

# AuditLink Employee Termination Checklist

AuditLink frequently receives calls from credit unions trying to determine if they have covered all access points to sensitive information following the departure of an employee. With the sheer number of potential vendor websites available, it would be easy to forget one or two among these.

AuditLink has reviewed its extensive list of credit union critical vendors and has worked with other experts in CU\*Answers Management Services to put together a list of potential sites to which an employee may have been granted access. These sites are listed below.

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- CU\*BASE GOLD Access** – Visit the CU\*Answers store to request that the employee's user ID be removed so they can no longer log in to CU\*BASE GOLD. [Click here to submit a request to the Client Services team.](#)
  - CU\*BASE Tool Security** – Either lock or archive the employee's two digit ID. Never remove tool assignments; if forensics need to be performed, the rights to the system is the first place an auditor would begin.
  - Network** – This is extremely important for employees who use remote access.
  - Cell Phones and Tablets** – It is important to wipe these devices in the events that an employee had email access.
  - Corporate Credit Union** – Follow the steps outlined in your agreement.
  - Bill Pay Platform** – Follow the steps as outlined in your agreement.
  - Federal Reserve or FHLB Sites** – Follow the steps as outlined in your agreement.
  - IRA Processing and Administration** – Follow the steps as outlined in your agreement.
  - ACH or Payroll Origination Sites** – Such as Magic-Wrighter or member business payroll sites.
  - Credit and Debit Card Vendors Including Plastics Providers and Instant Issue Sites** – Follow the steps as outlined in your agreement.

- Broker and Investment Sites** – Follow the steps as outlined in your agreement.
- Mortgage Servicing or Origination Platforms** – Follow the steps as outlined in your agreement.
- Indirect Lending Platforms** – Follow the steps as outlined in your agreement.
- Third Party Fraud Management Platforms** – Follow the steps as outlined in your agreement.
- RDC or Mobile Application Administration Sites** – Follow the steps as outlined in your agreement.
- Shared Branching Administration Sites** – Follow the steps as outlined in your agreement.
- Item Processing Vendor Sites** – Follow the steps as outlined in your agreement.
- Credit Life/Debt Protection, GAP, CPI or Mechanical Breakdown Provider Sites** – Follow the steps as outlined in your agreement.
- eOscar and Other Credit Repository Sites** – Follow the steps as outlined in your agreement.
- Document Storage or Archival Platforms if Cloud Based** – Follow the steps as outlined in your agreement.
- Statement Provider Sites** – Follow the steps as outlined in your agreement.
- Any Cloud Based Applications Containing Private Information or Corporate Secrets** – Examples of these may include sites used for storing board meeting information, online member chats, electronic member voting, Microsoft 365, Salesforce, etc.
- Third Party Ticketing Systems and Remote Management Tools**
- Zoom or Video Conferencing Systems**
- Skip Tracing Vendors such as Lexus Nexus**
- Notify CU\*Answers Web Services about the employee's departure from the credit union**
  - Web Services will remove the employee from their authorized list.
  - Web Services will lock access to the WordPress website.
  - Web Services will remove access to Google Analytics.

- Please also take this opportunity to notify us of and authorize a replacement contact if you have assigned one.
- ☐ **CU Publisher used for MOP/MAP Sites**
- ☐ **Experian Precise ID or other Member Validation Services used for Automated Account Opening**
- ☐ **Burglar Monitoring Vendor** – If the employee is a security officer, this is one of many vendors that will need to be notified.
- ☐ **External Training Sites**

For more information on solutions offered by AuditLink, including Auditing, Monitoring and Vendor Management services, [click here to visit our website](#).

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