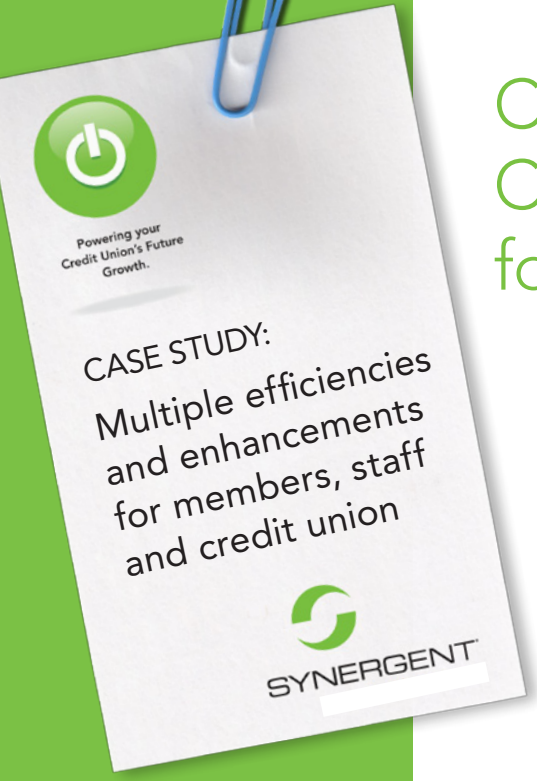

Converting to Synergent's Episys Core Processing Solution Adds Up for Oxford Federal Credit Union

Time-saving, redundancy-eliminating efficiencies experienced by Oxford FCU members and staff

May 1, 2011 conversion to Synergent and the Episys Core Processing Platform

For Members

Efficiency	Benefit
HTML Account Summary with eID	Staff can now scan and save member drivers licenses, saving the member time when conducting transactions.
Cash Dispense Machine Integration	Save minutes on each transaction when a member requests cash. This ultimately saves staff hours when balancing machines.
Signature Pad Display	Enhances the member experience: staff may explain the transaction to the member prior to obtaining signature.
Shared Branching Interface	Members can now conduct transactions at over 4,300 Shared Branching locations, saving members hours of time traveling between their financial institutions.
NTMC Check Image Access	Members can view checks online, which saves the member days of waiting to receive a check image as well as a $5 fee.
New Receipts and Statements	Information is presented in a cleaner, easy to understand format, enhancing the member experience.

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Oxford Federal Credit Union
let's grow together

"Oxford FCU has been very pleased with the Episys training that we have received prior to our live date. The trainers are very knowledgable and helpful and the pace of the training was just right. It is great to see our staff members so excited about the new platform. Change can sometimes be difficult, but with Synergent's thorough approach to training, a lot of the nervousness and concern has been alleviated."

Matthew Kaubris
President/CEO, Oxford Federal Credit Union

Multiple Efficiencies

"These efficiencies are unique to Synergent's service bureau environment, built on our staff's in-depth knowledge of the Episys platform and our experience in converting over 50 credit unions to Episys."

~ ***Nick Chasse***
Sales Support Coordinator, Synergent Technology Services

Oxford FCU

Branches: Mexico and Norway, Maine

Field of Membership: Those who live, work, worship or attend school in Oxford County, Maine

For more information:

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Time-saving, redundancy-eliminating efficiencies experienced by Oxford FCU member and staff

May 1, 2011 conversion to Synergent and the Episys Core Processing Platform

For Staff

Efficiency	Benefit
eShare/eLoan History	Staff can retrieve member check images from within the Episys platform, saving several minutes on each research item.
Synergy Document Archival Symforms	Electronic Symforms automatically populate with data from Episys, making form completion more efficient. This enhancement saves staff hours of research, while also allowing members to receive their information faster.
SSO Check Ordering	When staff process a check order, Episys passes the member name and address info on to the Harland Clarke American website to process the order, saving several minutes on each member check order.
Verification of Deposit Spec file	Automates the process of gathering information required on Verification of Deposit forms from other financial institutions, saving time.
Certificate Penalty Calculations	Saves staff several minutes for each transaction involving CD penalties.
Laser Money Orders	Saves staff time on each money order sold, and saves significant time in tracking and reconcilliation.

In Operations

Efficiency	Benefit
Automated Account Type Change	Episys automates the file maintenance of this task, saving staff several hours each month end.
Integrated Collections Module	It is easier to display and access the information needed to perform collection activities. Collection letters automatically populate with data from the Episys system, and archive when printed, saving hours each day.
Integrated General Ledger Package	Eliminates the time spent moving files between the core system and prior GL package and streamlines daily GL tasks, saving staff hours on a monthly basis.

Episys Brings Efficiencies the Entire Credit Union Can Appreciate!

"I'm not sure that has ever happened in the history of OFCU. The last business day before July 4 is always one of the busiest days of the year for us and the front line staff is typically here late on that day—posting transactions, cashing out, etc. This year was no exception. In fact, we had lobby members, as well as new account members, right up to the last minute of our day. However, all transactions were posted, members served and cash drawers balanced in record time. Thank you, Synergent and Episys, for bringing such **wonderful efficiencies** to our lives!"

~ Samantha Noyes
Operations Supervisor
Oxford Federal Credit Union

Powering your Credit Union's Future Growth.

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www.synergentcorp.com