

Asset Verification System Automation

How Robins Financial Credit Union Eliminated Manual Government Asset Verification

Robins Financial Credit Union (RFCU) is one of Georgia's largest credit unions, serving a large and growing membership base across 26 locations. As a federally chartered institution, RFCU is required to respond to government agency requests to verify member assets as part of benefits eligibility programs, a legal obligation that was quietly consuming significant staff time and resources.

The Challenge: A Manual Process at Scale

Government agencies are required to electronically verify assets held at banks and credit unions when processing benefit applications. A benefit applicant signs a consent form authorizing the agency to verify their financial accounts, which can include access to account ownership data, current and historical balances, interest and dividend information, and joint owner details.

State agencies or contracted verification vendors then send encrypted requests to participating financial institutions, which must match account holders by name, SSN/TIN, and account type, then respond with the requested data. While the requirement is standard, the process at most institutions remains entirely manual.

At RFCU, the volume had become unmanageable:

- Upwards of 1,200 verification requests per month were being received
- Staff were manually comparing each request against the core banking and ancillary platforms
- The burden was significant enough that RFCU was requesting additional FTE headcount just to keep up
- Any delays in response risked benefits being denied to members who had provided consent

RFCU needed a scalable, automated solution, one that could handle encrypted government requests accurately, quickly, and with the necessary security and audit controls.

Automating Asset Verification for a \$4.72B Credit Union

CLIENT

Robins Financial Credit Union

PARTNER

Sound Resources Group

INDUSTRY

Financial Services / Credit Union

LOCATION

Warner Robins, GA

ASSETS

\$4.72B

MEMBERS SERVED

272,000+

BRANCHES

26

The Solution: End-to-End Verification Automation

Sound Resources Group is partnering with RFCU to fully automate the asset verification process through a series of batch interfaces that eliminate the need for manual intervention. The solution handles every stage of the workflow:

INTAKE & DECRYPTION

- Automated batch interfaces receive encrypted verification requests from government agencies and contracted vendors.
- Requests are securely decrypted and queued for processing

MATCHING & ACCOUNT LOOKUP

- The system matches each request against core banking and ancillary platforms using account holder name, SSN/TIN, and account type.
- Matching logic accounts for joint ownership, multiple account types, and variations in name formatting
- Account data is retrieved and appended, including current balances, average balances, ownership details, and recent transaction history.

RESPONSE & COMPLIANCE CONTROLS

- Verified and matched responses are encrypted and returned to the requesting agency on a timely basis.
- Full audit logging captures every request, match result, and response for compliance and review.
- Data retention controls ensure information is handled in accordance with regulatory requirements

This approach eliminates the manual comparison work previously performed by staff while maintaining the accuracy, timeliness, and security the process demands.

The Impact: Time Savings, Accuracy, and Scalability



SIGNIFICANT FTE TIME SAVINGS

- Staff hours previously consumed by manual request handling are reclaimed
- No additional headcount required to manage growing request volume
- Team capacity redirected toward higher-value member services



ACCURACY IN REPORTING

- Automated matching reduces the risk of human error in identity verification
- Consistent data retrieval logic applied to every request
- Responses are complete and correctly formatted on first pass



VOLUME SCALABILITY

- System handles 1,200+ monthly requests without degradation
- Easily scales as request volume grows, without linear staffing increases
- Batch processing ensures requests are handled consistently and on schedule



COMPLIANCE & AUDIT READINESS

- Every request and response is logged for regulatory audit purposes
- Encryption and data retention controls meet government security requirements
- RFCU can demonstrate a timely and accurate response to agency partners

What was once a staffing challenge, managing over a thousand government verification requests every month, is now a fully automated workflow. RFCU can respond accurately and on time, at any volume, without adding headcount.

Looking Ahead With asset verification automated, RFCU is positioned to explore additional automation opportunities across compliance-driven workflows, reducing operational burden while ensuring members receive the timely, accurate service they rely on.

Get in Touch to Explore the Potential of Our Services!

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