

United Federal Credit Union needed a vendor that could support their strategy to grow through merger and acquisition activity.

Q2

The Problem

United Federal Credit Union required a virtual banking vendor whose product not only kept them competitive, but also had the expertise to seamlessly transition them through multiple mergers and acquisitions.

The Goal

To fulfill UFCU's objective of expanding their market reach and growing online account holder base through strategic merger and acquisition activity and associated core and online conversions.

What We Did

With over 400 successful conversions to date, Q2 was uniquely qualified to support UFCU through multiple core and online banking conversions. In the first 18 months of the partnership, Q2 helped the credit union execute two online banking conversions, one core conversion, two bill pay conversions and two multi-factor authentication conversions.

The Results

Due in part to the success of those conversion projects, United Federal has grown its assets from approximately \$1 billion at contract signing to approximately \$1.6 billion in 2014. The credit union has also nearly doubled its online banking members in that time, growing from 38,000 in 2009 to 75,000 in 2014.