



May 16, 2019

Dear contact.firstname,

At Alloya we continuously strive to provide you timely and relevant information. However, we recognize that our messages may not always be received by the individuals at the credit union who want and need to receive them.

Based on member feedback, we are making changes to the way we communicate with individuals at your credit union. Upcoming enhancements to Premier View will include new features that allow your credit union to access and update contact information for your key contacts. As a first step, Alloya has authorized active Premier View users, including you, to have access to a new *Key Organizational Contacts* page that will give you the ability to:

- Add and Remove Key Contacts (for the purpose of communication only)*
- Edit a Key Contact's Name, Title, Email, Phone Number(s), and Responsibility(s)
- Review and Report on Key Contacts in Premier View

During the initial process, one of the authorized users at your credit union will be designated as a *Lead Contact Administrator*.** This designation will be based on user frequency and will be communicated to your credit union prior to the release date. The *Lead Contact Administrator* will receive notifications to update the information we have pre-populated based on credit union contact data we currently have, as well as add additional key contacts not listed.

In the future, the *Lead Contact Administrator* will receive periodic Premier View reminders to confirm or update contact information to ensure it is kept up-to-date, a practice followed by most credit unions with their members. Additionally, any user with the appropriate authority will have access to the new *Key Organizational Contacts* page in Premier View and will be able to add, edit and remove key contacts at any time.

As we get closer, additional details will be communicated to the authorized users including documentation and training, and a helpful microsite will be made available on Alloya's website.

If you have any questions in the interim, please contact Member Services at (800) 342-4328 or memberservices@alloyacorp.org.

We look forward to providing you these enhanced features to help us better serve you based on the specific needs at your credit union. Thank you in advance for your cooperation and your continued support.

Sincerely,

Tim Bruculere
Senior Vice President

Sent by editor@alloyacorp.org



**The monthly administration fee does not apply to contact-only users added within the Key Organizational Contacts page. Those users will not be granted any authorities to use Premier View.*

***The Lead Contact Administrator role is adjustable and can be reassigned to one or more of the authorized users if desired. To authorize other users, please contact Member Services at (800) 342-4328.*

Sent by editor@alloyacorp.org

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