Tulare County Federal Credit Union Selects Symitar to Support their Community

April 10, 2019

Episys positions credit union for growth with open banking technology, digital touchpoints, and expanded functionality

MONETT, Mo., April 10, 2019 /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 Tulare County Federal Credit Union selected the Episys® platform to better reach members, maximize efficiencies, and easily scale to meet growth goals.

California-based Tulare Federal had very limited capabilities with their previous core provider and was seeking a technology partner with more automated, digitally advanced, and open offerings. The credit union is leveraging a fully integrated suite of services from Jack Henry including the Banno Platform™ for modern digital services, and JHA Card Processing Solutions™ for transaction processing and card management. Hosting Episys in an outsourced environment and significantly improving workflows will allow the credit union to confidently grow membership and assets with existing staff and resources.

Gina Ramos, vice president of lending at Tulare Federal, said, "The sky is the limit with Symitar. Episys allows us to customize our experience with the core, opening new lines of communication with members that will cultivate valuable digital experiences, expand relationships, and improve onboarding."

Previously, the credit union's only digital member communication was through email. In partnering with Symitar, they can improve digital touchpoints and ultimately deepen member relationships. For instance, Tulare Federal has a first-time automotive lending program where typically less experienced borrowers join from indirect loans without any personal contact with the credit union. Launching a competitive digital strategy with Symitar will allow the $98-million-asset credit union to better connect with these borrowers. The credit union aims to convert at least 20 percent of these members into total banking relationships through the new touchpoints. Ramos explained, "Having someone come into the branch is difficult, especially an individual whom you haven't met before, so our goal is to develop these relationships digitally."

The new mobile platform will also facilitate better communications for Tulare Federal's student-run high school branch where they teach financial education and build relationships with an underbanked population that is often hesitant to trust financial institutions. The credit union's involvement in the school and commitment to education helps to restore trust for future generations.

Ramos commented, "Our members are our priority. To serve and mentor them effectively, we need to offer financial services with modern conveniences, so they can bank on their time. Engaging with our members needs to be more than a monthly payment or dated experience. With Symitar, we will be able to offer full-service digital banking tools that transform relationships from transactional to meaningful."

Ted Bilke, vice president of Jack Henry & Associates and president of Symitar, said, "Tulare Federal needed a flexible technology foundation to deliver the education and tools their community needs to financially succeed. The credit union is taking their social responsibility seriously. We are proud to be the technology provider for Tulare Federal as they continue to invest in holistic member relationships and younger generations."

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. The S&P 500 company's 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.

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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