

President's Message

Welcome to our first issue of *eCU News* for 2007. Looking back, we had an amazing year at eCU — thanks to you. We've listed our many accomplishments for 2006 in this issue, as we'll use them as stepping stones for another big year in 2007 serving you. (Page 1.)

We would also like to introduce you to our new Episys™ Efficiency Studies service spearheaded by former Symitar employee Debbie Hagman. Debbie conducted our first study at Arrowhead Credit Union recently with stellar results. (Page 1.)

I also want to welcome eCU's new CFO Nicole Watson. She moved over to eCU from PSECU and she's already performed wonderfully in her new position. We anticipate more great things from Nicole as eCU continues to grow and provide credit unions with innovative, practical products. (Page 3.)

There's much more in this issue of *eCU News* to enjoy. We look forward to continue serving you and meeting your technological needs in 2007.

Warm regards,
Greg Smith



Efficiency Studies Streamline Operations

We are pleased to introduce our Episys™ Efficiency Study service for credit unions using the Symitar core processing system. Whether your credit unions is new to Episys or has been running the system for more than 10 or 15 years, eCU Technologies' provides our technology experts to conduct extensive reviews of how you're utilizing the system. This service has been created to help credit unions achieve maximum capacity of the Episys system, so you can continue to enhance your in-house operations with new efficiencies — improving your member services. We recently completed our first study at Arrowhead Credit Union (\$1 billion; 158,618 members; San Bernardino, CA).



Some of the areas within a credit union where an efficiency study can be performed includes: consumer lending, compliance reports, account administration, EFT/checking and payroll, call center, card services, accounting, branch administration, and more.

When Arrowhead, for instance, officially made the move to Symitar — converting in August 2005 — the credit union considered the process as a two-phase approach:

- Phase 1 — successfully convert to Episys;
- Phase 2 — ensure full utilization of the system.

To complete Phase 2, Arrowhead decided to consult with an Episys expert from eCU Technologies to evaluate its usage of the system after the credit union had been using it for a year. This expert was also brought in to provide instruction on how to better utilize the system by conducting the operations efficiency study.

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Eventful 2006: Year in Review

We had quite an eventful year in 2006. For starters, we celebrated our 5th anniversary as well as the signing of our 100th client. The year ended with our most successful financial gain in our five years by booking over \$3 million dollars in revenue and net income of over \$400,000.

“2006 was the year of providing products and solutions to new and existing clients, and improving information security and business continuity,” says Alan Brunner, COO of eCU Technologies. “We understand now that we have finished our 5th year as a company, expectations become even higher. We are prepared to meet those expectations by continual improvements to our infrastructure as well as our product line.”

Contract signings for 2006 include:

- UPost™ – 10 contracts;
- Consulting/Programming – 26 contracts;
- History Archiving Solution (KeySafe) – 2 contracts;
- Miscellaneous customization projects – 5 contracts; and



Alan Brunner

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KeySmart Online Lending: A Closer Look

We've completed our line of Keystone Suite products by introducing KeySmart, our online lending tool. Replacing our old lending solution, KeySmart has enhanced features to provide your credit union



with complete control over your loan approval process from start to finish. New users include FedChoice Federal Credit Union (\$203 million; 22,091 members) and Elkhart County Farm Bureau Credit Union (\$390 million; 43,302 members).

According to Michelle Huddleston, Loan Coordinator for Elkhart County Farm Bureau Credit Union, the credit union was looking for a solution to provide its members the opportunity to apply for a loan online 24/7 and get a decision upon submitting the application. "We wanted to have the information from our members to populate into our current Episys™ system without re-keying the information," Huddleston says. "We took the processing from there adding the ability for our future members to apply for loans online, which allows our Member Service Reps to take applications and get a decision response back quickly."

As a result of this implementation, the credit union's Member Service Reps have had the opportunity to help members with more of their financial needs instead of sending them to several specialized reps.

One person can handle the entire process.

"The internal applications will save our Member Service Reps and member's time and footsteps," Huddleston adds. "The automated decision piece will allow them to process more applications in a timely manner, leaving more time for our Loan Officers to work with the more involved applications."

At FedChoice, KeySmart allows members to apply for loans and membership applications online in a streamlined process. Once the member has completed filling out the online loan application, KeySmart pulls the member's credit report and provides an instant decision in seconds. The whole process is tightly integrated with Symitar's Episys system.

"This is a smart, cost effective solution that is perfect for our credit union," states Denny Penders, Technology Services Manager for FedChoice Federal Credit Union. "It's convenient and fast for our members and is extremely efficient for our staff to process."



Penders plans to utilize KeySmart in the near future for funding loans instantly. These loans are targeted toward the credit union's "credit quality" list members who may want to apply for a \$5,000 loan, for example, and automatically get approved. KeySmart's streamlined

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KeyBridge/Loanliner.com Enhance Georgia FCU's Lending

Georgia Federal Credit Union (\$402 million; 81,568 members) has recently enhanced its lending capabilities by implementing and integrating CUNA Mutual Group's loanliner.com solution with our KeyBridge integration tool. Our integration tool allows Georgia FCU to download member application data into the credit union's Symitar Episys core processing system. As a result, Georgia FCU will experience increased automation throughout its loan process, eliminate manual errors, and increase loan production volume. We now have a total of 22 loanliner.com integration tool clients.



Our KeyBridge middleware module integrates loanliner.com's online loan processing system with a credit union's Symitar loan origination system. This seamless module creates a flexible, custom interface that enhances the efficiencies of funding occurring through Symitar. As a result, loans can be funded within minutes, freeing up loan officers to focus on other tasks, such as first mortgage programs for members.

"We've been a Symitar user for a few years now, but we wanted to incorporate instant-decisioning with our loans," explains Mark

Waller, vice president of lending for Georgia Federal Credit Union. "We discovered that eCU Technologies is a CUNA Mutual preferred vendor and has an integration piece to loanliner.com. We saw that this module would meet our needs with what we wanted to accomplish in integrating loanliner.com with Symitar's Episys system."

According to Waller, Georgia FCU's membership is spread throughout the state of Georgia and its loanliner.com implementation, which occurred last summer, has greatly benefited the credit union's online loan production for members who don't live close to a branch. eCU Technologies's KeyBridge has streamlined this online loan fulfillment process, enhancing the value of Georgia FCU.

"We're very pleased to see Georgia Federal Credit Union has leveraged the power of KeyBridge to increase the automation and accuracy of its lending process," states Alan Brunner, COO for eCU Technologies. "Our seamless interface allows loanliner.com's loan application data to be ported directly into Symitar's Episys system through SymConnect, which allows loans to fund faster by removing redundant, time-consuming tasks, such as re-keying application data."

IT Development Happenings at eCU

In this new column, we will cover the latest happenings in eCU Technologies' technology development world. This information will keep you informed of what new products and services are on the horizon and any updates that will enhance your usage of our current product offering. We look forward to bringing you this information each quarter. Here's our latest batch of what's happening:

- Version 3.0 of UPost™ — this latest version of UPost has new features such as ability to print your own envelope and an enhanced reporting tool.
- Development of specifications for Business Model of UPost including the integration of scanner technology into the UPost application for business clients.
- Conversion of existing lending clients onto our newest .NET platform
- Renaming consulting and programming services to RepGen Programming/Symitar Consulting Services

In addition, as part of our programming services, we would like to announce our latest addition to our RepGen Programming Group, Mark White.

If you have any questions or comments about our IT developments, please feel free to contact us at info@ecutechnologies.com or 866/328-3228.



Mark White

eCU Hires CFO

We would like to welcome Nicole Watson as our new Chief Financial Officer (CFO) to help eCU Technologies continue to grow and mature as a leader in the credit union industry. Watson has already started fulfilling her primary responsibilities, which include: overseeing accounting and finance functions, invoicing, preparing financial statements, assisting Alan Brunner, COO, with the annual budget, and offering financial insight on current and future projects.



Nicole Watson

Prior to moving to eCU Technologies, Watson worked for Pennsylvania State Employees Credit Union (PSECU) for five-and-a-half years. She spent three years in Internal Auditing and two-and-a-half years in the credit union's Finance Department as the Financial Reporting Manager. In this position, Watson supervised the preparation of not only PSECU's financial statements but also eCU Technologies' financial statements.

"I saw the CFO position at eCU as a fantastic opportunity and a challenge. It's an opportunity for me to put my education and experience to work at this relatively young company to help it grow," says Watson, who is also a Certified Public Accountant and a Certified Internal Auditor. "I want to improve the company's financial reporting capabilities to provide valuable and timely information for decision making. I also noticed that eCU has a very dedicated group of employees and I wanted to be part of a group like that."

Watson received her BS in Accounting from Susquehanna University in Selinsgrove, Pa., and is currently working on a Masters of Business.

...KeySmart: A Closer Look (continued from p.2)

and integrated system will help quickly process these loans for speedy service.

KeySmart Benefits

- Loan applications sent to Symitar's Episys system
- Seamless loan officer transition
- Mitigates loan content inconsistencies
- Seamless credit report approval
- Customization capabilities increase flexibility

Functionality

- Real time pre-population automatically inserts member information, ensuring consistency and accuracy of data
- Instant-decisioning loan approval system (60 seconds or less) is tailored to meet the individual needs of credit unions through a custom-built decision model
- Integration into Symitar's loan application system requires no data re-entry by loan officers, which saves time during the lending process

In-house or Service Bureau

eCU Technologies provides credit unions with the ability to use KeySmart as both a web application, as well as an in-house solution, that can be utilized throughout all branches and call center operations. For complete control over maintaining its online lending capabilities, credit unions can implement KeySmart's in-house version. However, if a credit union wants eCU Technologies to handle the maintenance of KeySmart, it can install eCU Technologies cost-effective and flexible service bureau version.

KeySmart also provides credit unions with custom review criteria with matrices control. Once a member's credit report is acquired through Symitar's credit retrieval system, KeySmart utilizes an automated underwriter that runs the report through selected matrices tailored to your risk-based lending process. The online lending application is available as an in-house or service bureau model.

...Efficiency Study (continued from p.1)

“Symitar’s system is so customizable; it’s our goal to fully know the system in order to get the most potential from it, making our operation processes vastly more efficient,” says Robin Bradford, IS Director of Business Support for Arrowhead Credit Union. “Because of this goal, we wanted to bring in an Episys expert to help us in this area. Engaging somebody with outside experience and new insights helped us tremendously in achieving this goal.”

eCU Technologies’ technology consultant, Debbie Hagman, arrived at Arrowhead to conduct the efficiency study. Over a period of six days, Hagman met with designated credit union staff to identify various areas of the Episys system that were not being utilized to their fullest extent. She toured each department and reviewed their “to-do” lists, offering timely advice along the way. The end-result of the evaluation was a comprehensive 44-page summary outlining Hagman’s recommendations.

“We received immediate results from Debbie’s visit,” says Bradford. “She has such a broad range of experience; we received immediate feedback and in several cases we were able to implement her recommendations right then and there. We also had many discussions on how other credit unions similar to Arrowhead perform certain operations, which was very helpful to us.”

Following the completion of the credit union’s efficiency study, Hagman broke down each participating department’s issues and provided follow-up suggestions on how the credit union could remedy their concerns.

...2006 Summary (continued from p.1)

- More than 2,000 hours of renewed programming/consulting contracts.

We also increased staff, adding two programmers to handle the increase in consulting contracts. In addition, former Symitar employee Debbie Hagman was hired to spearhead the company’s new Episys™ Efficiency Study service. And we hired a Chief Financial Officer, Nicole Watson, to manage our growing finances.

During the year, we implemented multi-factor authentication for service bureau clients and added a redundant data facility. Using the backup facility, we successfully tested a recovery of the service bureau clients. Information security is extremely important to us and during 2006, we implemented an IT compliance management system for information security policy management.

In addition to our 2006 hires, we launched our new website (www.ecutechnologies.com) and consolidated its product line into the Keystone Suite: KeySmart (online lending), KeyBridge (CUNA’s loanliner.com interface), KeyConnect (home banking), KeySafe (history conversion), KeyPoint (service bureau hosting), and UPost.

Toward the end of 2006, the Pennsylvania State Employees Credit Union (PSECU) implemented our KeyConnect solution (home banking). For PSECU, KeyConnect replaced a homegrown system with a more state-of-the-art solution that was developed using the Microsoft .NET framework. Mindful of today’s many online security issues, the credit union conducted security reviews by three different security vendors and initiated a load stress test of the system. Our KeyConnect product passed the tests with ease.

“It was quite an eventful year,” Brunner says. “Now that we’ve taken care of many strategic movements at eCU in 2006, 2007 is time put it all in motion to increase our activity in the marketplace.”

New Signings

Patriot Federal Credit Union
\$357 million; 40,836 members
Chambersburg, PA

American First Credit Union
\$669 million; 75,560 members
La Habra, CA

Air Force Federal Credit Union
\$231 million; 37,392 members
San Antonio, TX

Chevron Federal Credit Union
\$947 million; 61,420 members
Oakland, CA

Catholic Credit Union
\$152 million; 16,008 members
Yakima, WA

Butler Armco Federal Credit Union
\$148 million; 18,325 members
Butler, PA

Crane Federal Credit Union
\$206 million; 19,615 members
Crane, IN

Florida Commerce Credit Union
\$258 million; 32,779 members
Tallahassee, FL

First Financial Credit Union
\$66 million; 13,623 members
Browsville, TX

Tradeshows

SymEast User Group
Atlanta, GA
March 21-23, 2007

Symitar Northwest User Group
Las Vegas, NV
April 4-6, 2007

Symitar Midwest User Group
Waukegan, IL
May 14-16, 2007