

Friction-Free Transfers and Faster Credit



How NASA Federal Credit Union Streamlined Balance Transfers for Members and Transformed Operational Efficiency

With over \$5.5 billion in assets and more than 240,000 members across the country, NASA Federal Credit Union is one of the largest credit unions in the United States. Known for delivering innovative financial solutions, NASA FCU sought to elevate the member experience and drive greater operational efficiency in its balance transfer process.

The Challenge

NASA FCU processes approximately 2,000 balance transfers totaling over \$5 million annually. But the process was slow, manual, and costly. Members were required to locate and enter creditor information manually, while staff had to issue and mail physical checks, which ultimately delayed the completion of the balance transfer. On average:

- Transfers took 5 to 7 days to complete
- Costs to mail checks included not only the cost of shipping but also staff time
- Creditor checks can get lost, triggering service issues

NASA FCU set a clear goal: streamline the balance transfer experience for members while eliminating inefficiencies and reducing costs.

The Impact

The results were immediate and transformative:

- 5 to 7 day process reduced to 1 day
- 95% reduction in lost creditor checks
- 50% faster page navigation for members
- Saved more than 50% in balance transfer costs by eliminating check issuance, mailing, labor, and support costs

By reducing friction at every step, NASA FCU delivered a faster, easier, and more transparent balance transfer experience while significantly improving back-office efficiency and reducing costs.

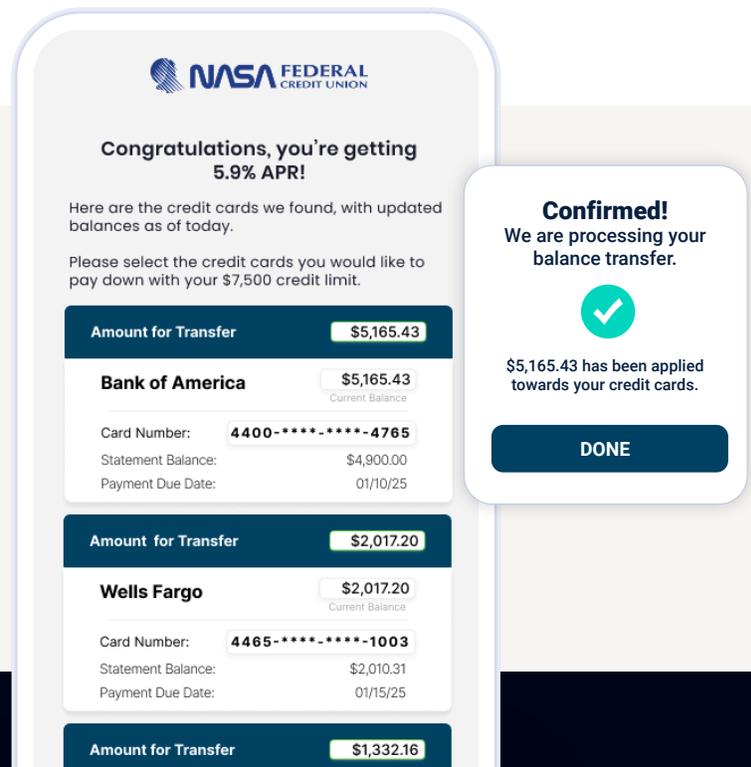
The Spinwheel Partnership

NASA FCU partnered with Spinwheel to modernize its balance transfer process. With Spinwheel's embedded debt APIs, members could easily access and verify their credit card balances in seconds – no manual data entry required. Behind the scenes, Spinwheel automated payoff processing and replaced paper checks with real-time digital payments.



Partnering with Spinwheel didn't just modernize our balance transfer process; it reinforced our commitment to member-first innovation, operational excellence, and scalable growth."

DOUG NAHAS | CHIEF OPERATING OFFICER



NASA FEDERAL CREDIT UNION

Congratulations, you're getting 5.9% APR!

Here are the credit cards we found, with updated balances as of today.

Please select the credit cards you would like to pay down with your \$7,500 credit limit.

Amount for Transfer	Current Balance
\$5,165.43	\$5,165.43
Bank of America	\$5,165.43
Card Number: 4400-****-****-4765	Statement Balance: \$4,900.00
	Payment Due Date: 01/10/25
\$2,017.20	\$2,017.20
Wells Fargo	\$2,017.20
Card Number: 4465-****-****-1003	Statement Balance: \$2,010.31
	Payment Due Date: 01/15/25
\$1,332.16	\$1,332.16

Confirmed!
We are processing your balance transfer.

\$5,165.43 has been applied towards your credit cards.

DONE