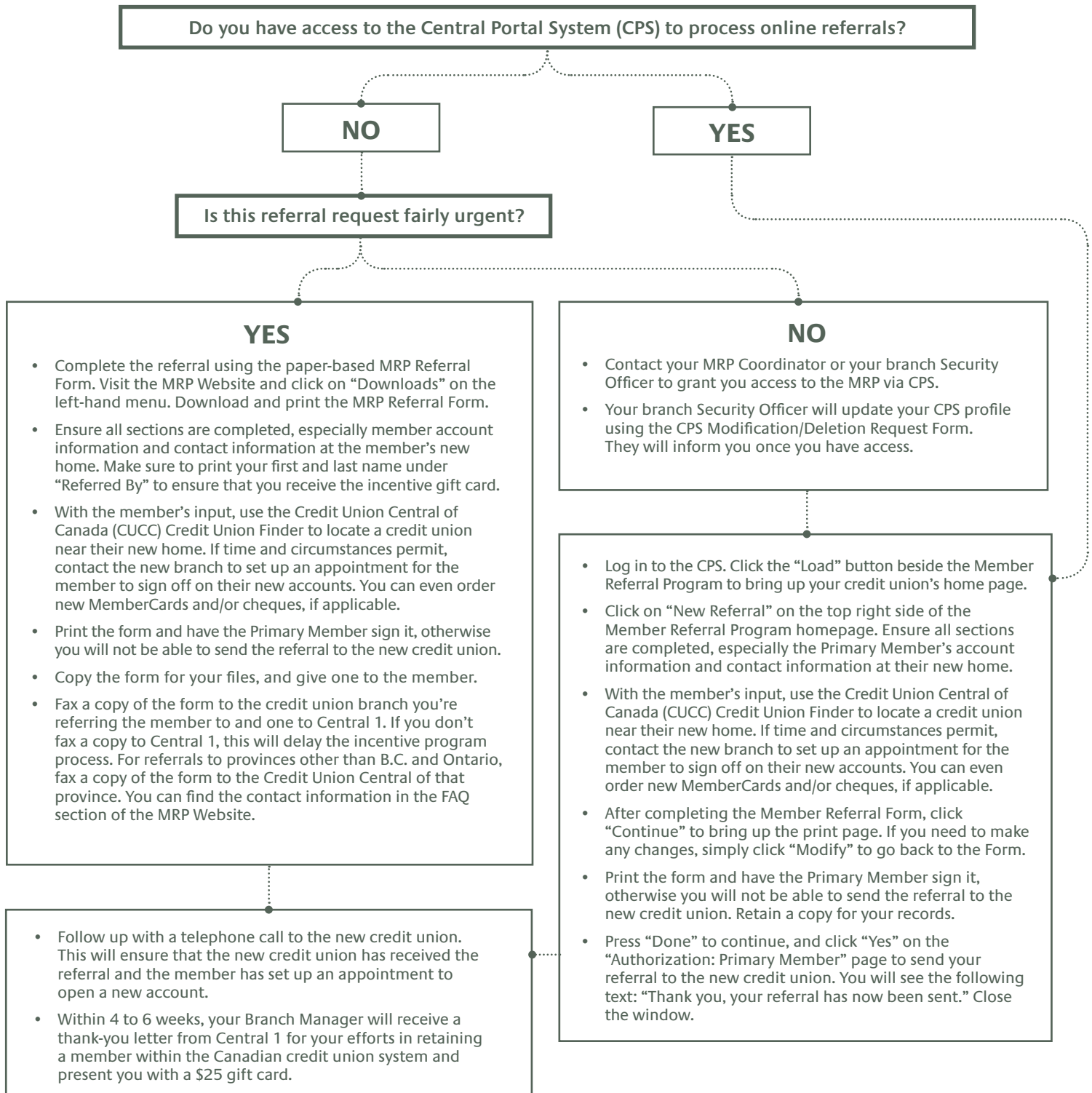




MAKING REFERRALS

When a member lets you know that they are moving, tell them about the Member Referral Program (MRP) and explain how you can help them transfer their finances to a credit union near their new home! If they agree to participate, complete the paper-based or online MRP Referral Form. **Note: Referrals to provinces other than British Columbia and Ontario must be processed using the paper-based MRP Referral Form.**





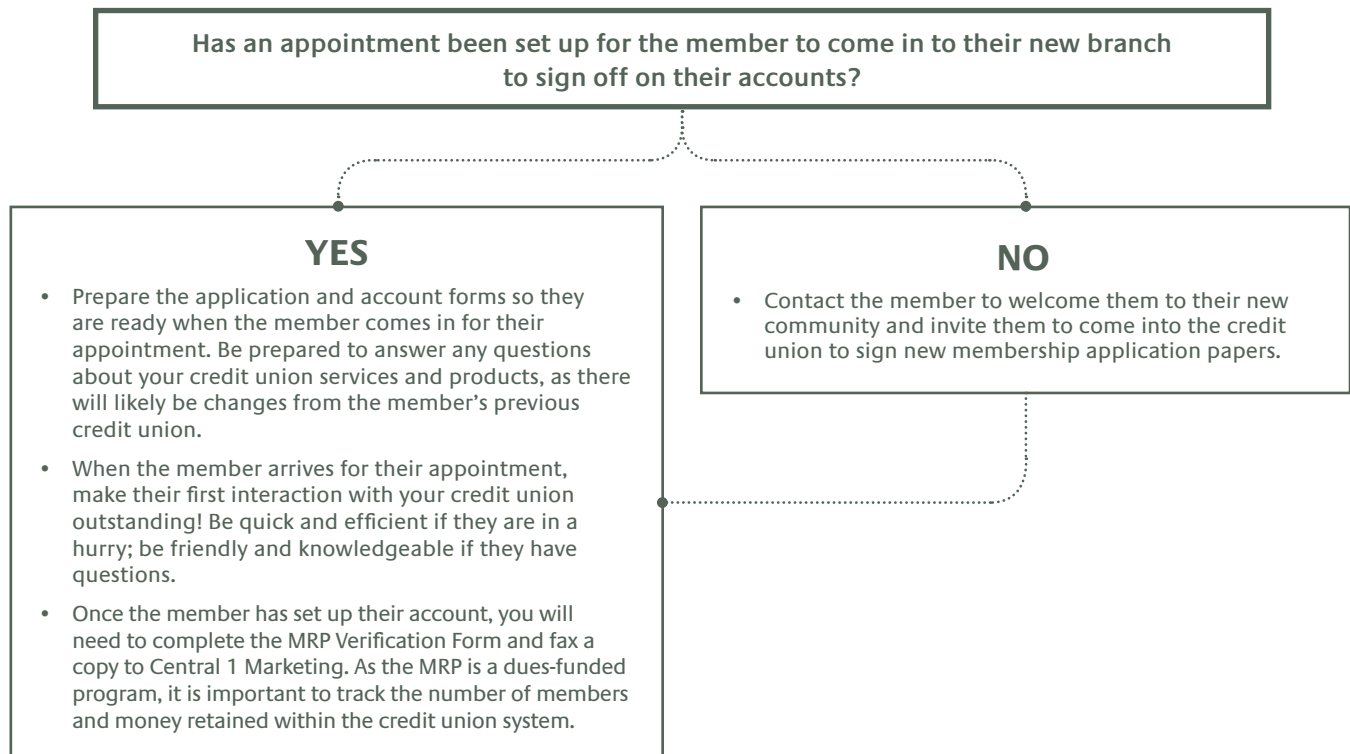
RECEIVING REFERRALS

One of the great benefits of the MRP is effortlessly growing your membership. How? Being part of the MRP means that credit unions across Canada can refer their moving members to your credit union.

You will receive referrals in two ways:

- Your MRP Coordinator will receive email notifications emails from the CPS when an online referral has been sent to your credit union or branch. They may delegate to you and other branch staff to complete the referral process.
- You will receive paper-based referrals via fax.

You've received a referral. The first step is to contact the staff member who completed the referral at the member's original credit union to gather more information about the member's product services and needs.



QUICK LINKS

Central Portal System
<https://cps.cucbc.com>

CUCC Credit Union Finder
<http://locator.cucentral.com>

MRP Website
www.central1marketing.com/MRP