



Premier America Credit Union Moving to Symitar for Core Processing

July 17, 2018

Credit union's leadership unanimously chose Episys for its agility, innovation

MONETT, Mo., July 17, 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. Its [Symitar](#)[®] division today announced that Premier America Credit Union is converting to Symitar [EASE](#)[™], the outsourced delivery model of the [Episys](#)[®] core processing platform.

The Chatsworth, Calif.-based credit union is one of 27 competitive core takeaways Symitar recorded for the latest fiscal year, just ended June 30.

Premier America had developed concerns with its existing core provider's innovation strategy as well as its reliability with system responsiveness and support. The credit union chose Symitar EASE as the replacement system that would provide an immediate positive impact and a full range of already developed interfaces and integrations.

Rudy Pereira, CEO of the \$2.5 billion-asset Premier America, said, "The vote for Symitar was unanimous across our management and non-management, 18 people strong. The Episys platform is agile, allowing us to meet our members' needs today and tomorrow, and there's an ease that comes with modifying the system to our fit. And with Symitar's outsourcing offering, we're strengthening the performance of our core across all key areas of measurement – efficiency, cost, compliance and resiliency."

Premier America opted to outsource its core via EASE to relieve its staff from performing day-to-day tasks that do not provide tangible value to the member experience. Instead, the credit union can focus team members to deliver on the promises of improved ease of banking, member engagement and financial success. According to Pereira, "Episys is good for everyone."

Disaster recovery and business continuity planning also factored into Premier America's decision to outsource. The credit union's location brings the possibility that natural disasters might impact operations during any season. Pereira added, "The core is a financial institution's lifeblood. We need the assurance it can be recovered and accessible quickly. With EASE, we are in a constant state of disaster recovery preparedness and are assured our members can get to us, to their accounts, whenever they need."

The credit union is engaging Symitar for a number of other new solutions to complement the core, including *jha*Enterprise Workflow[™] to automate multi-step business processes and Advanced Reporting for Credit Unions[™] (ARCU) for business intelligence and analytics.

Ted Bilke, president of Symitar, said, "Each new partnership is important to the Symitar family, and we were excited to help close out another strong year with the addition of Premier America Credit Union. This organization has its eyes on tomorrow by incorporating technologies that benefit its members today and will prepare them for the future. As outsourcing continues to grow as the preferred approach for deploying services for credit unions of all sizes, Symitar remains committed to building upon the sophistication of our offering so it's everything our clients can imagine it to be, and more."

About Symitar

Symitar, a division of Jack Henry & Associates, Inc.[®], 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.

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.

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