

All In Credit Union considers SendSafely an indispensable tool



All In Credit Union is a full-service financial institution serving 197,000 members through 35 branches across Alabama, the Florida Panhandle, Mississippi, and thousands of affiliate branches globally. All In Credit Union's primary goal is to deliver personalized financial solutions while leveraging cutting edge technology to ensure members have convenient and secure access to their accounts.

The Challenge

All In Credit Union processes a large volume of loan and insurance information for borrowers. Secure data exchange is critical, particularly for complying with GLBA and NIST 800-53 security regulations and streamlining communication with external parties. The Credit Union required a secure and efficient method to exchange sensitive documents with members and third parties while maintaining compliance and operational efficiency.

Secure Email Limitations & Delayed GAP Insurance Processing

Past solutions either obstructed email subject lines or introduced inconvenient encryption steps, delaying critical processes such as automated processing by insurance companies. As a result, GAP insurance claims faced unnecessary delays.

Inconvenient Compliance Processes

Existing security solutions created bottlenecks, making it difficult for members and external partners to exchange necessary documentation securely and efficiently.

*"Before SendSafely, GAP insurance providers such as State Farm used to take **2-3 months** to respond to us to resolve customer claims, and **now it takes less than a week**. These providers would delay payments to members because of this. These are substantial savings we can provide to our members."*

– Ron Hallford, Information Security Analyst



The Solution

All In Credit Union adopted SendSafely for secure file exchange, enhancing compliance and operational efficiency in the following ways:

Easy Secure Email & File Exchange

All In Credit Union employees use SendSafely's Outlook integration and web portal to encrypt messages and attachments seamlessly. According to Ron Hallford, Information Security Analyst, *"SendSafely allows us to encrypt either the attachments or the entire message, covering all our security needs. It integrates so well with Outlook that sending secure attachments is effortless."*

Dropzones for Real-Time Document Collection

All In Credit Union's contact center uses Dropzones to securely collect loan and insurance documents in real time. Members can upload confidential files via email or chat sessions, eliminating the need for unsecure or delayed email exchanges. Previously, it took 2-3 days to receive documents due to complications with members navigating unfamiliar email encryption platforms, and messages getting caught in corporate email filters. According to Ron, *"Now, we get the information in real time. If you take away Dropzones, you'd hear yelling—it's that essential."*

Streamlined GAP Insurance Claims Processing

All In Credit Union's GAP coverage team faced delays in communicating with insurance companies due to limitations in their previous encryption solution. Specifically, the previous solution obfuscated case numbers in email subject lines and was incompatible with email distribution groups, preventing automated processing by the insurer. The subsequent manual processing slowed down claim resolution to 2-3 months. The implementation of SendSafely made an immediate impact. Messages can be sent securely while keeping the subject line intact. Agents in distribution groups can open messages without needing separate accounts. As a result, GAP insurance claims now resolve in less than one week, compared to 2-3 months previously.

API Customization for Compliance & Efficiency

All In Credit Union leverages SendSafely's API for additional customization, ensuring compliance with GLBA and NIST 800-53. Ron noted *"There's so much flexibility in SendSafely. I can customize it beyond the standard out-of-the-box functionality."*

"Other file collection methods are confusing. Dropzones simplify the process and ensure security."

– Ron Hallford, Information Security Analyst

For more information on how your business can benefit from SendSafely or to start a free trial, go to www.sendsafely.com or email sales@sendsafely.com.



Key Benefits

All In Credit Union initially adopted SendSafely to enhance security and compliance. However, the flexibility, efficiency, and ease of use have made it an indispensable tool for the credit union. By streamlining GAP insurance claims, improving secure file exchange, and enhancing contact center operations, SendSafely has significantly improved All In Credit Union's operational efficiency while ensuring regulatory compliance.

Improved Efficiency & Time Savings

- GAP Insurance Processing: Reduced from 2-3 months to less than one week.
- Contact Center Operations: Secure file exchange in real time, avoiding delays caused by member confusion with email encryption and email security filters. "Other file collection methods are confusing. Dropzones simplify the process and ensure security." – Ron Hallford

Enhanced Flexibility

- Multiple Secure Communication Options: SendSafely's Outlook integration, Dropzones, and API provide All In Credit Union with flexibility not offered by competitors.

Strong Return on Investment (ROI)

- Faster GAP claim resolution leads to quicker financial processing for members.
- Increased efficiency in the contact center supports a better customer experience.

"SendSafely solves problems that many financial institutions don't even realize they have."

– Ron Hallford, Information Security Analyst



GLBA and NIST
800-53
Compliance Ensured



2-3 days
Time saved after
transitioning to real
time Dropzone uploads

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