



## Jack Henry & Associates Gives Financial Institutions a Voice in Customers' Homes

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### **New capabilities allow banks and credit unions to pay bills with voice commands, while more credit unions add certified Alexa skill**

MONETT, Mo., Dec. 12, 2018 /PRNewswire/ -- Jack Henry & Associates, Inc. (NASDAQ: JKHY) is a leading provider of technology solutions and payment processing services primarily for the financial services industry. The organization today introduced a voice-driven consumer bill pay solution and also confirmed that more clients have secured their skill certification for voice-enabled banking through an Amazon® Alexa® device.

iPay QuickPay<sup>SM</sup> integrates Jack Henry's consumer bill pay functionality with Alexa smart speakers, enabling consumers to securely and quickly complete bill payment activities via simple voice commands. Users start the bill pay skill, authenticate access with an established PIN, initiate payments, review scheduled payments, and request basic information about payment history.

ChoiceOne Bank, with \$646 million in assets, is rolling out iPay QuickPay to its customers. Tim Shangle, digital channels and marketing officer at Michigan-based ChoiceOne, said, "I personally bought an Echo Dot and was surprised at how often it gets used, even for seemingly mundane things like setting a timer while cooking and helping my son spell a difficult word. My story is not unique to our bank's staff or customers, and quite common in the broader market. Just as mobile phones have become a part of our everyday habits, voice banking will do the same. It's important that ChoiceOne provide these features as the next evolution of our bill payment services."

The iPay QuickPay solution is Jack Henry's newest addition of transactional voice banking services. Its Symitar® division introduced a certified financial skill, Episys® FIVE, almost two years ago. One Wisconsin credit union is the latest to certify the core-integrated skill, available to its more than 180,000 members.

Chad Draheim, AVP of internet services at the \$3.2 billion-asset Summit Credit Union, said, "We want to be where the members are, when they get there. Voice is growing rapidly and we're eager to see who our most active user segment becomes. While we expect to see a strong correlation with our mobile app usage, the application of transactional voice banking can be so much broader."

The Episys FIVE skill is enabled through Symitar's partnership with Best Innovation Group (BIG) and built specifically for each credit union, allowing members to fulfill real transactions such as paying their mortgage, car loan or credit cards and transferring funds between accounts.

Greg Adelson, vice president of Jack Henry & Associates and general manager of JHA Payment Solutions™, said, "While applications of voice banking are truly just beginning to show up, Jack Henry believes they are growing and will become more sophisticated. We are happy to be a leader in developing transactional voice-enabled services for our financial institution clients, helping them to make banking more personal."

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

Jack Henry & Associates, Inc.® (NASDAQ: JKHY) is a leading provider of technology solutions and payment processing services primarily for the financial services industry. Its solutions serve more than 9,000 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](http://www.jackhenry.com).

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