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American Airlines Federal Credit Union Completes Successful Conversion to Symitar Core System

- \$5.6 billion credit union installs Episys in-house -

MONETT, Mo., Nov. 13, 2013 /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 announced today that [American Airlines Federal Credit Union](#) has completed its conversion to the [Episys](#)® core processing system. This Texas-based credit union, which has more than \$5.6 billion in assets and operates as the thirteenth largest in the United States, installed Episys in-house.

According to Angie Owens, CEO of American Airlines Credit Union, "We have been live on Episys for four months and are very pleased with all its capabilities. Our mock conversion weekend and the actual core conversion were as good as it gets. We converted over a weekend and by Sunday, online banking and IVR were up. On Monday morning we opened all 42 of our branches and our call center at their regularly scheduled times. Our branches were busy and our call center volume was the third highest since we began tracking it, but everything worked well and allowed our employees to do their jobs taking care of our members. Our conversion process followed the project plan and timeline, and with excellent training from Symitar our staff was ready and excited. Every Symitar associate we have encountered — from the first presenters to the conversion team — has been professional and intelligent about our industry and Symitar's solutions. With our conversion behind us and looking ahead our decision to select Symitar was definitely the right one for our Credit Union and our members."

Ted Bilke, president of Symitar, said, "The Monday after the conversion weekend, American Airlines Credit Union took a reference call from another credit union that is considering Episys. I believe this is an amazing testament to our end-to-end change management process and to this credit union's planning and preparation. Credit unions select Symitar for four fundamental reasons — the quality of our products, our exceptional service, our seamless change management process, and the way we do business day-to-day. Credit unions converting to Episys are making investments in their futures and literally entrusting their businesses to our technology. It's a privilege to serve as the primary technology partner with American Airlines Credit Union and to have the opportunity to support its evolving technology requirements. We are also excited about the leadership role this credit union is already playing in our client community."

About Symitar

Symitar, a division of Jack Henry & Associates, Inc. (NASDAQ:JKHY), is the leading provider of integrated computer systems for credit unions of all sizes. Symitar currently serves more than 750 credit unions 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 computer systems and electronic payment solutions primarily for financial services organizations. Its technology solutions serve more than 11,300 customers nationwide, and are marketed and supported through three primary brands. **Jack Henry Banking**® supports banks ranging from community 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 best-of-breed solutions that enhance the performance of domestic and international financial institutions of all asset sizes and charters using any core processing system, as well as diverse corporate entities. Additional information is available at www.jackhenry.com.

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