

# PARTNER PULSE

MCULSC partners continue to expand offerings focused on digital engagement, lending innovation, fraud mitigation and operational efficiency. As you consider partnerships in 2026, please reach out to your league representative for recommendations and resources.

## RESOURCE FOR STAYING AHEAD OF THE BAD ACTORS: TRAINING MODULE FROM TRUSTAGE



As scams and fraud tactics continue to evolve, TruStage offers valuable resources to help credit unions keep their members protected. Their “When Members Become Victims” interactive training module is a helpful tool that can be shared with staff, incorporated into a credit union training day, or kept on hand as a reminder of the scams members may be facing. This resource is designed to help staff better recognize fraud situations and support members when they need guidance most.



[View the training here.](#)

## RISK MANAGEMENT VIRTUAL EVENTS



### **Webinar: Reg E & Consumer Protection**

July 22, 1:00 – 2:00 PM CT

With payments fraud and account takeovers escalating, it is important to understand your obligations under Regulation E. Join us for an overview of Reg E, the federal rule that protects consumers when using debit cards, automated teller machines (ATMs) and online payments. We'll explain the basics, including how to handle unauthorized transactions and common errors.

 [Register Here](#)

### **Webinar: Workplace Safety: From Reactive to Proactive**

August 19, 1:00 – 2:00 PM CT

While each credit union has its own unique risk footprint, workplace and employee safety risks are most likely on your radar. Listen as our risk management panelists discuss evolving threats to your organization by sharing insights, perspectives and proactive mitigation tips.

 [Register Here](#)

### **Webinar: Discovery 2026: Inspiring breakthroughs**

August 27, 9:00 AM – 3:30 PM CT

Discovery 2026 is one of the largest virtual events in the credit union industry — bringing together leaders, innovators and experts to explore the trends shaping 2027 planning and beyond. Join us for our 17th annual conference to get free actionable insights to inspire your next breakthrough.

 [Register Here](#)

## CUSG IS NOW NAVARI



CUSG has entered an exciting new chapter with a new company name and refreshed brand that launched in early June. This evolution reflects how the organization has grown into a more connected platform supporting leaders across HR performance, member experience, marketing technology, and digital experience, while remaining fully committed to credit unions.



## WEBINAR: MODERN CMS MIGRATION: SECURE, SCALABLE, AND BUILT TO PERFORM

A CMS migration is a chance to build a more secure, scalable foundation—learn how to plan, avoid risks and launch with confidence.



[Register Here](#)

## PROTECTING THE CONTACT CENTER AGAINST AI-POWERED FRAUD



Fraud in the contact center has fundamentally changed. AI-generated voice clones, coordinated social engineering, and account takeover attempts are no longer emerging threats—they're already targeting credit unions today.

The challenge isn't just stopping fraud. It's doing so without increasing friction, adding operational burden, or delaying deployment. In this session, our partner Illuma introduces a modern approach to Voice Security—one that goes beyond authentication to actively protect every interaction in real time, across both live agents and automated channels.

**You'll learn how credit unions are:**

- **Stopping fraud as it happens—including impersonation and AI-driven attacks**
- **Eliminating high-friction authentication steps that slow agents and frustrate members**
- **Deploying quickly (in weeks, not months) with minimal internal lift**
- **Delivering measurable value fast, from reduced handle time to stronger fraud prevention**

If you're evaluating how to modernize security without disrupting operations, this session will provide a clear, practical path forward.

## GROW SMARTER WITH DOLPHIN DEBIT



As credit unions look to expand their presence while managing costs, a recent case study featuring Capitol Credit Union in Texas highlights an innovative approach: using Dolphin Debit's deposit-enabled drive-up ATMs to test new markets before investing millions in branch construction.

By strategically placing branded, full-service ATM kiosks in high-growth areas, Capitol CU is able to serve members, increase visibility, gather valuable transaction data, and evaluate future branch opportunities—all without the significant capital expense of a traditional branch.

The solution also delivers a branch-like member experience through advanced deposit capabilities and outsourced ATM management, allowing staff to focus on member service while Dolphin Debit handles operations, maintenance, and compliance.

For credit unions seeking growth opportunities with less risk and greater flexibility, Dolphin Debit offers a practical path forward.




[Read the full article here](#)


# OUR TEAM



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