

CU*BASE® Access Security Policy

The purpose of this security policy is to control access via CU*BASE to credit union member and accounting files by CU*Answers as our data processing provider.

Data Center Employee ID “Alias” Access

We understand that employee IDs 89-99 are reserved for data center use, including 9x where x equals a character A-Z. We understand CU*Answers will require access to our files using data center staff IDs tied to any or all of the following “alias” CU*BASE employee IDs:

“Alias” CU*BASE Employee ID	
89	Client Services and other client support staff
90	Operations
91	Systems
92	Programming and Quality Control
93	Xtension Call Center
9x	Various, used by Xtend, Lender*VP, etc.

Regarding the maintenance of alias employee ID settings on our CU*BASE Employee Security Master record, our policy is that (choose one):

- The passwords, access privileges, and other settings on the reserved alias employee IDs are the responsibility of CU*Answers and can be changed by CU*Answers service personnel as needed to provide support to the credit union.
- The password, access privileges, and other settings on the reserved alias employee IDs will be maintained solely by my credit union as needed for day-to-day support. If a CSR or other data center employee is not able to access a needed menu command, they must request a credit union security officer to make an adjustment to the alias settings in CU*BASE. **We understand that there may be a delay in receiving support in those situations.**

Credit Union Employee and User IDs

Other than the reserved alias IDs described above, all other CU*BASE employee IDs are solely the credit union’s responsibility. CU*Answers will not adjust settings or reset passwords for any credit union employee IDs under any circumstances.

For the user IDs used to log into CU*BASE, the credit union’s security officer is responsible for resetting passwords using **Tool # 762 Reset Employee ID Password**. If a CU security officer is unavailable and we request a CU*Answers CSR to reset a password, we understand that we will be charged a fee for this service.

Credit Union Responsibilities

On a monthly basis, we will review activity performed on our files by CU*Answers data center staff, using the tools and reports outlined under “Overview of Available Tools” in the [Auditing Employee Access to CU*BASE Tools](#) booklet provided on the CU*Answers website.

(continued)

CU*Answers Responsibilities

Before any changes are made to any data files, CU*Answers must obtain written permission from the credit union detailing the changes that will be allowed. Once any authorized maintenance has been performed, CU*Answers will provide written documentation showing the changes made.

Authorized Signature

Credit Union Name: _____

CU#: _____ Date: _____

Signed by CU Security Officer: _____

Print Name: _____