REPAY
Realtime Electronic Payments



Client Case Study

Credit Union Increases Operational Efficiencies While Providing Exceptional Member Experiences

The Background

Located in Arizona and serving members for over 80 years, Desert Financial Credit Union (FCU) prides itself on providing exceptional experiences to its growing base of almost 440,000 members. They offer a wide variety of financial products and services, including checking and savings accounts, business accounts and auto and mortgage loans.

Desert FCU realized delayed payment posting, duplicate and missing payments, and complicated reconciliation were creating negative experiences for members and high call volumes for member assistance teams. It was becoming evident that it was time for a new payment processor.

The Solution

Desert FCU was introduced to REPAY through an acquisition. Requiring a fast turnaround, dedicated teams from Desert FCU and REPAY collaborated closely to implement new payment solutions in only a few months.

“REPAY was responsive and transparent. We felt supported through the entire implementation process,” said Tracy Carter, Director of Credit Assistance at Desert FCU.

The partnership led to immediate benefits for the Credit Union and its members. Using the secure online payment portal, members could make auto, personal, and unsecured loan payments 24/7 or contact the member assistance team to make payments on their behalf through the convenient agent portal.

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The Solution *(Continued)*

Additionally, same-day realtime posting capabilities offered Desert FCU the reconciliation relief they were seeking.

"Members couldn't understand why it was taking five days for their payment to post. With REPAY, that was no longer an issue," said Carter.

The Result

Since integrating payment solutions from REPAY, Desert FCU has been able to take advantage of REPAY's same-day, realtime payment posting and streamlined reporting to reduce time spent on monthly reconciliation. Member assistance teams became more efficient and were able to focus on providing exceptional member experiences.

"Same-day posting has made a big difference," said Carter. "Members see their payments post in real time and monthly reconciliation went from taking days to taking just a few hours."

Desert FCU looks forward to expanding payment modalities in the future as they continue growing their member base.



Why Choose REPAY

REPAY helps credit unions of every size expand their business while lowering operational costs. The results experienced by Desert Financial Credit Union and many others are what REPAY aims to bring to each of its clients. With an eye toward growth and efficiency and a focus on listening to their clients, REPAY propels credit unions to the next level.

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