

NEWS RELEASE

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fiVISION ACCOUNTworks 2G Solution ‘Big Time Saver’ for Sb1 FCU

Eliminating six programs, Sb1 Federal Credit Union consolidated and cut its new member enrollment time from 30 to 5 minutes using one program: fiVISION's ACCOUNTworks 2G.

INDIANAPOLIS — February 8, 2012 — [Sb1 Federal Credit Union](#) (\$535 million; 31,835 members; Philadelphia, PA) used to employ six different programs for its new membership opening process. To consolidate this cumbersome operation, Sb1 implemented [fiVISION](#)'s automated account opening solution, ACCOUNTworks 2G, in July 2011. Since then, SB1 has saved nearly 30 minutes for each membership account opening, cutting the operation from 30 minutes down to 5 minutes in most instances. In addition to opening new member accounts, ACCOUNTworks 2G allows existing Sb1 members to quickly and conveniently open new accounts without ever having to visit a branch.

According to Sb1's Vice President of Member Service, Linda Weber, the credit union was able to work with fiVISION to create its online and in-branch membership applications that integrated with its XP Systems' core solution for auto downloads to their system. This streamlined process establishes the new membership account, pulls the ChexSystems and OFAC, along with member credit reports – integrating the four programs into one quick auto step.

“This online application has improved how individuals join our credit union as well as improving our internal opening processes for new members, which is a big time saver for new members and staff alike,” she says. “Staff can now spend their time getting to know each new member's specific financial needs and be able to offer products and services that will benefit that member.”

Overall, Weber says she is very pleased with fiVISION's ACCOUNTworks 2G, as it has vastly improved Sb1's new member enrollment and account opening processes. The credit union also uses fiVISION's member care platform, MEMBERworks, to “on-board” its new members – which

allows Sb1 to follow up easily with these individuals. Both technologies' automation has virtually eliminated any manual keystroke mistakes.

In addition, fiVISION's ACCOUNTworks 2G allows the member applicant to fund new accounts through multiple means, which include electronic check or credit card. For compliance and consistency, ACCOUNTworks 2G ensures the decision process used for disclosures and background checks are the same every time.

According to fiVISION President, Mike Winter, some of the technology's most useful features for Sb1 include supporting multiple channels (online: self service, branch: in-person, or call center: phone conversations) and allows flexible fulfillment options. This flexibility means credit unions have options they can use to control their costs.

"We are thrilled to see Sb1 benefiting from ACCOUNTworks 2G," says Winter. "Saving nearly a half hour per new membership enrollment and account opening is a significant improvement that has been experienced time and time again by both members and staff. Adding the fact that this process is essentially error-free by eliminating manual entry is icing on the cake. It has taken their member service levels to new heights – and that obviously benefits them now and well into the future."

About fiVISION

fiVISION provides technology platforms that enable enhanced member service and sales for credit union clients through its flagship CRM product MEMBERworks and the ACCOUNTworks account opening and member enrollment solution. For more information, contact fiVISION at 317.612.3350 or visit www.fivision.com.

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