

PARTNER PULSE



MCUL 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.

TURNING MEMBER FEEDBACK INTO MEANINGFUL ACTION



Mystery Shopper

Go beyond member feedback and uncover the “why” behind the member experience. Navari’s Mystery Shopper program provides objective evaluations of real member interactions, helping credit unions identify service strengths, uncover improvement opportunities, and drive more meaningful coaching. When paired with survey insights, Mystery Shopper delivers a deeper understanding of the experiences shaping member satisfaction and loyalty.



[Learn More](#)



CUSG
is now
Navari

NAVARI
HR + MARKETING + FINTECH

[Learn More](#)

SEPTEMBER WEBINAR RESOURCES



Your Website Is Working Harder Than Ever. Is Your CMS Keeping Up?

Thursday, September 17 @ 3 pm ET:

Join Navari for a 30-minute demo of Timix, a content management platform designed specifically for banks and credit unions. Discover how built-in compliance, accessibility and disclosure tools can simplify website management, while AI-powered features help streamline updates, improve user experiences and reduce reliance on technical resources. Learn how your team can make content, rate and promotional updates in minutes, not days.



[Register Here](#)

The Engagement Advantage: How Engaged Employees Fuel Business Growth

Wednesday, September 23 @ 3 pm ET:

Discover why employee engagement is more than an HR initiative. This session explores how workplace culture, leadership and employee experience directly influence customer satisfaction and organizational performance. Attendees will gain practical strategies to strengthen engagement, connect people initiatives to measurable business outcomes and build a culture that drives long-term success. Register today to learn how engaged employees can become a powerful competitive advantage.



[Register Here](#)

Exclusive Webinar for SAS Credit Unions – Discover Our New Member Survey Platform

Wednesday, September 30 @ 3 pm ET:

Learn how the new SAS CU Member Survey Platform, powered by MemberXP, can help your credit union better understand and enhance the member experience. This affordable solution provides tools to measure member satisfaction, gather real-time feedback, identify opportunities for improvement and uncover actionable insights that strengthen relationships and support growth. Available at exclusive reduced pricing for SAS credit unions, it's an easy way to build a stronger service culture through the voice of your members.



[Register Here](#)

MemberXP Best of the Best Panel: Turning Insight into Measurable Results

Tuesday, October 20 @ 3 pm ET:

Join an engaging panel discussion featuring credit union leaders who have earned Best of the Best recognition for their member experience programs. Hear how these organizations use member feedback to identify opportunities, improve service and strengthen experiences across digital, branch, lending and service channels. Attendees will gain practical insights on building organization-wide ownership of member experience, prioritizing improvements and turning feedback into meaningful results that drive member loyalty and growth. Register today to learn proven strategies from teams that are setting the standard.



[Register Here](#)

WORKFORCE STRATEGY WHEN HEADCOUNT KEEPS CHANGING.

WIPFLI

Workforce planning can be challenging when staffing needs and priorities are constantly changing. In this on-demand webinar, Wipfli's panel shares practical insights for building a more adaptable workforce strategy, developing leaders who can navigate change, and helping teams stay engaged and prepared for evolving demands. Learn approaches to hiring, talent development, and workforce flexibility that can help your organization respond with confidence in today's dynamic environment.

Watch the on-demand recording to explore key takeaways and strategies.



[Watch Here](#)

UPDATE & RESOURCES: TRUSTAGE CYBERSECURITY INCIDENT

TruStage continues to respond to its cybersecurity incident and has shared that it activated its incident response plan immediately, engaged cybersecurity experts, notified regulators, and is carefully restoring systems and services. As its investigation remains ongoing, information about the scope of the incident and any potentially affected data is still limited.

At MCUL, we can only share information that has been publicly communicated by TruStage. We do not have access to information beyond what TruStage is providing directly to its customers and partners. Our focus remains on supporting credit unions, elevating questions and concerns to TruStage, and reinforcing the importance of safeguarding member information.

To help credit unions stay informed, MCUL has created a resource hub that includes:

- TruStage incident updates
- Consumer information and FAQs
- Claims submission resources
- Partner question submission forms

Credit unions are encouraged to remain vigilant for potential fraud or phishing attempts related to this incident, ensure that TruStage communications are not being blocked by internal systems, and share available consumer guidance with members as appropriate. For the latest information, please refer to the resources linked above, as they will continue to be updated as new information becomes available. MCUL will share additional updates, as appropriate, based on information provided by TruStage.



[MCUL TruStage Cyber Incident Resource Hub](#)



[TruStage Incident Updates](#)



[Consumer Information & FAQs](#)



[Partner Question Submission](#)



[Claims Submission](#)

**REMINDER: COMPLIMENTARY 30-DAY FRAUD
INTERCEPTOR® TRIAL AVAILABLE THROUGH RIPPLESHOT**

With fraud threats continuing to evolve, Rippleshot recently shared the following insights on a significant identity data breach and the potential implications for financial institutions:

A cybersecurity journalist uncovered a criminal marketplace called Nexus selling scanned identity documents from roughly 170 million people, tracing back to *idscan.net*, a vendor used by Hertz and various dispensaries for ID verification. The breach ran undetected for about a year before the data surfaced for sale, and the FBI has since shut the site down, though the stolen data is almost certainly still circulating.

For credit unions, this means a large pool of real, verified identity documents is now in criminals' hands, which is far more dangerous than stolen card numbers because it can be used to pass identity verification checks convincingly. Expect a rise in synthetic identity fraud and new-account fraud built on these compromised IDs, since fraudsters can now pair real document scans with fabricated account histories. Account takeover attempts using legitimate-looking ID documents during KYC or re-verification are also likely to increase.

Credit unions should treat this as a prompt to audit their own ID verification vendors and ask specifically about data retention policies, encryption standards, and breach detection measures. Since this breach went undetected for an extended period, institutions should not assume that a lack of reported incidents means there was no exposure. Strengthening monitoring for synthetic fraud indicators and layering additional verification signals beyond document scans can help reduce risk. Finally, member communication may be warranted if an institution's ID verification vendor is confirmed to be affected, as members may not be aware that their identity documents were exposed.

To learn more about Rippleshot's Fraud Interceptor® and take advantage of the complimentary 30-day trial, providing an opportunity to evaluate how advanced fraud detection tools can help strengthen fraud prevention efforts without software integration or implementation burden. Contact Rippleshot for additional information.

[Read More](#)

OUR TEAM



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Please reach out to your League Representative with any questions at leaguereps@mcu.org.