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Jack Henry & Associates Introduces Call Center Offering

- *jhaCall Center* provides a comprehensive telephone support and customer service solution -

MONETT, Mo., Aug. 28, 2012 /PRNewswire/ -- Jack Henry & Associates, Inc. (NASDAQ: JKHY), a leading provider of technology solutions and payment processing services primarily for financial services organizations, today announced *jhaCall Center*™, the latest addition to its extensive product and service offering.

jhaCall Center is a comprehensive telephone support and customer service solution that automatically captures and authenticates customer information using state-of-the-art Computer Telephony Integration (CTI) technology and supports a variety of implementation options. The sophisticated *jhaCall Center* software can be implemented in-house for financial institutions that want to retain responsibility for call center operations but need an intuitive, user-friendly technology platform that provides extensive case management capabilities and full integration with their JHA core processing system. Jack Henry & Associates is also planning to offer outsourced alternatives for financial institutions that want to outsource their entire call center operations, the resolution of customer calls, or after-hours support. On behalf of the financial institutions, experienced telephone service providers will resolve customer requests and inquiries in a professional, bank-branded environment. Regardless of the implementation environment, *jhaCall Center* will provide a cost-effective solution that expedites and enhances customer service, improves operational efficiencies, and reduces demands on internal staffs.

According to Tony Wormington, president of Jack Henry & Associates, "Our day-to-day experience supporting more than 11,900 diverse clients clearly demonstrates the importance of providing efficient, consistent, and outstanding service. Now with the introduction of *jhaCall Center*, we are uniquely positioned to leverage our service culture and infrastructure, our proven technology, and our best practices to provide call center services and software that would be difficult for individual institutions to realistically and cost effectively replicate, staff, and maintain. Like our clients, we consider the ability to provide consistent, outstanding service as a key component of our ongoing success and we welcome the opportunity to serve as an extension of our clients and to ultimately provide their customers with a call center experience that exceeds their expectations. *jhaCall Center* provides the winning combination of robust technology and highly trained people who genuinely care about the customer."

jhaCall Center will be initially offered to the banks served by Jack Henry Banking® and automated by the SilverLake System®.

About Jack Henry & Associates, Inc.

Jack Henry & Associates, Inc. (NASDAQ: JKHY) is a leading provider of technology solutions and payment processing services primarily for financial services organizations. Its technology solutions serve more than 11,900 customers nationwide, and are marketed and supported through four primary brands. **Jack Henry Banking** supports banks ranging from de novo to mid-tier institutions with information processing solutions. **Symitar** is the 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. **iPay Technologies**™ operates as a leading electronic bill pay provider supporting banks and credit unions with turnkey, highly configurable retail and small business electronic payment platforms. 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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