



KeyBoard is Back: A New Chapter for Client Collaboration

KeyBoard

— ENHANCEMENTS —

The future of KeyStone has always been shaped by the credit unions that use it every day. Now, Corelation is strengthening that partnership with the relaunch of KeyBoard, our client enhancement and collaboration program designed to help turn client ideas into future innovation.

Originally introduced in 2019, KeyBoard provided clients with a channel to submit enhancement ideas and influence the evolution of KeyStone. As participation continued to grow, so did the opportunity to improve the process. In 2024, Corelation paused KeyBoard to evaluate how the program could better support a rapidly expanding client community and create a more scalable path for collaboration. After extensive planning, feedback, and client involvement, KeyBoard has officially returned with a refreshed approach focused on engagement, transparency, and strategic innovation.

At its core, KeyBoard empowers credit unions to play an active role in shaping the future of KeyStone. Participating clients can submit enhancement ideas, support concepts that address real business challenges, and collaborate with peers across the Corelation community. By creating a structured process for gathering and evaluating feedback, KeyBoard helps ensure that client perspectives remain a key part of product planning.

A major addition to the program is the new KeyBoard Technology Committee. Selected through an open application process available to all clients, the inaugural committee consists

of 11 representatives from credit unions of varying asset sizes, geographic regions, and experiences. This diverse group will help review and refine submitted ideas, provide valuable client insight, and contribute to strategic conversations about future KeyStone enhancements.

The committee also serves as an important bridge between clients and Corelation's Product team. By bringing together different perspectives from across the client community, committee members can help identify common needs, encourage meaningful discussion, and support ideas that deliver broad value to credit unions.

To support the relaunch, Corelation has also introduced a new feedback platform where designated users can submit ideas, vote on existing suggestions, and engage with peers throughout the enhancement process. In addition, expanded Confluence resources provide guidance, educational materials, and best practices for clients who want to learn more and participate effectively.

KeyBoard's return represents more than a new process for collecting ideas. It reflects a renewed investment in collaboration and a shared commitment to building the future of KeyStone together.

By combining client insight, community engagement, and strategic direction, KeyBoard creates new opportunities for clients to help guide the evolution of the platform and ensure future enhancements address the needs of the credit union community. Find additional information [here](#).*

**Confluence access required*



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Employee Spotlight: Renae Hrubsky, Accounting Analyst III

Renae lives in Millard, Nebraska, a suburb of Omaha, a town where she was raised. She earned a degree in Business Administration with an emphasis in Accounting from the University of Nebraska at Kearney. Her connection to the credit union industry began early through her mother, whose career inspired Renae's own appreciation for the positive impact credit unions have on their members and communities.

Renae began her career auditing credit unions across Nebraska, gaining experience with a variety of core systems and developing a strong understanding of the industry. She later worked at a credit union during a core conversion, an experience that sparked her interest in the technical side of operations. From there, she spent more than 26 years at a CUSO supporting a core platform, helping onboard and support credit unions.

After learning about Corelation through a credit union conversion, Renae joined the company as an Accounting Analyst in March 2022. Today, as an Accounting Analyst III, she helps credit unions prepare for their KeyStone conversions through system setup, template uploads, and training before providing ongoing support after go-live.

One of the highlights of Renae's time at Corelation has been contributing to the Mountain America Credit Union conversion. She enjoys helping credit unions prepare for a smooth transition and appreciates the teamwork and dedication required to make each conversion successful. Seeing clients confidently go live on

KeyStone and thrive afterward is one of the most rewarding parts of her role.

When asked what she enjoys most about working at Corelation, Renae describes it as "a breath of fresh air." She values the collaborative spirit of the Accounting Analyst team, whose diverse backgrounds create a supportive environment where everyone is willing to help. She also appreciates Corelation's commitment to work-life balance, community involvement, and the welcoming culture she's experienced since day one.

Outside of her professional career, Renae enjoys spending time outdoors, baking homemade breads and desserts, solving Sudoku and digital jigsaw puzzles, reading, playing card games, and making memories with family and friends.

With decades of credit union experience and a passion for helping clients succeed, Renae continues to make a meaningful impact by guiding credit unions through successful KeyStone conversions and supporting their long-term success. Thank you, Renae, for all that you do for Corelation! 🍷



Note from the CEO

Dear Friends,

A couple of years ago I shared my love of puzzles, and it's been wonderful to hear from so many fellow puzzlers ever since. And that's not just among clients—I've bonded over brain teasers of all types with vendor partners and Corelatives alike, and I just learned in this very newsletter about Renae Hrubsky's enjoyment of Sudoku and digital jigsaw puzzles. I'm glad we share that hobby, but I really prefer physical puzzles over their digital cousins. There's just something so tactilely satisfying about rolling the paperboard around in your fingers, and that feeling of sliding a piece into its place is simply divine.

I was recently gifted an especially meaningful jigsaw puzzle—one custom made with a photo of our executive and sales teams at our booth at GAC. (Custom puzzles are an easy life hack with holiday shopping season around the corner. You're welcome.) It made me smile extra big to see that one come together—I just wish we weren't all wearing the same black shirt, lol! And fitting all these strong contributors together on the table got me thinking about the management lessons we can all take from the puzzle.

For one thing, the puzzle sparked the wonderful idea that something that might seem impossibly complicated—like, say, a team of people full of their own skills and motivations and personalities—can be figured out if you just break it down into sufficiently smaller pieces. After that, it's just a matter of having the patience to put them in the right order.

That sounds easy, but it can be tough to keep that patience when you feel stuck and want to make progress. For example, sometimes a piece may seem perfect for a given position, but when you try to place it, something isn't quite right, and it simply doesn't fit. In those cases, you shouldn't force it. That'll just cause different problems down the line. It doesn't mean there's anything wrong with the piece; it's just telling you that it'd be a better fit somewhere else.

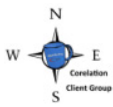
Once you get going, you've got your outline done and the middle is starting to cohere, that's when the magic happens. The pieces start to come together, and you get this "whoosh" feeling as the finished product starts to be visible. Each new addition fits more easily because of the ones that came before it. When you're done and put in the last piece of the puzzle to see what you've done, the results can be truly beautiful. And that, my friends, is equally true of jigsaw puzzles and purpose-driven organizations. Good luck putting yours together!

Sincerely, Rob Landis, CEO, Corelation Inc.



Rob Landis

The Midwest User Group Gathers in Person for the First Time



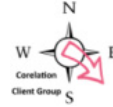
The KeyStone Midwest User Group is taking its regional collaboration to the next level with its first-ever in-person meeting on October 14th at Legends Field in Kansas City, Kansas. The gathering will bring members together for a day of learning, networking, and sharing ideas with fellow Midwest credit unions.

The meeting will feature vendor presentations, open roundtable discussions, and conversations around KeyStone use cases and other topics relevant to credit unions. Corelation's regional Client Relationship Managers will also be on hand to connect with the group and support the discussions. The group's monthly meetings cover a wide range of subjects, including KeyStone updates, vendor interactions, and broader industry topics. Recent conversations have included AI governance and electronic device policies, such as the use of Meta eyewear.

With more than 110 members representing approximately 60 credit unions, the Midwest User Group continues to grow its community of collaboration. The group also welcomes additional Midwest credit unions interested in connecting with peers and sharing insights.

A limited number of spots remain for the October meeting. To learn more or inquire about attending, contact David Janes, President of the Midwest User Group Board, at david.janes@1stmidamerica.org. More information about the Midwest User Group and Corelation's other regional User Groups can be found on Confluence [here](#)*. 📖

Southeast User Group Board Returns with Focus on Connection and Collaboration



The Southeast User Group (SEUG) Board has been re-established, with a renewed focus on strengthening engagement and connection among credit unions across the region. We congratulate and thank the Board members for volunteering their time to help shape the future of the SEUG and support the needs of their fellow credit unions.

In addition to serving on the SEUG Board, members will participate on the National Corelation Client Group Planning Committee, providing input for the annual meeting held during the Corelation Client Conference each May and newly established bi-annual meetings with the Corelation executive team.

The SEUG is also building a regional distribution list to share updates on meetings, plans, and activities. Credit unions interested in participating are encouraged to send names, titles, and email addresses to robertlong@alabamaone.org and/or john.salgado@dugood.org with "SEUG" in the subject line.

The Board looks forward to growing engagement and collaboration throughout the Southeast! 📖

**Confluence access required*

Upcoming Training & Seminars sponsored by Unit21.ai

For the full list of upcoming Corelation training offerings and to register for courses, [click here](#). (Confluence access required)

Training Staff in KeyStone - Best Practices

October 15th
12-1:00pm PST

Lending Enhancements

November 17th
12-1:00pm PST

End-of-Year Tax Reporting & Other Best Practices

December 8th
12-1:30pm PST

Back-Office Technical Training

KeyBridge Training

October 27-28 • December 8-9

Beginner Reports Training

October 13-15 • November 17-19 •
December 15-17

Advanced Reports Training

November 3-5

UI Scripting Training

October 6-8 • December 8-10

Batch Scripting Training

November 23-25

KeyStone Server Administration Training

November 3-4

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[Learn more](#) (Confluence access required)

Corelation Client News



Women in Technology: Clarissa Morales of Sun Community Federal Credit Union

Clarissa Morales, Business Applications and Intelligence Manager at Sun Community Credit Union, was recently featured in Finopotamus' Women in Technology series. After beginning her career as a teller, Morales transitioned into technology and helped build her expertise during the credit union's Corelation KeyStone conversion. Today, she leads initiatives spanning core banking administration, data infrastructure, business intelligence, and enterprise applications. Morales also co-founded the Credit Unions Microsoft Fabric User Group, helping foster collaboration and shared learning across the credit union industry.

Read more about Clarissa Morales' journey in technology [here](#).

KeyBridge Certified



New KeyBridge Certified Vendors

(Through September 8, 2026)



Preferred Partner Spotlight: SHAZAM

Better Together: How KeyStone and DocuCommand Simplify Information Management

by Jason Lesteberg, SHAZAM Regional Director of Sales (EFT) • For a full list of Corelation partners, [click here](#).

Credit unions are facing growing pressure to manage increasing volumes of member information while keeping pace with regulatory compliance, audits, and examiner requests. Many institutions still rely on paper files, disconnected systems, and manual processes that create inefficiencies and make it difficult to quickly access critical information.

One way credit unions can address these challenges is by consolidating documents and records into a single, secure repository that integrates with the systems employees use every day. When information is easy to find and access, staff can work more efficiently, respond to member needs faster, and spend less time searching for documents.

SHAZAM's DocuCommand® information management solution helps address these challenges by centralizing member records, employee files, and other critical information into a single, secure source. DocuCommand provides automated document capture, reporting, exception tracking, and examiner support tools to simplify audit and examination requests.

The integration between KeyStone and DocuCommand brings clarity and control to information across your organization.

Employees can quickly access member documents and records from their existing workflow, creating a seamless user experience and improving productivity.

By consolidating member records, employee files, contracts and other critical documentation into one system, credit unions gain greater visibility, stronger controls, and improved operational efficiency. Just as important, SHAZAM maintains both the DocuCommand application and its operating platform, providing a reliable, secure solution backed by ongoing support.

Incorporating DocuCommand with KeyStone helps credit unions streamline operations, strengthen compliance efforts and confidently manage information as their organizations grow. [Contact me](#) to learn how DocuCommand can help your credit union simplify document management and improve access to critical information. ▮



Corelation Completes Historic Mountain America Conversion

The KeyStone community welcomed Mountain America Credit Union after their successful conversion to KeyStone, becoming the largest credit union to go live on KeyStone to date and the largest core conversion in credit union history. With more than \$22 billion in assets and 1.4 million members, Mountain America's conversion represents a major milestone for both organizations.

The journey to go-live spanned nearly three years and involved extensive planning, testing, and collaboration between teams at Corelation and Mountain America. When conversion weekend arrived, the preparation showed. All 108 branches opened as scheduled, digital banking services remained available, and key payment processing functions were completed successfully.

The move also brought several enhancements for members, including improved digital banking profiles, expanded capabilities for joint account holders, and strengthened fraud detection measures. Behind the scenes, the conversion provided an opportunity to showcase the scalability of the KeyStone platform. During the initial go-live period, approximately 2,000 users were logged into the system while the core operated at only 10% of its expected capacity.

"Providing our members with a secure, seamless, and innovative banking experience is at the center of every technology decision we make," said Kelly Albiston, Executive Vice President and Chief Technology Officer at Mountain America Credit Union. "We're already seeing the benefits of this transformation and value Corelation's partnership as we continue to evolve our capabilities and deliver solutions that help our members define and achieve their financial dreams."

For Corelation, Mountain America, and the broader KeyStone community, the successful conversion is a reminder of what can be accomplished through strong partnership and careful preparation. It's also an exciting look at the scale and opportunity ahead as the KeyStone community continues to grow. 🏡



Client News: Forbes Names 40 Corelation Clients Among America's Best Credit Unions

Forbes has once again recognized outstanding credit unions across the country in its [2026 America's Best-In-State Credit Unions](#) rankings. Congratulations to the 40 Corelation clients who earned a place on this year's list! Their dedication to member service, innovation, and community engagement continues to set a high standard for the credit union industry.

- 1st MidAmerica Credit Union
- 7 17 Credit Union
- Affinity Credit Union
- Alabama Credit Union
- Anoka Hennepin Credit Union
- APL Federal Credit Union
- Ascentra Credit Union
- ASE Credit Union
- Communication Federal Credit Union
- Credit Union 1
- Cyprus Credit Union
- Dakotaland Federal Credit Union
- Del Norte Credit Union
- Desert Financial Credit Union
- Diamond Credit Union
- Directions Credit Union
- EFCU Financial Federal Credit Union
- Family Trust Federal Credit Union
- Founders Federal Credit Union
- Genisys Credit Union
- Glass City Federal Credit Union
- HFS Federal Credit Union
- Liberty First Credit Union
- Lone Star Credit Union
- Meridian Trust Federal Credit Union
- Mountain America Credit Union
- North Country Federal Credit Union
- North Star Community Credit Union
- Palmetto Citizens Federal Credit Union
- Pathways Financial Credit Union
- Red River Credit Union
- REV Federal Credit Union
- Rockland Federal Credit Union
- SIU Credit Union
- State Employees' Credit Union
- Telcomm Credit Union
- University of Hawaii Federal Credit Union
- Valley Credit Union
- Vibe Credit Union
- Wings Credit Union

Welcome, New Clients

(Through Sept 9, 2026)

Arcadia Credit Union
\$144 million in assets
Arcadia, WI



Fort Sill Credit Union
\$394 million in assets
Lawton, OK



HEB Federal Credit Union
\$218 million in assets
San Antonio, TX



TEN Credit Union
\$391 million in assets
Nashville, TN



Tyndall Federal Credit Union
\$1.9 billion in assets
Panama City, FL



Clearview Federal Credit Union
\$2.18 billion in assets
Moon Township, PA



Conversiongram



Peninsula Community Credit Union!



Call Federal Credit Union Gang



UVA Community's 'Ted Lasso' theme



Peninsula Community Concession Cart!



Conversion Princess at Nyemo FCU



Security First FCU Finishes Conversion!



UVA Community Credit Union Ready for Conversion!



Security First Federal Credit Union Made it to the Finish Line!



Sleepy Fur Baby at Nyemo FCU!



John Landis at Mountain America



Super Mario Brothers at Nyemo FCU!



Fur Baby Worker at Peninsula Community!



Call FCU Stops for a Pic

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