

CBX RETENTION GUIDE

At CU*Answers, we take our role as stewards of your Credit Union data very seriously. Through ongoing conversations with several hundred clients, investment in infrastructure and redundancy and best practices for data retention that have evolved over several decades, we have been able to effectively “right size” the level of data that is proactively retained for your staff to access. Our deployment of the CBX core across our entire ecosystem provided yet another chance to tweak our data retention strategy from a business continuity standpoint.

The data that follows in this guide outlines the retention duration that our Operations Team manages for the many data types in the CBX core, as well as some links that provide more information as needed. While this is only a point in time inventory – we continually evaluate internally and with feedback from our Credit Union clients – we believe it is an effective tool for your teams to use to answer any data retention-related questions. We look forward to your input.

WHAT IS RETAINED	DURATION	TOOL CONFIGURATION	LEARN MORE
Basic Savings & Checking Accounts	12 Months	Tool #5427 Master Parameter Config	How Long Are Things Such As Transaction History, GL And Check History, And Credit Report Data Retained? Master CU Parameter Configuration (1)
Certificates	48 Months		
IRAs (Shares & Certificates)	48 Months		
HSA Share & Checking Accounts	48 Months		
Club Accounts (such as Vacation & Holiday)	48 Months		
Tax Escrows	48 Months		
All Loan Accounts	48 Months		
Additional Transaction Description Data	When the Above Accounts are Purged.		
End-Of-Month (EOM) File Libraries	6 Months	This is a Task Completed by Operations.	
G/L Transaction History	24 Months		

CBX RETENTION GUIDE

WHAT IS RETAINED	DURATION	TOOL CONFIGURATION	LEARN MORE
Credit Report Detail	60 Days —or— the Life of the Loan	Tool #4508 Online Credit Bureau Config	How Long Is A Credit Report Saved Online? Online Credit Bureau Configuration
Credit Report Summary	6 Months		
Credit Report Decision	6 Months		
Check Register	24 Months (Checks with an Outstanding Status or Stop Payment Status are Never Purged.)	This is a Task Completed by Operations.	How Long Are Records In My Check Register Retained In CBX?
Loan Applications Pending Applications	Current Month, Minus 120 Days (Six Months)	System Setting. Not configurable.	How Long Are Loan Applications Retained On The System? Loan Application Status - Working With Pending, Denied, And Booked Loan Applications
Loan Applications Denied Applications	Current Month, Minus 90 Days (3 Months)		
Loan Applications Denial Notifications	3 Months		
OFAC Scan Data Member Data	Controlled by Your CU's Configured Retention for Audit Trackers (5-10 Years)	Tool #277 Configure Tracker Types	How Long Is OFAC Scan Data Retained? Configuring Tracker Types (2)
OFAC Scan Data Non-Member Data			
Cancelled Checks in Online Banking	Depends on Check Processor	N/A	How Long Are Cancelled Check Images Retained In "It's Me 247" Online Banking?
eStatements	18 Months	System Setting. Not Configurable.	How Long Are Estatements Retained For Members And Staff To View Online Via CU*Spy?
Daily & Monthly Reports in CU*Spy	12 Months		How Long Are My Daily And Monthly Reports Available Online Via CU*Spy?

CBX RETENTION GUIDE

WHAT IS RETAINED	DURATION	TOOL CONFIGURATION	LEARN MORE
Quicken or QuickBooks for Download from Online Banking	Depends on Data in Online Banking Available to Member	N/A	<u>If A Member Has Quicken Or QuickBooks, Is There A Certain Retention On How Much Data The Individual Can Download In Online Banking (I.e., 12 Months, 18 Months, 2 Years)?</u>
Secured Funds History Records	90 Days	System Setting. Not Configurable.	<u>How Long Are Secured Funds History Records Retained?</u>
Tracker Information	Minimums & Maximums Depend on the Type of Tracker. Collections Trackers are Retained for the Life of the Membership and are Moved to the Closed Account Files (Should the Account/Membership be Closed.) Other Trackers Follow the Tracker Configuration for the Credit Union Configured in Tool #272. • Audit Tracker (AT) 5-10 Years • Notice Tracker (NT) 5-10 Years • Sales Tracker (ST) 6 Months to 3 Years • Collection Tracker (XX) 10 Years to Permanent • All Other Tracker Types 6 Months to Permanent	Tool #277 Configure Tracker Types	<u>How Long Does Tracker Information Stay In The System?</u> <u>The Member Tracker System: An Overview</u> <u>Configuring Tracker Types (1)</u> <u>Configuring Tracker Types (2)</u>

CBX RETENTION GUIDE

WHAT IS RETAINED	DURATION	TOOL CONFIGURATION	LEARN MORE
ISO Analysis Data	Standard is 30 Days	Tool #5427 Master Parameter Config	<u>Master CU Parameter Configuration (2)</u>
Custom Files/Tables Stored in QUERYxx	95 Days	This is a Task Completed by Operations.	
Query Definitions in QUERYxx	Credit Union Controlled Using Delete Feature	Tool #99 Manage My Custom Reports	<u>Manage Custom Report Definitions (Update Or View)</u>
Purged G/L history	24 months	This is a Task Completed by Operations.	<u>Is There A Report Showing G/L History That Has Been Purged Off The System?</u>
Check Register History Detail			<u>Is There A Report Showing Check Register History That Has Been Purged Off The System?</u>

CONTACT INFORMATION:

Scott Collins

scollins@cuanswers.com

(800) 327 - 3478 X 183