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Over the past, we've seen how technology has changed traditional distribution channels. This change increased significantly during the pandemic when members were forced to use digital channels for nearly everything in their lives.

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Founded in 1976, SHAZAM delivers choice and flexibility to community financial institutions throughout the U.S. and is a single-source provider of the following services: credit card, debit card, core, fraud, ATM, merchant, marketing, training, risk, and ACH.

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At a <u>recent industry event</u>, CFPB Director Rohit Chopra said that the rapidly changing payments landscape, notably Google and Apple Pay, is changing the

way consumers engage with money, which presents challenges, especially for smaller financial institutions. The challenges have contributed to a shift from relationship banking toward algorithm banking, which can have detrimental effects on consumers.

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Contact Becky Jandoc

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If you have any questions or comments concerning this newsletter, please contact Becky Jandoc at <u>becky.jandoc@hcul.org</u> or directly at 808.203.6416 or for neighbor islands toll-free at 1.888.331.5646, ext. 416.

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