



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 you, as a Premier View Administrator, to access and update contact information for key contacts. This includes the ability to:

- Add and Remove Key Contacts
- 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 Premier View Administrator 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 User 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, all Premier View Administrators with the appropriate authority will have access to the new *Key Organizational Contacts* page in Premier View to add, edit and remove key contacts at any time.

As we get closer, additional details will be communicated to all Premier View Administrators 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](mailto: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

*\*The Lead Contact Administrator role is adjustable and can be reassigned to a different Premier View Administrator if desired using the new Key Organizational Contacts page.*

Sent by [editor@alloyacorp.org](mailto:editor@alloyacorp.org)

Alloya Corporate FCU, 184 Shuman Boulevard, Suite 400, Naperville, IL 60563