard**

Sales  
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 Phone: 800-617-0892  
 Fax: 949-407-5059  
 sales@loanscorecard.com  
 www.loanscorecard.com

LoanScoreCard is a leading provider of automated underwriting and compliance solutions, designed to meet today's regulatory challenges. As the industry's first Qualified Mortgage and Ability-to-Repay engine,

LoanScoreCard helps financial institutions address CFPB regulations. Our proprietary Automated Underwriting engine can also be custom-tailored to capture your own particular underwriting guidelines to ensure every loan originated, purchased or sold adheres to the guidelines you have defined. We provide easy-to-read Findings Reports that clearly demonstrate and document how a given loan meets current underwriting and compliance guidelines, providing necessary documentation to support lending decisions in an investor review, regulatory audit or potential claim.

## M

### **Member First Mortgage**

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 www.memberfirstmortgage.com

Member First Mortgage is a multi-Credit Union owned CUSO specializing in origination and servicing/subservicing of first mortgages, fixed-rate seconds, and HELOCs.

MFM offers:

- Full Suite of Conventional & Government Products
- In-house Processing, Underwriting and Servicing
- FREE Online Application
- Escrow Account Management
- Compliance Risk Reduction
- Expert Default Management Staff



## N

### NADA Used Car Guide

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NADA Used Car Guide offers a wide range of accurate used vehicle sales, including used passenger car, light-duty and commercial truck, motorcycle, classic car and specialty vehicles. Available in a variety of delivery methods, NADA's products and services are used daily throughout the auto, finance, fleet-lease, government and insurance industries.



### Norcom Correspondent

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www.NorcomCorrespondent.com

Norcom Correspondent provides delegated and nondelegated underwriting options for its correspondent partners, along with exceptional service, easy file delivery, quick turn times and competitive rates. We offer conventional, FHA, USDA and VA mortgage options. Norcom is a direct Fannie Mae and Freddie Mac seller servicer, and an active Ginnie issuer — which means limited underwriting overlays for you! If you are not offering your members government loan products, now is the time to partner with Norcom! We offer in-house training and will handle the underwriting for you. Call today for more information on how we can help you expand your mortgage product line for your members!

## P

### PAR North America

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PAR North America is the leading nationwide provider of vehicle transition services with coast-to-coast solutions for recovery management, skip tracing, remarketing and title services. PAR leverages its corporate family connections under the KAR Auction Services umbrella to provide unique end-to-end solutions to 400+ clients.



### Path Software

Path Sales  
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Dallas, TX 75219  
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sales@pathsoftware.com  
www.pathsoftware.com

Path Software™ provides customers in the retail, wholesale and correspondent markets highly configurable mortgage software that offers customers accuracy, reliability and more control to handle compliance issues. Path™ is a cloud-based, end-to-end loan origination system that delivers business intelligence, workflow-based task management, multiple channel capability and role-based security. Discover how Path can take the complexity out of workflow, mitigate risk and help your organization originate quality loans more efficiently.



### Pentegra Retirement Services

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www.pentegra.com

Pentegra Retirement Services is a NAFCU Services Preferred Partner for qualified retirement plans for credit unions and their employees. With over 65 years of experience in managing retirement programs, Pentegra provides a diverse array of retirement products including 401(k), defined benefit pension and profit sharing for community-based financial institutions nationwide.



### PSCU

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St. Petersburg, FL 33716  
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solutions@pscuc.com  
www.pscuc.com

PSCU's heritage is leveraging the cooperative model to better serve credit union members through collective scale and buying power. We blend attentive relationship building with collaboration and innovation to optimize credit unions' financial and operational performance. Partnerships with technology leaders like Visa, MasterCard, First Data, SAP and Teradata are helping credit unions grow and prosper through success and relevance in mobile wallets, transaction processing, EMV cards, loyalty programs and data analytics. Our commitment to leadership in mobility, risk management, strategic consulting and technology creates the foundation for the strongest relationships with our Member-Owner Credit Unions.

## S



### Sand Castle Field Services

Joe Bellante / Jerry Querio, Members /  
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165 Bishops Way  
Brookfield, WI 53005  
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client@sandcastlefs.com  
www.sandcastlefs.com

Sand Castle Field Services helps clients improve their bottom line by providing premier, nationwide, customizable field services. We specialize in field visits, inspection services, valuation services (BPOs & AVMs), property preservation and skip trace services; and offer complete coverage in the United States, Canada, Puerto Rico, Guam and the Virgin Islands. The quality of our services and our experience in the financial industry are unmatched. We can help you re-establish communication with unresponsive customers by delivering your personal and confidential correspondence. In addition, we inspect property and provide digital photos and a detailed report documenting the condition of the property, and more! Our associates are selected to ensure that their experience in the financial industry complements and builds upon an already strong foundation of knowledge. We have successfully passed Type 2 SOC 1 examination and take great care to safeguard all information entrusted to us.



### Securities America

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