

## Southern Mass CU strengthens its Fed relationship with FedComplete® Packages

Since its founding in 1922, Southern Mass Credit Union (SMCU) has grown from a small telephone workers' credit union nestled in a working-class fishing community to a large institution serving over 14,000 members in both Massachusetts and Rhode Island. For over 90 years, SMCU's mission has been to provide its members with courteous, efficient service and the best financial products available. The Fed's services have helped SMCU in its efforts to achieve that mission.

SMCU President and Chief Executive Officer Daniel Waltz and Operations and IT Manager Richard Telesmanick shared how the Federal Reserve Banks have worked with SMCU, helping the credit union meet its business and operational needs.

### Maximize the convenience and savings of our bundled offerings

In 2012, SMCU's account executive, Brenda Simpson, approached the credit union with an opportunity to realize substantial savings by bundling all of the Fed services it was already using into the FedComplete 100 Plus package. FedComplete Packages offer institutions like SMCU a great opportunity to save with an all-electronic service package that bundles payment services with an access solution — all for one monthly fee.

"When I came to Southern Mass CU in 2002, the credit union was already using Fed services. I was very pleased because I had an in-depth knowledge of Fed services and a great working relationship with the Fed in my former position at another institution. Over time, as services have changed, SMCU has just moved along with the Fed."

Daniel Waltz  
President and Chief Executive Officer  
Southern Mass Credit Union



Fast forward to today: SMCU continues to process its own payments via its FedLine Advantage® Plus connection, which provides access to the suite of Check 21-enabled Services, including FedReceipt®, FedReceipt Plus for Returns, FedForward® and FedReturn® Services, as well as FedACH® Services and the Fedwire® Funds Service. SMCU's FedLine Advantage connection also allows the credit union to utilize the Fedwire Securities Service to electronically transfer and maintain securities. In addition, the package complements SMCU's transaction volumes, making the Fed's pricing both competitive and economical.

### Want to broaden your long-term relationship with the Fed?

To give you a feel for how our systems and services work, we offer an array of on-demand webinars on our Federal Reserve Bank Events page available at [FRBservices.org/eventseducation/frbevents/index.html](http://FRBservices.org/eventseducation/frbevents/index.html), including the Bundle Up with FedComplete Packages webcast. Take advantage of this free, educational curriculum by signing up today.

We are ready to help you with comparisons and can provide you with extensive information on our services.

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“Some credit unions think they need to be large institutions to work directly with the Fed, but that is really not the case.”

Richard Telesmanick  
Operations and IT Manager  
Southern Mass Credit Union

Request a follow-up at <https://information.frbcommunications.org/FedCompleteContactRequestForm>, or you can also contact your account executive to learn how our FedComplete Packages or à la carte services may be the right solution for your institution. The My FedDirectory® service is also available at [FRBservices.org/contacts/index.jsp](http://FRBservices.org/contacts/index.jsp) to help access your personalized phone directory of Federal Reserve contacts. We look forward to working with you.

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