

eCU news

President's Message

Welcome to the Fall 2005 issue of *eCU News*. Yet again, we've produced another issue packed full of stories about products and services that will benefit your credit union.

For instance, this issue focuses on eCU's economically effective service bureau solution. Our lead story displays the 15 benefits of our hosting capabilities. Choice Community Credit Union has just adopted our service bureau solution and are now experiencing the many benefits of care-free data processing. Take a look and see what they have to say.

In addition, a few clients comment on their usage of eCU's middleware module that helps streamline CUNA Mutual's loanliner.com® product. We're now over 20 clients using this module—and growing.

We've only scratched the surface with this issue, so enjoy. We appreciate your business.

Warm regards,
Greg Smith

15 Reasons for Service Bureau

Today, there are many credit unions looking to make sound, economic moves regarding the management of their host processing and add on products. If your credit union is ready to allow somebody else to host your technology solutions, check out these 15 benefits on why it makes economic sense to implement a quality service bureau solution:

1. Symitar's Episys™ application hosted at eCU Technologies' data facilities in Harrisburg and State College Pennsylvania.
2. Both data facilities staffed 24/7. Just for comparison, if your credit union paid an operator \$15/hour, it would cost you \$131,400 annually to have a 24/7 staff.
3. Application hosted on state of the art IBM® RS6000™ hardware.
4. Nightly online backups of Episys system to remote data center.
5. Nightly encrypted backups of Episys system.
6. Episys backups stored offsite at Iron Mountain.
7. Guaranteed up time.
8. Test Institutions.
9. eCU staff handles ALL daily, weekly, monthly, quarterly, yearly processing as well as



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Client Feature:

Choice Community Credit Union Chooses eCU Service Bureau Solution

eCU Technologies has gone live with its new service bureau solution at Choice Community Credit Union (\$45 million, 13,000 members). Located in Greensboro, N.C., Choice Community has leveraged eCU Technologies' technical resources to host its Symitar Episys™ system. The credit union switched to eCU Technologies' hosting service on August 20, 2005.



eCU Technologies now hosts all services including Symitar's Episys system, home banking, ATMs, and online lending. The CUSO's service bureau solution provides Choice Community with a more robust processing system, 24/7 operations, and a fully redundant back-up system located at eCU Technologies' other data facility. As a result, the credit union's operations processing as decreased by 50 percent since switching to eCU Technologies' upgraded IBM® RISC® server and streamlining the credit union's job files.

Based on economic and maintenance considerations, Choice Community went the service

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eCU Helps Streamline CUNA's loanliner.com® Solution for More Than 20 Credit Unions

Four new credit unions experience enhanced efficiencies of CUNA Mutual's loanliner.com® using eCU's custom interface that streamlines funding through Symitar's SymConnect™ to Episys™.



eCU Technologies has recently helped four credit unions enhance their usage of CUNA Mutual's loanliner.com® with its middleware module that integrates online loan processing system with Symitar's loan origination system.

MCT Federal Credit Union (\$350 million, 54,000 members), Alaska USA Federal Credit Union (\$2.5 billion, 278,692 members), Associated Credit Union (\$843 million, 145,167 members), and Westerly Community Credit Union (\$145 million, 14,076 members) — still in implementation, successfully implemented eCU Technologies' seamless module that creates a flexible, custom interface, which streamlines funding directly through Symitar's SymConnect™ to Episys™. As a result of this integration, each credit union has increased automation throughout the loan process, thereby eliminating manual errors and increasing loan production volumes.



Signing half a dozen new users in the last two months, eCU has a total of 21 loanliner.com credit union clients.

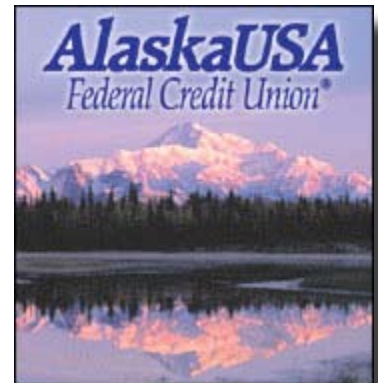
"We thought we had a good thing going before eCU Technologies and its custom module came along," admits Sue Hoefs, Director of Lending for MCT Federal Credit Union. "Now our loan process has really been enhanced, which will increase our overall loan production with faster turnaround times. It will also free up our loan officers to help with other tasks like first mortgage programs for members."

Using eCU Technologies' module with CUNA's loanliner.com, MCT can now offer a loan decision to its members in less than two minutes and the loan itself can be downloaded into Symitar in five minutes or less. With this quick process, MCT's member service representatives can complete the loan application and fund the loan without relying on a loan officer. The entire process now takes less than 15 minutes.

"It's time saving and more efficient for our members," Hoefs adds. "Since it doesn't take long to finance a loan, we're not turning members away. We don't want members going else-

where for their loans. This whole expedited process has greatly helped in that area. We did over 1,500 loans last month."

Alaska USA eliminated many redundancies in its loan process using eCU Technologies' interface to loanliner.com. The credit union used to have to dedicate extra staff just to re-enter data into Symitar's system from faxed applications. This cumbersome, manual process not only took a lot of a time and was expensive, but it added room for error.



"Due to the new automation from eCU's module, we have gained the ability to utilize staff to aid in providing quality member service and to increase our loan application volume," says Sue Taylor, Consumer Lending System Administrator for Alaska USA Federal Credit Union. "Now we simply verify on a report that the applications were received. Everything else is automated. It's cost-saving and time-saving."

According to Taylor, eCU Technologies' module helps the process by funding directly through SymConnect™ to Symitar, which completes the loan faster. Alaska USA's loan officers can pull the loan documents directly from the queue with a credit bureau attached. As a result, Taylor has discovered that she has saved 40 man-hours per week with the new automation — nearly 20 hours on Mondays, which are the credit union's busiest loan processing days.

"It's a real paper-saver, too," adds Taylor. "We feel like we're saving a few trees."

"We couldn't be more pleased to be working with CUNA Mutual to enhance their loanliner.com product," says Alan Brunner, COO for eCU Technologies. "The results from these credit unions show that two quality organizations like this can get together and develop a product that benefits the industry as a whole. It just keeps adding value to credit unions."

Employee Spotlight:

Eric Leighow, Senior Project Manager



eCU Technologies has a new Senior Project Manager. Eric Leighow has been promoted to this position at eCU and has plans to enhance the project management process by maximizing the efficiency in developing and implementing eCU's growing product and services suite.

On his road to this goal, Leighow's primary responsibilities will include working with eCU project managers to handle multiple projects and coordinate in-house resources for new and ongoing projects as needed. In addition, he will develop project specifications for new eCU technology endeavors. Along with his new responsibilities Leighow will still act as the primary project manager on eCU's lending products.

"My main experience is in lending and project management, acting as a liaison between our credit union clients' lending people and our programmers," Leighow says. "I've been doing this kind of work for a while and I feel that I speak the language pretty well."

Leighow was originally project manager for Pennsylvania State Employees Credit Union (PSECU), focusing on the credit union's lending products. After two years at PSECU, he moved over to eCU Technologies where there was a need for somebody who had ample lending experience in the project management area. Leighow has been with eCU for nearly two years in the project management capacity.

"There was a need for somebody with lending experience at eCU at that time," adds Leighow. "It was a nice fit and it still is. My lending experience has helped me out quite a bit and eCU is definitely an exciting place to work with a good team."

Leighow received his Bachelor of Science degree from Lebanon Valley College in Anville, Pa. He went on and earned his MBA in finance from Duquesne University in Pittsburgh, Pa. Outside of work, Leighow enjoys playing basketball, waterskiing, and small home renovation — which requires a lot of project management.

Consulting Services Continue to Assist Clients with Symitar Programming

eCU Technologies continues to garner credit union clients that desire to utilize the company's consulting expertise. In the last few months, eCU Technologies has helped Michigan First Federal Credit Union (\$395 million, 71,607 members), Alliant Credit Union (\$4.3 billion, 185,691 members), Philadelphia Federal Credit Union (\$517 million, 97,000 members), Community First Credit Union (\$920 million, 99,108 members), and High Desert Federal Credit Union (\$147,000 million, 13,141 members) with their programming needs.

eCU to Attend NW Symitar Meeting

eCU Technologies is slated to attend Symitar's Northwest User Group meeting in Vancouver, WA, next month —the final meeting of 2005. While there, eCU will display the many benefits of UPost™, service bureau, eStatements, home banking, bill pay, Skip-a-Pay, consulting services and much more.

Congratulations to Hooker-Burress

eCU Technologies would like to say congratulations to Kathy Hooker-Burress for becoming Symitar's new President. We at eCU truly believe Hooker-Burress will continue to steer the leading core processor to new heights in service and innovation in the coming years. We look forward to teaming with Symitar in providing its clients with products and services to help them better serve their members.

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Top 15 Benefits...

software releases, updates, and patches.

10. Maintenance scheduled off hours—when least inconvenient to your members.

11. Allows IT staff to focus on development/member service as to opposed to daily maintenance issues.

12. eCU acts as the first line of Symitar support for your credit union.

13. All critical applications, including home banking and online lending, can be bundled together at one low monthly cost saving your credit union union yearly in-house hardware expenses.

14. State-of-the-art tape encryption provided.

15. PowerOn™ and SymForm™ hours included as part of overall packaged cost.

eCU Has Another Big Symitar Show, Gives Away TV

eCU Technologies had another stellar showing at this year's Symitar Educational Conference and Technology Expo in San Diego, Calif. A crowded Manchester Hyatt loaded with conference attendees gathered to discover what's new for Symitar and also perused the dozens and dozens of vendors in the always popular Technology Expo.

eCU Technologies displayed its popular UPost™ online depositing solution, home banking, eStatements, online bill pay, and consulting services — among its other innovative products.

On Wednesday night, eCU Technologies relaxed by hosting a luau for its clients and prospects at Buster's Beach House, next door to the Hyatt. Guests dined on local cuisine while discussing the day's events from the conference.

On Thursday, the Expo came to an end. Before the Expo closed, however, eCU had one more surprise in its bag. It was time for the 42-inch plasma TV drawing. As a crowd of Expo attendees gathered, eCU COO, Alan Brunner, chose the winning ticket from the official ballot box and announced that Credit Union of Southern California's Ray Rounds as the contest's winner. (Now we know where this year's Super Bowl party will be.) Congratulations, Ray!



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Choice Community Implements Service Bureau

bureau route when it approached a crossroads in its technology strategy. It had to either upgrade its IBM® RISC® server, purchase a redundant failover system, or hire more staff to support the new technology upgrade or move its Symitar core processing system to a service bureau solution. Discovering eCU Technologies' new hosting capabilities, the choice was obvious.

"The conversion went very smoothly. It was transparent to the staff," says Martha Miller, CEO for Choice Community Credit Union. "We're excited to be moving forward with going live. I believe this solution has more potential than if we had done something else ourselves based on our limited resources. eCU's expertise throughout this whole process has been quite evident and it makes us feel very secure. We made the right choice."

According to Miller, this outsourcing move provides the credit union with the technological expertise that can maintain its financial technology services now and into the future. This expertise will drastically expand the credit union's capabilities as it makes future technology decisions, including adding other service modules to meet its members' needs.

"We believe that Choice Community will see incredible efficiency improvements, which in turn, results in improved member service," says Alan Brunner, COO of eCU Technologies. "We look forward to a long and prosperous relationship with Choice Community."

New Clients

Westerly Community CU
\$145 million, 14,076 members
Westerly, RI

Michigan First FCU
\$395 million, 71,607 members
Detroit, MI

Alliant CU
\$4.3 billion, 185,691 members
Chicago, IL

American 1 CU
\$152 million, 40,576 members
Jackson, MI

Community First CU
\$920 million, 99,108 members
Jacksonville, FL

High Desert CU
\$147 million, 13,141 members
Apple Valley, CA

Apple FCU
\$773 million, 71,217 members
Fairfax, VA

Honda CU
\$414 million, 48,306 members
Torrance, CA

Tradeshows

Symitar NW User Group
Vancouver, WA
November 2-4, 2005

CU InfoTech
Orlando, FL
Nov. 10-13, 2005



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