



4131 SPICEWOOD SPRINGS RD

SUITE O-3

AUSTIN, TEXAS 78759

1.888.681.4825

VITAL INSIGHT CONSULTING SERVICES

BUILDING SUCCESSFUL RISK & COMPLIANCE PROGRAMS FOR THE CREDIT UNION MOVEMENT

Effective Risk Management and Compliance are more important to the credit union industry today than ever before. The recent economic disaster leading to the failing and/or takeover of numerous credit unions has highlighted the riskiness of the current environment. It is clear that credit unions need a better approach to Risk Management.

Increased regulatory attention, high default rates, greater reliance on technology, reduced margins, and increasing competition are just a few of the larger concerns facing credit union executives and boards. In order to effectively combat these challenges, credit unions need to enhance their strategic and operational decision making by institutionalizing risk awareness into the process. Implementing sound Risk Management processes and tools is quickly becoming an imperative for the long-term survival and success of credit unions.

Effective Risk Management and Compliance can help credit unions achieve strategic and operational objectives allowing them to:

- Align strategic objectives with enterprise-wide risks to evaluate their exposure and plan their responses
- Improve decision making by instilling risk intelligence throughout the organization
- Lower regulatory and reputation risks by understanding and proactively addressing potential issues
- Reduce redundancy and improve operational efficiency
- Minimize the impact of risk events by improving controls, monitoring risk, and implementing corrective action plans

Vital Insight offers tailored consulting services to assist credit unions with developing, implementing, and maintaining effective Enterprise Risk Management (ERM) and Compliance programs. Our consultants have extensive experience performing a variety of ERM related services. Whether you are just evaluating the goals and objectives of your ERM program or you have been working to implement the initiative for several years, our consultants are ready to help. Vital Insight's credit union service offerings are organized in two primary categories, including:

- **Risk Assessments & Internal Controls Reviews** – These reviews provide critical risk information through independent analyses of processes, controls, and the ERM Program.
- **ERM Training, Program Management, and Mentoring** – These services focus on helping credit unions build the skills and tools they need to make their ERM efforts successful.

All of our services can be tailored, or combined, to meet the specific needs of any credit union. Customers choosing to implement the Governance Insight application can purchase any of our ERM service offerings at a reduced cost.

Inquiries about combining or tailoring Vital Insight services should be directed to our Professional Services team by emailing info@vitalinsight.com or calling (888) 618-4825. For more information on Vital Insight's service offerings, please see the reverse side of this document.

"Vital Insight's professional services team helped us achieve our risk assessment objectives both efficiently and effectively! I was very impressed with their overall knowledge of risk management and the credit union industry."

Mishel Kaufman - VP,
Internal Controls at
Redwood Credit Union

SELECT CUSTOMERS:

- Southwest Corporate
- Affinity FCU
- Mission FCU
- Arizona State CU
- Marine FCU
- Texans CU
- Redwood CU

4131 SPICEWOOD SPRINGS RD

SUITE O-3

AUSTIN, TEXAS 78759

1.888.681.4825

About Vital Insight

Vital Insight, Inc. provides credit unions with cost effective ERM services, industry leading ERM software, and expert ERM training and education. Our customers are able to implement ERM in a fraction of the time and are better able to maximize their investments in ERM.

The Vital Insight Professional Services team is comprised of senior consultants with extensive risk management, audit, and compliance experience, and is dedicated to serving the unique needs of the credit union market.

To learn more about Vital Insight, please contact 1-888-618-4825 or visit www.vitalinsight.com

ERM Service Offerings

Vital Insight's Professional Services Team has performed numerous Risk Assessments and controls reviews at financial institutions and credit unions across the country. Our consultants also have extensive experience planning, designing, and implementing efficient, effective, and repeatable risk management processes. We use this experience to provide solutions that are designed to meet the specific needs of your ERM program.

Assessments & Internal Controls Reviews

Enterprise-Wide Risk Assessment – Enterprise-Wide Risk Assessments (EWRA) are a critical first step in the ERM process. The EWRA helps credit unions to gain insight into their overall risk profile by using a consistent and quantitative risk scoring methodology. This ensures that audit and risk management activities are focused on business areas and processes that are exposed to the highest level of risk.

Process Risk Assessments (Deep Dives) - Detailed Process Risk Assessments provide an in-depth analysis of risks and controls present in a specific part of the organization. Using proven risk management methodologies, our consultants evaluate business processes and identify the points of potential risk. We then work with management to implement the appropriate risk responses and identify any remaining control problems or poorly managed risks.

IT Risk Assessment and General Controls Review - Information Technology is an especially difficult area for most credit unions to manage. Changing product lines, regulatory scrutiny, security and privacy concerns, and a constantly evolving technology infrastructure create a variety of risk management and control challenges. By combining the best elements of leading IT Risk Management standards as well as the needs of the credit union movement, Vital Insight has developed a comprehensive and scalable methodology. We use this framework to provide our customers with cost effective IT Risk Management projects.

ERM Fitness Check - Fitness Check provides an assessment of the ERM Process within the credit union. This offering is designed for credit unions that have already made significant progress in their ERM initiative and are seeking an outside assessment of the program. The program includes an evaluation of the current state of the program and provides specific and actionable recommendations for enhancing it.

Training, Program Management, and Mentoring

ERM Training and Education - Vital Insight established VI Academy to offer a variety of training programs to credit union executives, board members, supervisory committee members, and risk management professionals. VI Academy participants are provided with the skills and knowledge they need to be successful in their ERM efforts. Vital Insight uses a mix of customized on-site training sessions, on-line learning, and educational seminars to ensure that the right training is available to meet our customers' needs. Current available courses include ERM Fundamentals (for ERM Professionals, Executives or Supervisory Committees), ERM Immersions, and ERM Program Management.

ERM Foundations - Often, the beginning of an ERM program can present the greatest challenge. ERM Foundations provides essential analyses and planning tools needed to serve as the basis for a long standing and effective ERM program. During ERM Foundations, Vital Insight professionals provide credit unions with the skills, training, and tools they need to effectively manage their ERM programs.

ERM Program Mentoring and Quality Assurance- (Governance Insight license required) - After the implementation of the Governance Insight software application and the initial risk assessments, our team can provide on-going training, consultation and quality assurance for the organization's ERM program. This service helps the credit union to ensure that the foundation created by other service offerings is maintained and provides the greatest value possible.