



## Red Canoe Credit Union and Endurance Federal Credit Union Select Episys

May 2, 2019

### Credit unions rely on Symitar's connectivity and digital nimbleness to propel future business efforts

MONETT, Mo., May 2, 2019 /PRNewswire/ -- Jack Henry & Associates, Inc.<sup>®</sup> (NASDAQ: JKHY) is a leading provider of technology solutions and payment processing services primarily for the financial services industry. Its [Symitar](#)<sup>®</sup> division today announced that Red Canoe Credit Union and Endurance Federal Credit Union have selected the [Episys](#)<sup>®</sup> platform to deliver a modern member experience.

Both credit unions will run Episys in an outsourced environment, relying on Symitar to deliver their core in a safe and secure way, and benefitting from the same configurability and flexibility all Episys credit unions enjoy.

Longview, Wash.-based Red Canoe is expanding its focus to reach a broader Pacific Northwest community and required a core partner that would support its growth. The credit union found Symitar offered the right blend of a good reputation, clear strategic vision, and progressive technology solutions deserving of a long-term commitment. With Episys, Red Canoe can customize its core and easily connect with third-party solutions while gaining new efficiencies in serving its members. Specifically, the credit union chose Symitar's Episys for providing the most consistent approach to design, offering the best user interaction and experience across multiple functions.

Jeff Haverlack, chief information officer at Red Canoe, said, "We have an innate trust in Symitar to take us in the right direction while delivering the solutions our staff and members need most. Through Episys' open infrastructure, we will be able to leverage our third-party relationships to provide more expertise and value within our channels. We needed a tech partner to surpass our efforts, not just blaze the trail, and Symitar will offer us the tools to expand into new markets with confidence."

He added, "We are continually impressed by the collaboration of Symitar's user community. An engaged and sharing community is, perhaps, the best indicator of system confidence and performance, and we're very much looking forward to being part of it."

Duncan, Okla.-based Endurance FCU recently rebranded and wanted to implement new technology to achieve total integration across all systems. The openness of Episys will enable the credit union to update its digital experience and streamline various processes, providing front-end efficiencies to members. At the same time, Endurance FCU will achieve greater access to data as a result of Episys' seamless integration with third parties. The credit union will have a more holistic view of members and their needs and will be able to better identify areas of growth and increase loyalty across its membership.

Chris Bower, president and CEO at Endurance FCU, said, "Symitar gives us the best platform to take our credit union in the direction we want to go. We are growing our existing Jack Henry relationship with bill pay to now encompass core and other digital solutions, knowing that Episys can evolve with our members' banking preferences and integrate with the products and services they need. Aligning with Symitar and its suite of technology provides us with more credibility in the market, being backed by a strong partner that can deliver on the expectations of the modern member."

Ted Bilke, vice president of Jack Henry & Associates and president of Symitar, commented, "Episys provides credit unions of any size the flexible, dependable technology they require to meet modern membership demands and remain competitive. Both credit unions are strategically growing their member base and value Symitar's commitment to support that objective through openness and innovation."

#### About Symitar

Symitar, a division of Jack Henry & Associates, Inc.<sup>®</sup>, is the leading provider of integrated computer systems for credit unions of all sizes. Symitar has been selected as the primary technology partner by more than 800 credit unions, serving as a single source for integrated, enterprise-wide automation and as a single point of contact and support. Additional information is available at [www.symitar.com](http://www.symitar.com).

#### About Jack Henry & Associates, Inc.

Jack Henry & Associates, Inc.<sup>®</sup> (NASDAQ: JKHY) is a leading provider of technology solutions and payment processing services primarily for the financial services industry. The S&P 500 company's solutions serve more than 9,000 customers nationwide and are marketed and supported through three primary brands. **Jack Henry Banking**<sup>®</sup> supports banks ranging from community banks to multi-billion-dollar institutions with information processing solutions. **Symitar**<sup>®</sup> is a leading provider of information processing solutions for credit unions of all sizes. **ProfitStars**<sup>®</sup> provides highly specialized products and services that enable financial institutions of every asset size and charter, and diverse corporate entities to mitigate and control risks, optimize revenue and growth opportunities, and contain costs. Additional information is available at [www.jackhenry.com](http://www.jackhenry.com).

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Analyst Contact: Kevin D. Williams, Chief Financial Officer, (417) 235-6652; Press Contact: Jessica Randall, Corporate Communications Manager, (704) 357-0298