

Narrative (limit of 2,500 characters – with spaces –per question)

1) Statement of Need. Describe the need or problem to be addressed.

We have a work area in the credit union that was established to provide a segregated area for an employee to work with higher level of privacy when accepting loan applications, completing loan closings as well as opening new accounts. The furniture is in place, however, the computer we had planned on using is in need of upgrading in order to support the applications we plan to run on it. We investigated upgrading the memory, but the age of the computer is such that it was recommended that we get a newer more efficient computer.

2) Project Description: Explain the plan of action to deal with the above issue(s) by answering the following questions:

a) What equipment and/or service is to be acquired?

A Dell COMPUTER and a Hewlett Packard network printer is required along with the “staging” of the computer which includes loading the operating system and the applications we plan to run to support the processes outlined above. (See attached quotes).

b) Why is it the best solution to the need or problem? *Why did you choose this equipment or service provider?*

We chose this provider of services (OnCU) because they are our primary data processor, which provides the day-to-day support of the applications we will be running on the computer.

c) How will it help your credit union improve service to members?

Members will be afforded a more private area in which to discuss their financial needs with our Members Service Representative/Loan Officer. Presently these matters are discussed at the front counter where there is limited privacy.

3) Rationale for Funding. Explain why your credit union needs financial support for this project.

We are requesting funding for this project mainly because we had to re-allocate budgeted resources to accommodate an unexpected conversion charge in addition to replacing another printer that was 8 years old and broken down.

4) NYCUF Recognition. Briefly discuss how you will inform volunteers, staffers, and members that the New York Credit Union Foundation provided funding for this project.

We plan to provide a news release to our members in our monthly newsletter, in addition to notifying the local press.