
February 2025

CUPolicyPro✓ and RecoveryPro✓ Newsletter

Dear CU PolicyPro & RecoveryPro Clients,

The Countdown is ON! The all-new system InfoSight360 launch is planned for March 31!

Here's what you can expect in the coming weeks:

Seamless Migration: All clients will be smoothly transitioned to the new system. We've designed this change to be as easy as possible, with minimal disruption to your workflow.

Scheduled Downtime: There will be a brief period of downtime during the system transition. We'll keep you informed with specific dates and times to ensure you're prepared for any interruptions.

Training and Support: We'll be sending out special communications throughout the month with everything you need to know, including training materials, live webinar opportunities, and on-demand recordings. We want to ensure you're fully equipped and confident using the new system.

Content Updates

CU PolicyPro Updates

This brief update includes revisions to the OFAC Policy (2145) and the Security Record Retention table (10010) for certain OFAC blocked property records from five years to 10 years based on a [regulatory change effective on March 12, 2025](#).

RecoveryPro Updates

Based on NCUA feedback, we have added **Planning Assumptions** and **Related Documentation** content to Section 2100 (Introduction to Business Continuity Planning). It is recommended that credit unions add this content to their BCP plans, but it is not required.

More information

For details on the content updates and what your credit union needs to do, [log in to your CU PolicyPro/RecoveryPro implementation](#) and visit the Support area.

InfoSight360 FAQs

Will I have separate logins for InfoSight, CU PolicyPro, and RecoveryPro?

No. The combined product will have one URL to login to all products.

What if my credit union does not subscribe to all three products?

Credit unions are not required to subscribe to all three products. If you are utilizing only one or two of the products in the platform, you will still be able to see the potential resources available from all products. Details on how to subscribe to get full access to any product will be readily available, although there is no requirement to do so.

Note: subscription availability and pricing is dependent on league/association affiliation and asset size.

Will I have to login to a new site/URL?

Yes. Each credit union will have a unique URL which will be different than the current URLs currently used for InfoSight or CU PolicyPro/RecoveryPro. For a time after the product launches, the old URLs will direct you to access your new InfoSight360 URL.

Will my login credentials change?

It depends. CU PolicyPro/RecoveryPro users will continue to use their existing login credentials. InfoSight users (who do not have a CU PolicyPro/RecoveryPro login) will need to use the "Reset Password" option to create a new password and activate their profile in the new system. If you're unsure whether you have a login or if you've forgotten your password, try using the "Reset Password" option or contact support for assistance.

Will users have the same access rights as they did before the products combined?

Each user's current access rights will be mirrored as closely as possible when transitioned to the combined platform.

Questions?

Please let us know how we can help! Contact our support team at polycysupport@cusolutionsgroup.com with questions or to be added to the distribution list for our newsletter!

Note: CU PolicyPro and RecoveryPro availability and pricing are based on credit union asset size and league/association affiliation status.

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