

# New Software to Debut at North Jersey Federal Credit Union

## *Ask Lourdes*

By Lourdes Cortez

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With just a tap on a screen, *voila*, the rapid pace of changes in technology is revolutionizing the way we interact with our customers and conduct business.

To keep up in this globally competitive world, whether as a small business owner or as a CEO, we all realize we must be prepared to upgrade our computer systems with the latest technology. This is so that we can be more efficient across the board, from processing payroll, to responding to the needs of our members, to improving production, or even enhancing security, privacy and safety.

It is no different for us. To better serve our members we also must adjust and adapt to the technological advancements that suit the specific needs of financial institutions, like North Jersey Federal. Even more importantly, we need to make sure we are providing the best in service to our members, just like in your business.

As the CEO of North Jersey Federal, I'm excited to lead this institution into the future of banking, with a conversion to an entirely new financial software system. On April 1-3, 2016, we will implement the new core system and all banking services will be suspended during those three days.

The need to make our member's experience with North Jersey Federal more engaging and useful, was a driving force in our decision to move to this new system.

The new system will allow our members to experience a number of benefits. Most transactions will be immediately reflected in both the members' accounts and as viewed online.

And, members will be able to see and manage all their accounts at NJFCU at one time. By giving our members the ability to see their entire financial picture, we are giving them the tools to make decisions quickly and effectively. I know this will be very beneficial to our business members!

Other enhancements to our services and products will be slowly unveiled throughout the coming year. A brand new mobile app for Androids,

iPhones and Kindles will put more flexibility in how and when members bank. An improved online bill pay system, to be rolled out soon, will also give members more information and control in paying their bills.

As we move closer to moving to our new system, you'll be informed and updated about our new system. The process will be as seamless as we can make it. And the benefits will be well worth it.

Although the technology upgrade might seem like light years away, in real-time, we're getting closer every day to an even better North Jersey Federal.

Sure, there'll be some growing pains, but we ask for your understanding, as we retool and gear-up for the best experience we can offer our members.

Take it from me, if you want to thrive as a business owner, it's important to understand that **CHANGE** is not a bad word, but a chance to enhance your customer's loyalty to you and to bring in new customers.

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Lourdes Cortez, President/CEO of North Jersey Federal Credit Union, hails from Paterson. In 1984, she began her career at North Jersey Federal and served in several roles. In 2004, she was promoted to VP of Operations and soon thereafter became Senior VP and in 2005 was named President and CEO.

In February 2014, Cortez was appointed to the Board of Trustees of William Paterson University in Wayne, NJ. She also serves on the boards of the Workforce Investment Board of Passaic County, and Visions Academy Charter School in Newark, and as President of the Board of the Boys and Girls Club of Paterson and Passaic. Cortez is the chairperson for the North Jersey Federal Credit Union Foundation and assistant treasurer for Executive Women of NJ. She has volunteered for numerous organizations including La Casa De Don Pedro, the March of Dimes, Eva's Village in Paterson and the American Cancer Society.

As the first Latina CEO of a credit union in New Jersey, Cortez has been honored by NJ Biz magazine, which named her one of the "Best 50 Women in Business" in New Jersey. Other awards include: the North Jersey Regional Chamber of Commerce, 2010 Star Award in Business, the 2010 Salute to the Policy Makers Award from Executive Women of NJ, and the 2012 Women of Achievement Award from the Girl Scouts of Northern New Jersey.