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## Symitar Episys Credit Unions Elevate Member Support with Integrated Call Center Services

### **jhaCall Center supports credit unions' expanding channel availability, on-demand service fulfillment**

MONETT, Mo., Feb. 15, 2018 /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 the integration of *jhaCall Center*<sup>™</sup> with the Episys<sup>®</sup> core system. The comprehensive telephone support and member service solution is designed to accommodate credit unions' evolving operating environments and digital initiatives, helping them expand channel availability and meet expectations for on-demand services access.

Call centers are growing in complexity as a means to support self-service channels and around-the-clock financial services. Symitar is proactively partnering with Episys credit unions to provide them with integrated, institution-branded call center services that advance the digital channel and elevate the member experience. *jhaCall Center* is offered through an a la carte approach, whereby credit unions engage for one or more of the available services: full call center outsourcing, after hours call center support, and/or event-based call center support. Credit unions choose their services and the delivery model so that the solution meets each institution's individual needs - specific to when and where they require assistance, including the type of calls supported.

Montgomery, Alabama-based MAX Credit Union is the first to deploy *jhaCall Center*, focusing on after hours support. The \$1.3 billion institution has members in all 50 states and the simple logistics of serving various time zones as attentively as the credit union desired presented a challenge. MAX would incur spikes in call volume on Friday afternoons and Monday mornings, leading into and coming back from the weekend when the credit union was not fully available in a branch setting.

Scott Lindley, CIO of MAX Credit Union, said, "*jhaCall Center* extends member assistance to the evenings, weekends and holidays. By outsourcing our call center for after hours support, we expect to see a major improvement in efficiencies alone. The call center resources we receive are an extension of the MAX family, providing the same level of service in the same way as our own employees would."

The integration between *jhaCall Center* with both the credit union's core operating platform, Episys, and its home banking solution was a significant value-add to MAX. The extent of the integration allows the call center to verify members immediately, thereby able to support any concerns and transactions without delay.

Ted Bilke, president of Symitar, added, "Credit unions want to continue advancing the services they offer outside of traditional banking hours, but that requires providing equal access and support. With *jhaCall Center*, credit unions like MAX can serve their members more effectively in peak traffic hours, after hours, on holidays - whenever it is needed. Now, there is flexibility to the process without compromising efficiencies, levels of service, or the internal resources needed to maintain excellence."

### **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. Its solutions serve approximately 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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