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BCU RECEIVES CUNA AWARDS FOR OPERATIONS, MEMBER EXPERIENCE, TECHNOLOGY

CHICAGO – October 19, 2022 – BCU attended the 2022 CUNA Operations & Member Experience Council and CUNA Technology Councils Conference late last month. Honored with three total awards, the Credit Union's technology professionals were recognized for their commitment to innovation and member service – a direct reflection of BCU's promise to Empower People to Discover Financial Freedom.

The Excellence in Technology category recognized BCU for their Microservice Architecture Journey. Moving from a monolith architecture to a microservice architecture allowed the Credit Union to minimize their code footprint and decrease the production, maintenance, and enhancement process. "While this back-end change had no direct effect on our members' day-to-day experiences," said BCU Senior Director of Software Development, Dmitriy Melnik, "it reduces dependencies and better supports our employees' abilities to quickly and effectively serve members."

The Credit Union's success continued at the Excellence in Operations & Member Experience Awards – aimed at recognizing professionals who have facilitated unique, innovative, or otherwise outstanding approaches to member service. BCU took home Best in Show in the Digital category for their Excellence in Real Time Payments and Account Protection. To align the best member experience with the most secure experience, BCU partnered with BioCatch to implement a more frictionless authentication experience while reducing and preventing loss due to fraudulent transfers. "None of it would have been possible without the coordination between our own developers, account protection team, and vendors working in harmony to expedite that integration," said Eric Goscicki, BCU Senior Manager of Digital Product Management. "We're excited to continue exploring the world of frictionless security as it pertains to the member experience and are grateful for the recognition by CUNA."



Pictured (L-R): Scott Zulpo, SVP/CTO; Eric Goscicki, Sr Mgr, Digital Product Management; Patrick Murphy, Mgr, Technical Digital Enterprise Platform; Carey Price, SVP/CRO; Stephenie Southard, VP, IT; Jordan Mueller, Sr Dir, Program Delivery; Dmitriy Melnik, Sr Dir, Software Development; Kelly Nudelman, Dir, Digital Product Management

Finally, BCU was awarded for their Online Banking Redesign of Electronic Document Settings. Prior to migrating to their [new Digital Banking platform](#) in July 2022, the Credit Union's Digital Services team worked to improve the eStatement screens in their legacy Digital Banking system in response to member feedback. "The redesign was focused on simplifying the member experience," said Patrick Murphy, BCU Manager of Technical Digital Enterprise Platform. "We were also able to increase eStatement enrollment by 10% in six months and create cost savings while decreasing our environmental impact."

As evidenced by their achievements at the 2022 CUNA Awards, BCU goes to great lengths to uphold their promise to be Here Today For Your Tomorrow. The accomplishments tied to each award were completed as part of their ongoing efforts to provide extraordinary service to members; whether through direct enhancements to the member experience, or through process improvements that work to minimize business inefficiencies.

About BCU: BCU is a purpose-driven organization that empowers people to discover financial freedom. With over \$5B in assets, while being both not-for-profit and member-owned, the Credit Union is driven by the commitment to provide extraordinary service. BCU members enjoy access to financial services and well-being programming that inspire confidence through the brand promise "Here Today For Your Tomorrow." BCU is the financial well-being benefit partner for some of America's best companies, currently serving Fortune 100 workplaces throughout the United States and Puerto Rico. Lifetime membership is offered to employees and families of their company partners, and those living or working in Chicago-area communities.

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