



October 2023

The monthly update from CUANM aims to enhance the benefits for member credit unions by providing insights into upcoming initiatives and events.

We are thrilled to provide these updates and hope that you will distribute this information among your entire team!

Events & Education Opportunities



[Register Today!](#)

Contact Center Conference is in 6 Days!

We're throwing it back to the 90's with the theme STOP! Collaborate and Listen - Contact Center Is Back With the Game of Retention! This year with a first time ever opportunity to become a Certified Contact Center Manager!

Registration ends TODAY, so if you want to make the can't miss contact center event of the year, sign up now!

Mortgage Lending Academy

Come and participate in our Comprehensive Mortgage Loan Originator Training program,



Register Today!

where we'll delve deep into the intricacies of mortgage and lending. This training will be led by Michael Christians, an expert in the field.

Throughout the program, we will thoroughly cover the following key topics:

1. Loan Originator Basics
2. Application Requirements
3. Underwriting Requirements
4. Closing Requirements
5. Servicing Requirements
6. Fair Lending Considerations

Governmental Affairs Conference (GAC) 2024 - BOOK NOW

Everyone is an advocate. The Governmental Affairs Conference is the credit union industry's largest advocacy event. We want all CUANM members to join us in Washington, D.C., March 3 to March 7 when we meet with our elected representatives to show them how their lawmaking affects credit union members in New Mexico and more than 137 million members nationwide.

The hotel is booking FAST! Be sure to sign up as soon as possible so we can ensure there will be a room for everyone who wants to attend!

Host Hotel:

Renaissance Washington, DC Downtown Hotel
999 9th St. NW
Washington, DC 20001

Reservation

Link: <https://compass.onpeak.com/e/42GAC24/in/category/37917>

Password: Roadrunner2024

Password is case sensitive.

GAC
2024

Register for GAC

Take advantage of our webinars!

Unable to attend an in-person event or looking for some more targeted training opportunities? We offer webinars to help bolster your knowledge base even further.



**Credit Union
Association**
of NEW MEXICO

[Register Here](#)

With countless categories to choose from, these webinars are a valuable training tool for you and your staff, right at your fingertips!



**Credit Union
Foundation**
of NEW MEXICO

[Apply Today!](#)

See An Event That You Would Like To Attend? Apply For A Credit Union Foundation Of New Mexico Scholarship!

Do you see a conference or have an education opportunity that you would like to take advantage of? The Credit Union Foundation Of New Mexico may be able to assist!

CUANM News



Hike-the-Hill

We had the pleasure of hiking the Hill with representatives from our NM member credit unions earlier this month! We were able to meet with legislators as well as attend the [NCUA](#) board meeting. Great things are happening in New Mexico and our commitment to advocacy remains steadfast as we work together to shape a brighter future.



[See More Photos](#)



CUANM is Hiring!

Marketing and Youth Empowerment Coordinator: responsible for the creative, technical, and organizational requirements for the youth marketing programs (Kirby Kangaroo Club and Claim Your Youth - Teens Financial Network), assist with business functions of the Credit Union Foundation of New Mexico, and assist with education events.



Credit unions donated \$8,000 to benefit Hawaii Fire Relief. With your Foundation's match, we were able to send a total of \$16,000 in aid. Thank you for your support!

New Mexico Credit Unions in the News



BJ Jones, Sandia Laboratory Federal Credit Union's Chief Diversity and Impact Officer, Recognized as a Diversity Champion

"I'm thrilled by this recognition because it affirms SLFCU's path forward and shows that our investment in diversity, equity, and inclusion (DEI) is not only the right thing to do, but has a positive impact on our employees, members, and community."

[Read
More](#)



Kirtland Credit Union Helps New Mexicans Live Confidently - New Mexico Living Feature

[Read
More](#)



Nusenda Credit Union's Community Day Benefits People Across NM

[Read
More](#)

Leadership Transition at Guadalupe Credit Union: Winona Nava Retires, Tanya Romero-



Sturgeon Appointed President/CEO

[Read More](#)

Endorsed Partner Updates

Predatory lending in the digital world – using data to help members



In an era dominated by digital advancements, the credit union industry may face a new and intricate battle against predatory lending. Drawing insights from actual credit union data, our goal is to shed light on the specific segments of members who are most susceptible to these lenders.

[Read More](#)

VolCorp Partners with Catalyst Corporate for Check Processing and Joins the TranzCapture Alliance



Volunteer Corporate CU (VolCorp) has formed a strategic partnership with Catalyst Corporate FCU (Catalyst) to offer TranzCapture item processing services to its members. With the new partnership, VolCorp will transition its existing check processing, check collection and check imaging services to Catalyst and become a reseller of TranzCapture software services.

[Read More](#)

The Benefits of Managed Endpoint Detection & Response (MEDR) for Cybersecurity



MEDR is an advanced cybersecurity platform that offers a range of benefits to organizations looking to protect their systems and data.

[Read More](#)



The Value of Back Testing your CECL Estimate

As credit unions get closer to the first audits of using CECL methodology, it's important that you understand the value of CECL back-testing and validation.

[Learn More](#)



Webinar: Default Risk: Cash-Strapped Members Need Proactive Hardship Assistance

It's human nature to remember who helped when times were tough. In this webinar, we'll explore:

- Creative programs to help members who are struggling financially
- How to keep members current without overwhelming your back office or hiring new employees
- The importance of enabling members to self-serve: preserving their dignity by avoiding uncomfortable discussions about their financial hardship

[Register Here](#)

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