

Member files: closing the paper gap

Seven steps to bring paper member files under the same control as everything else you manage.



- ☐ **01** List every kind of paper record you hold: member files, loan and mortgage documents, signature cards and board minutes.
- ☐ **02** Check what you must keep, and for how long, under FINTRAC and your regulator (FSRA in Ontario), before anything is moved or destroyed.
- ☐ **03** Start with the files that can't be logged, backed up or audited today.
- ☐ **04** Choose the fields staff search by, such as member number, account number, name and date, and index by them.
- ☐ **05** Keep a chain of custody and a sealed-box log for every box that leaves the branch.
- ☐ **06** Limit who can open the digital files by role, and keep a record of who does.
- ☐ **07** Get a certificate of destruction for any originals you destroy.

HOW YES, WE SCAN! HELPS

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