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Symitar Introduces Mobile Booking Via Appointment 365

Resource scheduling tool matches credit union staff to each appointment request, syncs booking communication across entire organization

Monett, MO, Jan. 31, 2017 /PRNewswire/ -- Jack Henry & Associates, Inc.[®] (NASDAQ:JKHY) is a leading provider of technology solutions and payment processing services primarily for the financial services industry. Its [Symitar[®]](#) division announced today the availability of Appointment 365, a scheduling tool that enables credit union members to book in-branch appointments remotely. Symitar credit unions are actively signing up for and deploying Appointment 365 to their members now.

Powered by More Global Inc., Appointment 365 enhances and unites the mobile and in-branch experience. The branch remains an important component of the banking lifecycle, and this solution provides an efficient way to optimize both the booking and the actual personnel-member interaction. Appointment 365 is made available through each credit union's website, meaning that even non-members can use it to schedule in-branch account openings, loan applications, and more.

Appointment 365 addresses two significant improvements to branch scheduling:

1. *Matching the appropriate branch resource - based on skill set and availability - with the member's need.* Appointments are booked at a branch with the available staff members who have the skills to provide the service; the solution declares timeslots as "full" if capacity is exhausted. Each staff member can be matched to a specific set of services so that those who are not yet trained in a particular service will not be called to provide it.
2. *Coordinating appointments in real time across the whole organization, including multiple branch locations, staff resources, and services.* Appointment 365 plans and coordinates all communication around the appointment to maximize the right responses from all involved and reduce the number of no-shows. No schedule synchronization is needed.

Ted Bilke, president of Symitar, said, "Appointment 365 is just one example of how we're enabling our credit unions to evolve and respond to how their members want to do business. This tool streamlines the appointment process and links channels of engagement to provide current and prospective members the best possible interaction with their chosen financial institution."

About Symitar

Symitar, a division of Jack Henry & Associates, Inc. (NASDAQ:JKHY), is a 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.

About Jack Henry & Associates, Inc.

Jack Henry & Associates, Inc.[®] (NASDAQ: JKHY) is a leading provider of computer systems and electronic payment solutions primarily for financial services organizations. Its solutions serve approximately 10,500 customers nationwide, and are marketed and supported through three primary brands. **Jack Henry Banking[®]** supports banks ranging from community banks to multi-billion dollar institutions with information processing solutions. **Symitar[®]** is a leading provider of information processing solutions for credit unions of all sizes. **ProfitStars[®]** 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.

Statements made in this news release that are not historical facts are forward-looking information. Actual results may differ materially from those projected in any forward-looking information. Specifically, there are a number of important factors that could cause actual results to differ materially from those anticipated by any forward-looking information. Additional information on these and other factors, which could affect the Company's financial results, are included in its Securities and

Exchange Commission (SEC) filings on Form 10-K, and potential investors should review these statements. Finally, there may be other factors not mentioned above or included in the Company's SEC filings that may cause actual results to differ materially from any forward-looking information.

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