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## Symitar Launches SymApp to Centralize Account Openings

### Intuitive online application brings consistency, speed to members' application experience

MONETT, Mo., Feb. 28, 2017 /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 availability of [SymApp](#)<sup>™</sup>, a configurable solution offering a centralized self-service hub for various account opening applications.

SymApp gives Episys<sup>®</sup> credit union applicants a single interface to apply for memberships, accounts, and loans. With its responsive design, SymApp is readily usable on a variety of devices including desktops, laptops, tablets, and mobile devices. Users are guided through the application process, up to and including approval and risk-based pricing. SymApp can be integrated with Symitar's Enhanced Loan Application (ELA) and Enhanced Membership Application (EMA) solutions for ease in completing and funding new accounts and loans for both new and existing credit union members.

Cerritos, Calif.-based POPA Federal Credit Union has made a number of updates to its branch environment to create a more interactive experience. SymApp is the latest addition to its member-driven branch strategy; credit union employees can assist members accessing SymApp on tablets in-branch to better engage with members, and applicants now have a more intuitive, consistent approval process for new accounts and loans. Applications in SymApp can be initiated at any time and location, and picked up again when the member is ready without restarting paperwork.

John Christopoulos, vice president of information systems for the \$209 million-asset POPA Federal Credit Union, said, "Our four branches cover quite a large area of membership, so our ability to electronically deliver more services is key to sustained growth. SymApp streamlines account opening and decisioning, collecting the information we need to automatically generate a valid decision."

SymApp takes advantage of a centralized decision engine so that users are presented with consistent decision criteria and pre-approved cross-sell and refinance offers. It saves time by simplifying application intake and processing while providing the credit union an opportunity to earn income from customized and accurate cross-sell offers. By providing a user-friendly, guided application process, SymApp improves the member experience, and combined with ELA and EMA on the backend creates an equally smooth experience for credit union staff.

Christopoulos added, "We are able to pre-approve new members as they apply for membership. Members have their loans auto decisioned, and they are more quickly funded once approved via SymApp because applicants receive documents to eSign via email."

Ted Bilke, president of Symitar, added, "SymApp is yet another example of how Symitar is continuing to evolve the core environment in a way that provides an enhanced, engaging experience for our credit unions and their members. With this self-service offering, credit unions can increase the depth of service and functionality by making processes simple, automated, and intuitive."

#### About Symitar

Symitar, a division of Jack Henry & Associates, Inc.<sup>®</sup> (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](http://www.symitar.com).

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

Jack Henry & Associates, Inc.<sup>®</sup> (NASDAQ: JKHY) is a leading provider of computer systems and electronic payment solutions primarily for financial services organizations. Its solutions serve more than 10,000 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).

*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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