

# how CME FCU's cards serve more

Bringing Real-Time Relief  
to Those Who Serve



## CME Federal Credit Union

### Address

150 East Mound St, Suite 100  
Columbus, Ohio 43215

### Phone

614-224-8890

### Website

[cmefcu.org](http://cmefcu.org)

### Assets

\$450M

### Accountholders

38,500+

### Founded

1935

### Software Solutions

Banno™, JHA Card Processing  
Solutions™, Symitar®

“If a first responder is out on runs all day or a teacher gets a fraud alert during class, they don’t have to call us,” shares Brandy Roy, Vice President of IT at CME Federal Credit Union. “They can take care of it right from their phone and get the support they need.”

That kind of instant, real-time control is exactly what CME’s card program is built to deliver. Backed by JHA Card Processing Solutions (CPS), it gives members the freedom to act fast, stay protected, and stay focused on what matters most.

For CME, what matters most has always been clear. Founded by Columbus firefighters and police officers in 1935, this Ohio-based credit union was built on service – and today, they’re continuing that legacy in powerful new ways.

## power in members’ hands: a seamless, secure card experience

CME’s card tools are built around one clear idea: give members more control, with less effort.

Through the Banno Digital Platform™, members can block and unblock cards, set transaction alerts, and manage accounts on their own schedule – not just during business hours. That’s critical for teachers, first responders, and anyone else whose day doesn’t follow a typical routine.

“Members can use the features on their own – and they do,” notes Abby Wilson, Card Services Specialist at CME. “It’s become so much easier to assist members because they’re using those tools more.”

That empowerment is matched by smarter fraud protection.

With real-time fraud notifications and proactive rules from Jack Henry, CME can spot suspicious activity early and act fast. “We can identify patterns quickly,” explains Wilson. “We get hourly fraud case emails. That helps us notice patterns right away.”



“CME FCU has always put the needs of everyday heroes first.”

**Brandy Roy**

Vice President of IT at  
CME Federal Credit Union

Early in her role at the credit union, Wilson faced a BIN attack and wasn't sure where to start.

“Jack Henry walked me through it step-by-step,” Wilson says. “Now I feel confident managing something like that – and we've seen that kind of attack become less frequent. Sometimes the rules are already in place before we even reach out to inform them of a situation.”

## one integrated system, countless operational wins

For CME, using the full Jack Henry ecosystem means everything works better – for members and employees alike.

Before their transition to Banno, their digital banking platforms weren't aligned. “At one point, online and mobile looked different,” Wilson points out. “Even our frontline staff had trouble helping members.”

Now, everything looks and works the same across channels. And beyond the member-facing benefits, CME's internal operations have gotten a whole lot smoother.

“When I think about efficiency, I think about how we process chargebacks and disputes,” recalls Wilson. “That process used to be really manual – now it's streamlined. The forms are better, the submission process is easier, and it saves us a ton of time.”

The native integration of CPS into the Symitar core has also led to fewer pivots into other software for card maintenance like fraud alerts, travel notices, and address updates – thanks to consistent systems and a shared view of the member experience.

That's the power of having everything under one roof.

“Jack Henry has always been a great partner,” says Roy. “We're on Symitar for core, Banno for digital, CPS for cards – and having all of that together is a big advantage. It's one ecosystem.”



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## real support from real people – whenever it’s needed

When Wilson stepped into her current role, she was brand new to the card world. The learning curve was steep – but thanks to her Jack Henry support team, she never felt alone.

“I probably opened 100 support cases in my first few months,” Wilson reflects. “Every time, I got the answers I needed and real guidance on how to grow my skills.”

The consistent service and personal support continue to make an impact.

“I have a great relationship with our Relationship Manager,” mentions Wilson. “He’s always available – whether I have a quick question or come across something unexpected in the payments space. He gives me peace of mind.”

That same care extends across the broader Jack Henry team.

Roy meets regularly with their Client Relationship Manager and other key contacts to stay aligned on projects, tickets, and upcoming initiatives.

Wilson says the regular training opportunities make a real difference. “It can be tough to navigate a changing landscape, but Jack Henry makes sure we’re prepared,” Wilson points out. “The webinars, the updates, the resources on Jack Henry University – they’re all focused on helping us support our members better.”

“Everyone’s involved, and everyone truly cares what’s happening at CME,” says Roy. “That kind of relationship is how we keep moving forward.”

And for CME, forward means faster service, stronger fraud defense, and more empowered members – all with fewer roadblocks and more confidence.



“It can be tough to navigate a changing landscape, but **Jack Henry makes sure we’re prepared.**”

**Abby Wilson**

Card Services Specialist at  
CME Federal Credit Union

## help more members more meaningfully

See how Jack Henry’s [debit card](#) and [credit card](#) solutions can help your credit union grow.

For more information about Jack Henry, visit [jackhenry.com](https://jackhenry.com).