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Corporate America Credit Union Partners with Identifee to Launch Innovative ACH Chatbot for Members

[Irondale, AL] — September 23, 2025 — Corporate America Credit Union (CACU) is proud to announce a groundbreaking partnership with Identifee, making CACU the first corporate credit union to offer an AI chatbot designed specifically for its members. This innovative tool will enable members to ask any questions related to Nacha Operating Rules & Guidelines (Nacha Rules), and get answers back instantly with AI, simplifying their understanding of compliance with Nacha Rules.

“The new chatbot provides a convenient way for members to ask questions and get prompt answers,” said CACU Chief Innovation Officer Lisa Coffey. “This initiative reflects our commitment to member service, as we constantly strive to collaborate with our credit unions,” Coffey said. “The Nacha Rules are comprehensive. By offering this AI-based tool, while also ensuring our members have the latest Nacha Rules, we provide the resources they can easily access to thrive in a rapidly evolving financial environment.”

The IDA chatbot, powered by Identifee, enables CACU ACH users to ask questions related to Nacha Rules, and get IDA’s responses within a few seconds, providing them with essential knowledge at their fingertips. IDA is an AI companion tool and should be used for informational purposes only. It does not serve as a substitute for the Nacha Operating Rules & Guidelines.

Identifee COO Kevin Miyamoto said leveraging this AI technology will create an improved experience for credit unions by providing answers to Nacha Rules questions in seconds. “CACU members will be able to engage with the IDA chatbot for quick reference to the Nacha Rules, allowing them to make informed decisions,” Miyamoto said. “This will create a huge benefit for the institution in supporting their compliance efforts.”

“Nacha continually seeks ways to make the Rules more accessible," said Nacha President and CEO Jane Larimer. "Enabling access to the Nacha Rules in an AI environment through Identifee provides CACU credit unions the ability to improve ACH usage, comprehension and compliance."

For more information email services@corpam.org.

About Corporate America Credit Union

Different Starts Here is our motto – but what exactly does that mean? It means we think differently, act differently and treat our members differently with a common goal – to truly add value to your organization. Founded in 1982 and based in Irondale, Alabama, Corporate America Credit Union is a dedicated, not-for-profit financial cooperative governed by a board of directors elected from and by our member-owner credit unions. With more than 500 credit unions across the nation, we boast a comprehensive list of products and services including investments, liquidity solutions, and correspondent services such as ACH, item processing, and remote deposit capture. Our priority is our members' future success. Let us pay you a visit – we know a partnership with CACU will be beneficial - (800) 292-6242 or visit www.corpam.org.

About Identifee

Identifee is the AI platform for financial institutions to acquire, service, and grow. To learn more, visit their website.

About Nacha

Nacha governs the thriving ACH Network, the payment system that drives safe, smart, and fast Direct Deposits and Direct Payments with the capability to reach all U.S. bank and credit union accounts. There were 33.6 billion ACH Network payments made in 2024, valued at $86.2 trillion. Through problem-solving and consensus-building among diverse payment industry stakeholders, Nacha advances innovation and interoperability in the payments system. Nacha develops rules and standards, provides industry solutions, and delivers education, accreditation, and advisory services.