

AKUVO Service Offerings

Monthly Support

AKUVO will provide the following support services for the Temenos Collection solution for a fixed monthly fee:

- **Case Support** – AKUVO will review submitted cases within 48 hours with the intent to define a solution through recommended configuration changes or guidance on communication with Temenos.
- **Training** – AKUVO will hold one End User Training per month plus two additional trainings on varying, relevant topics within the system. Also includes access to all previously held recorded trainings.
- **Member Recession Analysis** – A one-time Recession Analysis which gives insight into how likely your members are to respond to and recover from economic recessions and other hardships.

Scores and Analytics

Member Risk Profiling – AKUVO will perform a deep, analytical review using 1st and 3rd party data to identify risk across your membership. We will provide a file with full details that can be easily uploaded into your Collection solution.

This review is updated quarterly, with an applicable charge of \$0.03 per member, billed annually.

Payment Score – Using a proprietary algorithm based on 1st party data, AKUVO will apply a Payment Score to each of your members. We will provide a file with full details that can be easily uploaded into your Collection solution.

This review is updated quarterly, with an applicable charge of \$0.015 per member, billed annually.

Promise to Pay Score - Using a proprietary algorithm based on 1st party data, AKUVO will apply a Promise to Pay Score to each of your members with an outstanding Promise to Pay. We will provide a file with full details that can be easily uploaded into your Collection solution.

This review is updated quarterly, with an applicable charge of \$0.025 per member, billed annually.

Contact Score – AKUVO will perform a review and analysis of your Contact Method Step Type and will apply a Contact Score to each of your members who have fallen into delinquency. We will provide a file with full details that can be easily uploaded into your Collection solution.

This review is updated quarterly, with an applicable charge of \$0.05 per delinquent member, billed annually.

Self-Cure Predictor Score – Using a proprietary algorithm based on 1st and 3rd party data, AKUVO will apply a Self-Cure Predictor Score to each of your delinquent members, which predicts the likelihood an account holder that is past due will self-cure. We will provide a file with full details that can be easily uploaded into your Collection solution.

This review is updated quarterly, with an applicable charge of \$0.015 per member, billed annually.

Additional Consulting Options

Operational Performance Analysis – AKUVO will work with your team to review your internal business processes and usage of the Collection solution. After a full analysis is performed, AKUVO will document the findings and recommendations and provide it to the credit union in a review session.

This is a one-time review with a one-time applicable fee.

