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Partnership in Action

Advancing Innovation Through Collaboration

Partnership and collaboration are themes that continue to shape the future of the credit union movement. The ability of credit unions, associations, CUSOs, and trusted partners to work together is essential to meeting the evolving needs of the industry and ensuring long-term growth.

That belief recently led to a new partnership with Service Ventures, the independent investment arm of Service Credit Union, a proud CCUA member. With a growing portfolio of CUSOs and fintechs focused on practical, purpose-driven innovation, Service Ventures is helping build solutions designed specifically for credit unions.

By working together, member credit unions gain greater access to forward-looking products and solutions aligned with their strategic priorities.

Read the full blog to learn more about this new partnership and what it means for the movement.

ScribeUp | ModernFi CUSO | Saris AI | confer

posh | Casap | LARKY | fileflex enterprise By Qnext Corp.

Read the Full Blog by Melissa Pomeroy, CCUA's EVP & COO

Helping Members Take Control of their Subscriptions with ScribeUp

ScribeUp offers an embedded subscription and recurring bill management solution that financial institutions can integrate into their digital banking experience to help members track, manage, and optimize their recurring payments and subscriptions. By giving users a centralized view and tools like one-click cancellation and payment updates, ScribeUp can deepen engagement and strengthen customer relationships.

Learn more about ScribeUp

Why Credit Unions Need to Understand Venture Capital

Fintech innovation over the last decade has been largely fueled by venture capital—creating companies that have reshaped financial services and are solving challenges credit unions face today, from member engagement to operational efficiency. Understanding how venture capital works helps credit union leaders evaluate technology partners more effectively, make informed strategic and investment decisions, and better anticipate competitive pressures in a rapidly evolving marketplace.

Read the full piece from Brian Regan of Service Ventures to explore why venture capital knowledge is becoming essential for credit union strategy and growth.

Casap: A Smarter Approach to Managing Disputes

Payment disputes and fraud claims are becoming increasingly complex. Traditional, manual workflows can slow down resolution for members and require significant staff time behind the scenes. Casap is an AI-driven platform built to help credit unions streamline dispute operations end-to-end, bringing greater consistency, speed, and visibility to the entire process.

Casap enables teams to automate and manage every step of the dispute lifecycle — from intake and decisioning to evidence collection, chargeback filing, and member communication. Designed to integrate with existing systems, the platform supports multiple transaction types, including card payments, digital payments, EFT, ATM, check, and ACH.

Beyond improving efficiency, Casap addresses the growing challenge of first-party ("friendly") fraud, where legitimate transactions are later disputed. With tools such as a proprietary first-party fraud score, institutions can identify risk earlier, mitigate potential losses, and maintain a strong member experience.

For credit unions focused on improving turnaround times, reducing operational friction, and strengthening fraud defenses, Casap delivers a modern, streamlined approach to dispute management — built for today's evolving payments environment.

Connect with Casap and hear from Co-founder and CEO Shanthi Shanmugam as she takes the stage for a keynote address at CCUA's CU Accelerate conference on May 2 in Boston at the Omni Parker House.

Learn More About Casap

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