

TECHNOLOGY and VETERAN INSECURITY

Moderator: Anthony Hernandez

Panel: Jim Hayes, John Evalle, Chip Dykes, Randy Rose



AGE OF INSECURITY

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TECHNOLOGY & VETERAN INSECURITY

DEFENSE CREDIT UNION COUNCIL



DCUC

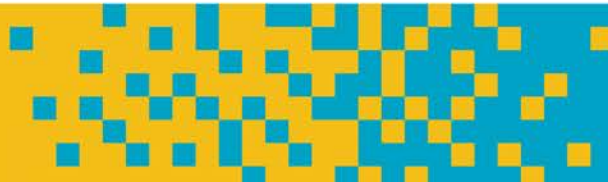
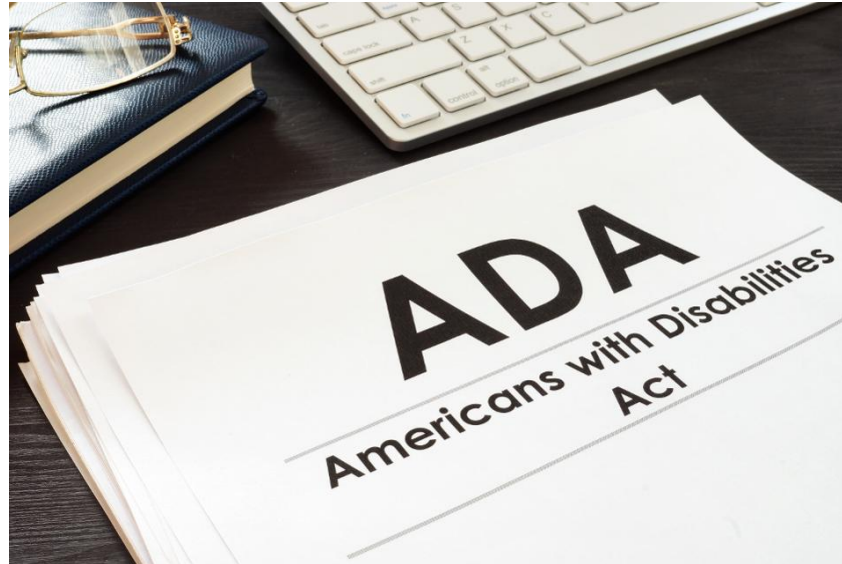
DEFENSE CREDIT UNION COUNCIL

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ALL CREDIT UNIONS SHOULD PAY ATTENTION



TECHNOLOGY & VETERAN INSECURITY

1. Economic Insecurity
2. Technology and Privacy Concerns
3. Physical Safety
4. Identity Theft

MILITARY REALITIES

- Service in Remote Locations/Austere Battlefields (Access to Funds or Service)
- Risk of Compromising Operational Security (Social Media P2P Payments)
- Artificial Intelligence and Machine Language (Target our Military)
- Wounded Warrior Access (Biometrics and PTSD Triggers)
- Personal and Family Safety (Data Security and IoT)
- Deployment Issues (Spouse Access and Password Resets)

OTHER QUESTIONS CEOs & CTOs SHOULD ASK

- What percentage of your membership is affected by these concerns?
- Is there value added in providing additional service for our military?
- Do the costs for including various workarounds for the military outweigh the benefits derived in addressing these concerns?
- What other questions should we be asking?

PANEL MEMBERS



JIM HAYES

President and CEO
Andrews Federal
Credit Union



JOHN EVALLE

Manager Corporate Relations
and Military Affairs Officer
Travis Credit Union



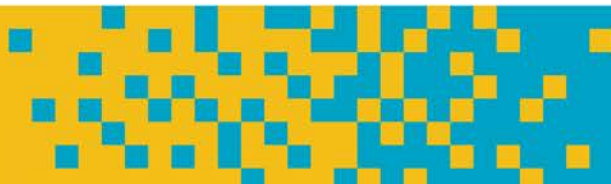
CHIP DYKES

Military Relations Manager
Frontwave Credit Union



RANDY ROSE

Digital Channel Specialist
Frontwave Credit Union



**When you are evaluating new technologies —
how do you ensure that they will meet your
members' needs?**

How do you capture member feedback to incorporate into your TECHNOLOGY decisions?

What is your sense on the military impacts described earlier as new technology is introduced?

MILITARY TECHNOLOGY COMMITTEE

- Service in Remote/Austere Battlefields (Access to Funds or Service)
- Artificial Intelligence and Machine Language (Target our Military)
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