



NEW DIMENSIONS FEDERAL CREDIT UNION

Waterville, ME

Assets: \$67 Million

Branches: 2

Client Since: 2011

Primary Examiner: NCUA

The Challenge

New Dimensions Federal Credit Union was looking for a better way to track regulatory updates and requirements. They needed to ensure that they were keeping up with regulatory changes and getting things done on time.

Benefits Gained with Continuity

- **Standardization** — getting all of their policies, procedures and detailed information organized and automated in one place enabled New Dimensions FCU to reduce the amount of time spent on compliance. This allows them to allocate resources to other projects.
- **Answers** — with regulatory updates analyzed and work distributed via the platform, there's no more guesswork about what regulations are going to affect them. Staff are educated and able to do as much additional research as they want on the site. This makes the compliance management process and staying up to date much easier.
- **Efficiency** — the way the platform distributes work makes it faster and easier to delegate amongst staff and instant feedback has enabled them to work together better as a team.

Praise for Continuity

"Before Continuity it was hard to keep up with all the regulatory changes. What I love the most is that it puts everything at my fingertips so I don't have to play catchup anymore, and the time savings is invaluable. Now I'm able to manage our resources more effectively and refocus the time saved on better serving our members."

— Cathy Davis, EVP