

*Wednesday, March 14, 1:30 p.m. CDT*

The Universal Paycard™ project's key partners - the National Credit Card Program, Collabria, Celero and CCUA - continue to make good progress to transition the Global Payment Card program to the new Universal Paycard program.

Our teams' current focus is on the technical development required to enable credit union banking systems to process and settle transactions through member demand accounts, provide Universal Paycard functionality with ACCULINK and Interac, and working with third party providers regarding system configuration and mass card reissuance. All parties have been moving as quickly as possible to complete their efforts to bring the Universal Paycard live.

What we have seen, however, is that progress has been met with challenges which we are continuing to work through. Specifically, these include:

- Identifying a complete set of Universal Paycard card specs in the required timeframe was difficult due to the complexities and scope of this initiative.
- The difficulty in finalizing complete Universal Paycard specs made it problematic for our credit union partners, and their respective banking system providers, to clearly identify the efforts required to implement the Universal Paycard program.
- The timelines required to implement ACCULINK and Interac as a part of the Universal Paycard functionality would have taken the project past the May 2018 implementation date. This would have necessitated a two-step process that would have been confusing for members and unacceptable for credit unions and key project partners.

Despite the work to date and the commitment of all parties to the timelines, the proposed service has transition issues that would negatively affect the experience of members. To avoid potential impacts to members and further mitigate the associated risks of timeline compression, CUETS was asked to extend the current GPC servicing arrangements/agreements for National Program credit unions.

The National Credit Card Program's negotiating team were gracious to provide a centralized point of contact to make the request to CUETS, and act as the point of contact for any credit union action required. This has resulted in CUETS extending the current GPC service for any credit union who is currently issuing GPC accounts through to February 2019. An additional communication will be sent by the National Program ([nationalcreditcardprogram@central1.com](mailto:nationalcreditcardprogram@central1.com)) that will provide additional details and next steps about CUETS GPC extensions.

### **What's Next?**

The National Program will be engaging an Oversight Committee to help guide the remainder of this project. This committee will be comprised of credit union representatives from all onboarding waves and provinces who offer GPC today, and will work with the National Program, Collabria, and Celero's Universal Paycard Project Teams to provide input and work through any issues as they arise. A project schedule will be developed, and regular updates and communications will be

provided to all Universal Paycard credit unions. You will receive additional information within the next two weeks.

We would like to thank all credit unions who have provided feedback to date as this has been instrumental in setting this new course. We look forward to continuing to work collaboratively with our partners and delivering a continuity of service and program quality for credit unions and their members participating in the **Universal Paycard Program**.

For any questions regarding the Universal Paycard program, please contact [projectmanagerUPC@collabriafinancial.ca](mailto:projectmanagerUPC@collabriafinancial.ca). For questions regarding the National Credit Card Program please email your wave's onboarding manager (Tanya, Michelle or Shaunah).

More information regarding the Universal Paycard oversight committee and the selection process is forthcoming from the National Program ([nationalcreditcardprogram@central1.com](mailto:nationalcreditcardprogram@central1.com)).