

NATIONAL DIGITAL BANKING WORKING GROUP

UPDATES WEBINAR

MAR 18, 2025

TODAY'S AGENDA

PROGRAM STRUCTURE



VENDOR SELECTION



CALL FOR PARTICIPATION

Overview

Roadmap & Timelines

Budget

Communications Plan

Working Groups - Next Steps

Criteria

Selection Process

Timelines & Tasks

Participating Vendors

Q&A PERIOD

We will have a designated question period at the end of the webinar. Please enter any questions you may have **into the Chat or Q&A features during the webinar** or **voice your question aloud during the question period.**

PROGRAM STRUCTURE - OVERVIEW

National Digital Banking Executive Committee		
Veronica Wilgosh, CEO National Consulting Limited	Greg Sol, CEO Osoyoos CU, Chair of Credit Union Futures Committee	Bill Corbett, CEO Stabilization Central

Initiative
Executive Sponsors
(Program Oversight,
Escalation and
Decisioning)

National Digital Banking Advisory Group <i>(Executive Committee Members are standing optional participants)</i>				
<u>CFC (Committee Chair)</u> Greg Sol (Chair) Steve Kingan Jeff Eastman	<u>NCL</u> Trevor Dumalski Kathy Gibbs	<u>Stabilization Central</u> Buffy Duke Miriam Grigoryan	<u>League Data</u> Chad Griffin Others (TBD)	<u>Credit Union Resources</u> Matt Hebert, MCCU Nolan Andres, Kindred (Optional Participation)

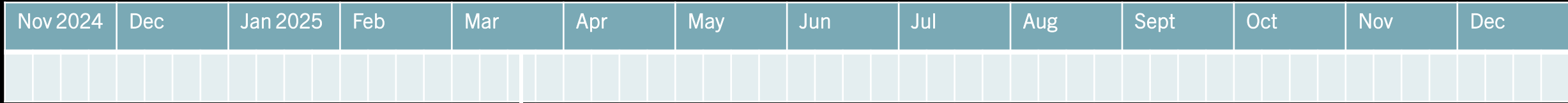
Advisory Group
(Recommendations to
Executive Committee)

National Digital Banking Initiative – Working Groups						
Project Management	Stakeholder Communication	Vendor Evaluation	Transition & Implementation Planning	Negotiation & Contracting	Operating Model	Risk Management & Governance Advisory
Stabilization Central Miriam Grigoryan	CFC Jeff Eastman	NCL & Stab. Central Trevor Dumalski Buffy Duke	NCL Trevor Dumalski	CFC & NCL Steve Kingan Trevor Dumalski	NCL (TBD) TBD	Stabilization Central TBD

Working Groups
(Analysis &
Recommendations)

National Digital Banking Initiative – Program Management (Duane Blahun, NCL)
Supported by: Mariam Grigoryan (Project Management) and Jeff Eastman (Communications)

PROGRAM ROADMAP & TIMELINES (HIGH-LEVEL)



NDBWG Formation

System Outreach

Vendor Evaluation & Operating Model Requirements

Contract Negotiation

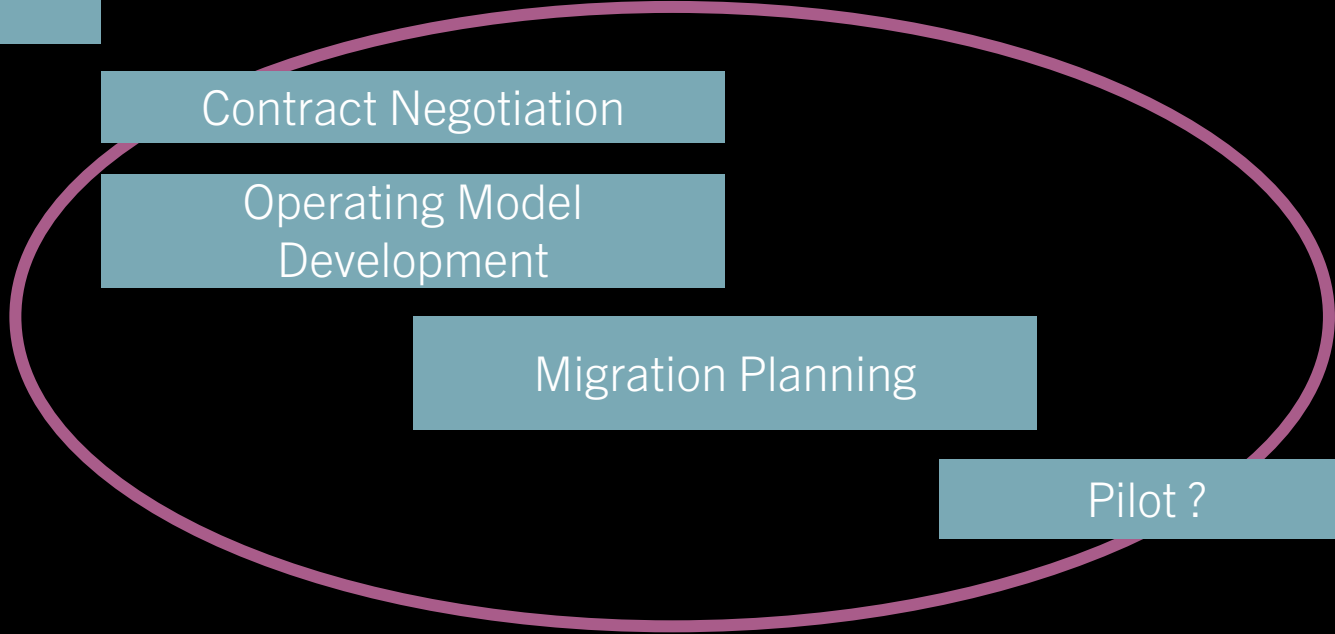
Operating Model Development

Migration Planning

Pilot ?

Estimate

Today: March 18, 2025



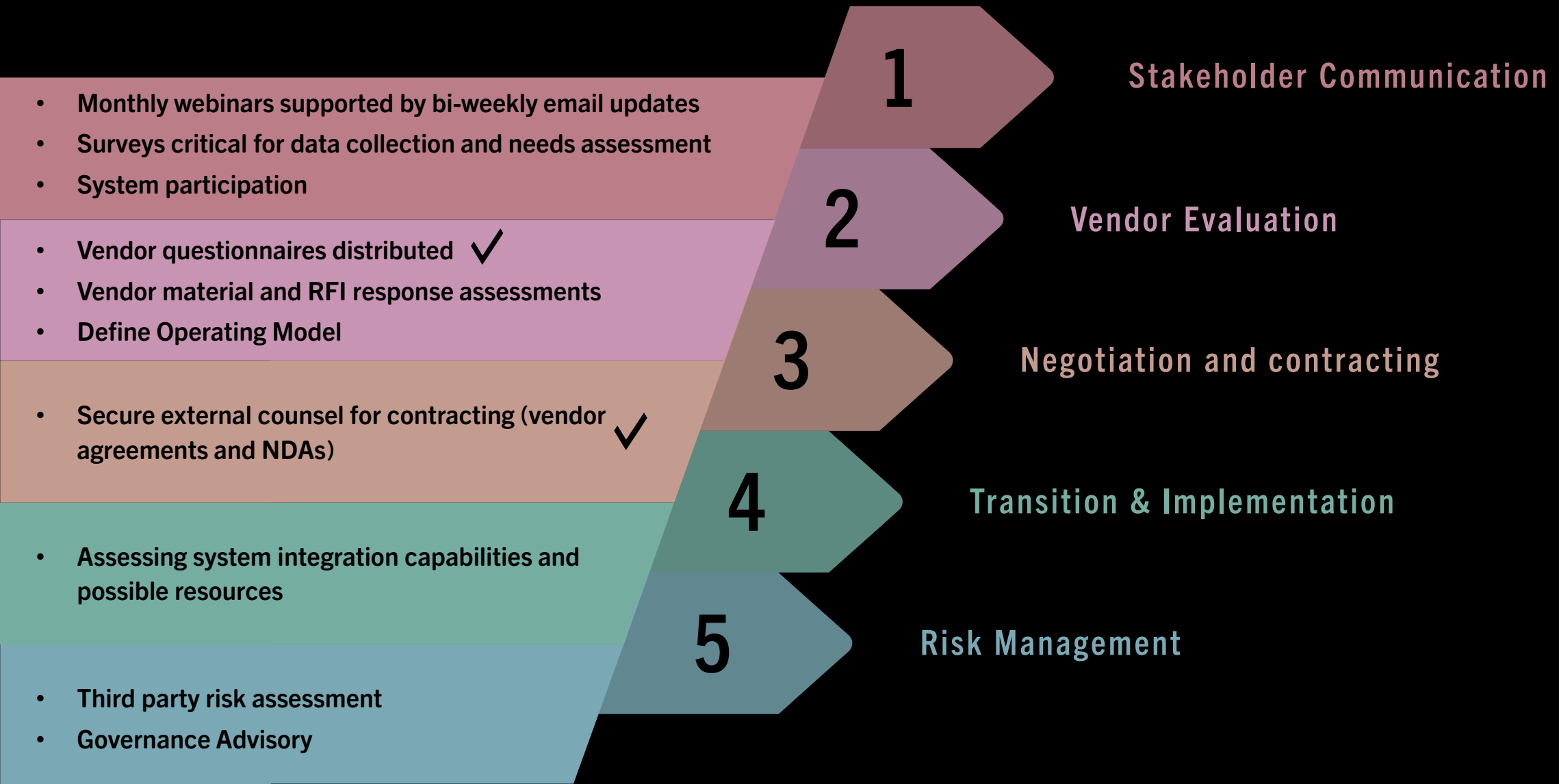
BUDGET CONSIDERATIONS

Program Component	Budget Description: Inclusions / Exceptions / Assumptions
Program Support	<ul style="list-style-type: none">• Resources for program planning / management and communications• Website development & maintenance
Vendor Selection	<ul style="list-style-type: none">• Working group resource effort and advisory• Assumes additional 3rd party digital banking technical expertise and resource support to<ul style="list-style-type: none">○ validate selection criteria & operating model○ summarize responses○ test hypothesis to confirm vendor capabilities and solution fit
Negotiation & Contracting	<ul style="list-style-type: none">• Working group resource effort and external counsel fees (NDAs and Vendor contracts)
Transition & Implementation Planning	<ul style="list-style-type: none">• Working group resource effort and project advisory• Assumes additional 3rd party digital banking expertise to assist with<ul style="list-style-type: none">○ system integration planning○ migration○ transition
Risk Management	<ul style="list-style-type: none">• Third party risk assessment of selected vendor(s)• Governance advisory support

COMMUNICATIONS PLAN

Stakeholders	Objectives	Channels	Timing
Participating credit unions	<ul style="list-style-type: none"> Equip credit unions with the information they need throughout the process Ensure Working Groups are addressing needs and priorities of the participating credit unions 	<ul style="list-style-type: none"> Email Webinars Website (upcoming) 	<ul style="list-style-type: none"> Bi-weekly (+/- as required) Monthly As required
Working Group supporters	<ul style="list-style-type: none"> Get best possible feedback on working group plans, analysis and outputs – ensure deliverables reflect credit union needs and priorities 	<ul style="list-style-type: none"> Email Workshops 	<ul style="list-style-type: none"> As required
Other Credit Union organizations	<ul style="list-style-type: none"> Utilize other organizations’ communication channels to distribute information and updates out to a wider credit union audience Benefit from insights and data from other organizations where applicable 	<ul style="list-style-type: none"> Newsletters Conferences 	<ul style="list-style-type: none"> As required at milestones As available to present
Digital Banking and Technology providers	<ul style="list-style-type: none"> Ensure best possible solution and price to meet the needs of Canadian community-based credit unions Assess possible dependencies for various digital banking solutions Identify any challenges or constraints for migration 	<ul style="list-style-type: none"> Email Workshops Video/phone meetings 	<ul style="list-style-type: none"> As required
Regulators	<ul style="list-style-type: none"> Instill confidence that participating credit unions are managing all risks associated with the migration process 	<ul style="list-style-type: none"> Email Video/phone meetings 	<ul style="list-style-type: none"> As required

WORKING GROUPS - NEXT STEPS



VENDOR SELECTION CRITERIA

Objective:

Select a digital banking platform that will allow small/medium credit unions to deliver a modern, digital experience for their members at a reasonable cost and a manageable operating model to reliably meet credit union needs, now and into the future

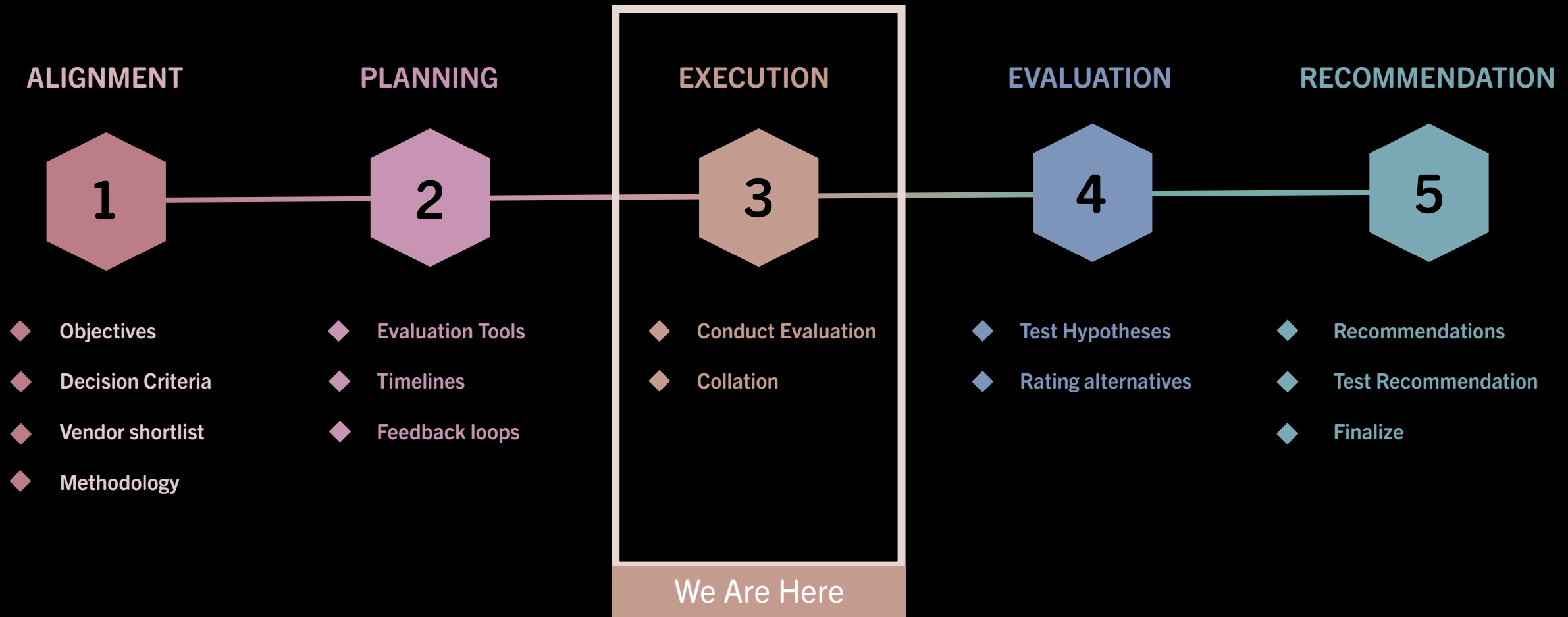
Table Stakes Items:

- Core bank system integration
- Meets 3rd party risk criteria
- As good or better Fraud management capabilities

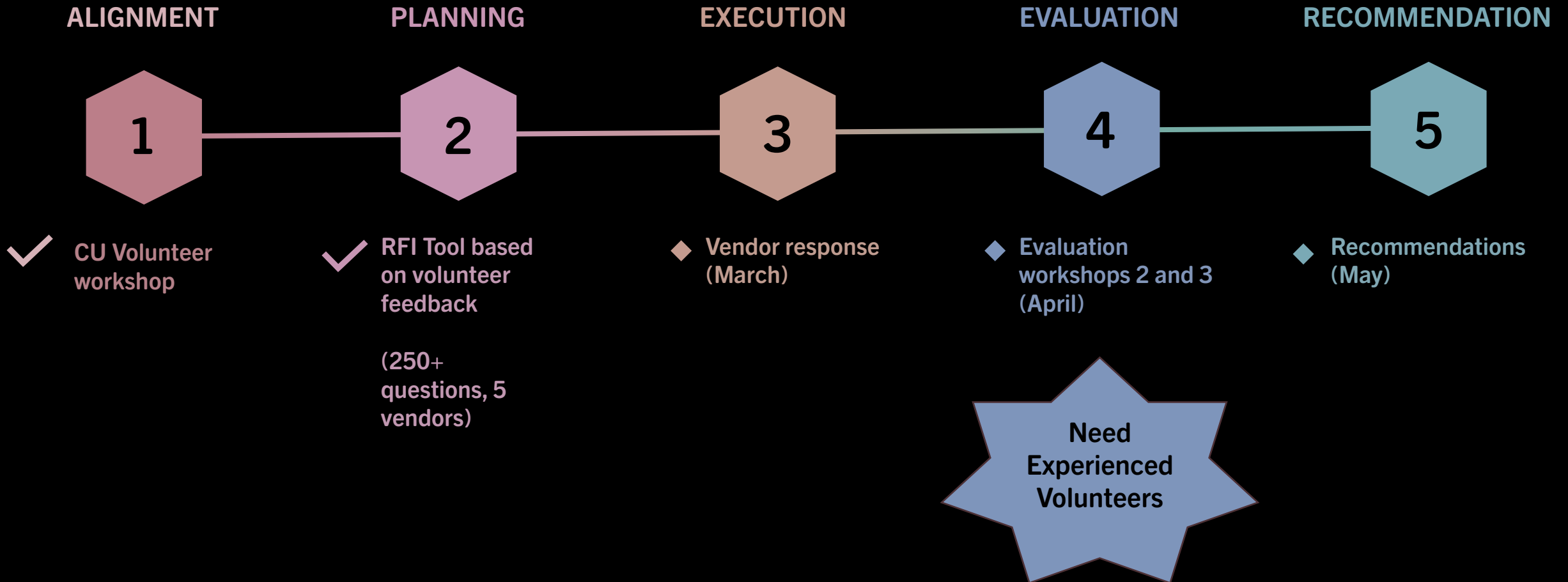
Additional Criteria:

- Feature Parity or better with Forge/MD
- Long term commitment to the credit union business
- Clear plan for how to maintain currency for CU future
- Manageable operating model
- Total cost of ownership
- Migration plan aligned to CU needs
- Staff, experience and culture
- APIs for third party service integration

VENDOR SELECTION PROCESS (HIGH-LEVEL)



TIMELINES AND TASKS



VENDORS CONSIDERED IN EVALUATION PROCESS

Bankjoy

intellect

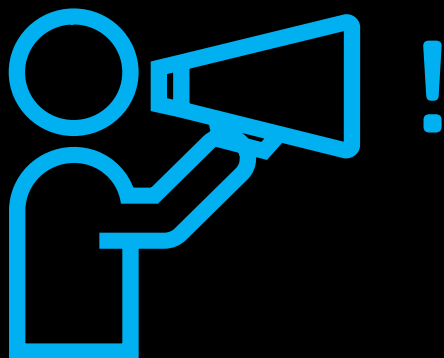

 ebankKIT
by CGI

plumery 

 Finacle

 VERIPARK

CALL FOR



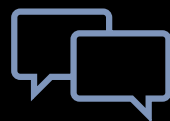
PARTICIPATION

Stay Connected



Updates with emails and webinars sessions

Provide Feedback



Various channels will be available to poll stakeholder positions

Participate



Volunteers with expertise in working group focus areas

Support



Collective investment to maximize impact

WORKING GROUPS



Project
Planning



Stakeholder
Communications



Vendor
Evaluation



Transition &
Implementation



Negotiation



Risk
Management

Working groups will be staffed from the NDBWG members but will engage expertise and perspectives from participating credit unions with:

- *Workshops*
- *Surveys*
- *Webinars*

QUESTIONS?

THANK YOU!