

empowering the credit union community

Making a Difference Through Care and Collaboration

Credit unions care.

It's that simple.

You care about your members and the communities you serve. You care about ethical behavior and transparency, prioritizing financial education, and offering services and solutions that improve and enrich people's lives. You care about making a difference. We do, too.

Standing alongside the credit union community, Jack Henry™ cares about advocating for positive change and co-creating innovative solutions that will strengthen connections and remove barriers to financial health. **We care about helping you help people.**

people helping people through collaboration

The credit union community is unlike any other in the banking industry. Not only do you care about doing the right thing for your members, but you also care about doing the right thing for your fellow credit unions. You collaborate and build on each other's successes through an open approach to technology and culture.

One event where you'll see this collaboration in action is [CU Build](#) – a build-a-thon for the Symitar® community – which exemplifies the credit union community's "people-helping-people" philosophy while showcasing a true commitment to innovation. During the event, credit union representatives and vendors work together to tackle



real-time challenges, enhance skills, broaden networks, and create high-quality solutions that are then shared with the Symitar users.

CU Build encapsulates the credit union industry's proactive stance in adopting innovation and embracing openness as a means to enhance the financial health of members and communities. Through teamwork, skill-building, and a focus on member-centric solutions, the credit union community lives up to its philosophy.

"[At CU Build], it matters more that we bring people together," says Sarah Wilkinson, Programmer Analyst at CUTEK, Inc. "We bring different ideas together. We build together. Standing alone, we're just going to fall down, right? But if you have all these ideas ... you can build something good. But when you get more people, you can build something great."

At Jack Henry, we want you to know you're not alone. We're doing everything in our power to grow, support, protect, and innovate for you – starting with putting people first.

advocating for positive change by putting people first

Just like the credit unions we serve, Jack Henry believes businesses should be a force for good, advocating for positive change and prioritizing the well-being of people and communities.

This belief compels us to keep people at the heart of everything we do. That's why our goal is to understand you. Not just the industry as a whole, but you. We want to learn each credit union's unique aspirations and challenges. That's why we offer services like SymAdvisor™, a professional consulting service for Symitar® clients.

Of the service, Mark Cordes, VP of CoastHills Credit Union Project Management, says, "Our SymAdvisor is now an honorary employee of CoastHills. When she leaves, I know our organization is going to be left in a better place."¹

We want to support you with next-generation technology while empowering you with the freedom to create the ecosystem your members deserve – because we know your members are better off when you're at the center of their financial lives. When you



The credit union community is **unlike any other** in the banking industry.

become their hub, your members can see their complete financial status, giving them access to the information they need to make sound decisions and plan effectively.

Whether you're trying to improve your members' digital experiences, mitigate financial crimes and fraud risk, improve operational efficiencies, or balance IT demands, you can count on us to help you:

- Align your infrastructure with today's needs.
- Ready your data for modern uses.
- Access the power of an open banking ecosystem.
- Offer cross-functional platforms for high-value functions like digital, payments, and lending.

At the end of the day, we want to help you achieve your specific short- and long-term strategic goals for the ultimate purpose of cultivating deeper relationships with your members. Once we understand what you need, we can offer you specific tools you can use to help move 166 million people from financial vulnerability to financial safety.²

prioritizing financial health

As a mission-driven company, we understand the power we have to change lives. And while we wish it wasn't the case, unfortunately, there are a lot of people whose lives need to be changed for the better.

Those 166 million financially vulnerable people are struggling. They're struggling to pay their bills on time, to take out loans and make deposits, and to save and plan in ways that result in financial security for the short- and long-term. We know the only way to help – to change their lives – is in partnership with you.

In times of difficulty, you're the organization they're reaching out to. You're the one meeting them in their moments of need with the education, resources, and tools that build financial stability. Because your credit union is rooted in relationship banking, you're skilled at forming deep, personal connections to assess their individual circumstances, anticipate their needs, and provide services to improve their financial well-being.



“Standing alone, we're just going to **fall down**, right?”

Sarah Wilkinson

Programmer Analyst at CUTEK, Inc.

As a financial first responder, you have the opportunity to address the financial health crisis as a whole. That's what Skyla Credit Union is using Jack Henry's technology to do.

"We are helping the financially vulnerable become financially safe," says Susan Espinosa, Certified Credit Union Financial Counselor at Skyla CU. "Helping people isn't about getting credit. It's not about getting a marketing push. It's about doing whatever is in your power to mitigate their pain. At the end of the day, you just have to be brave enough to do it."³

To help you fight the financial crisis, Jack Henry is ready with a tech stack that supports integration, openness, and open data exchange.⁴ This provides secure access to providers and financial data along with the ability to consolidate, categorize, and enrich that data in an intuitive digital experience.

what we believe

At Jack Henry, we believe the world is a better place with credit unions. And we intend to keep it that way. For more than 45 years, we've put you at the center of our modernization – to help you innovate faster, differentiate strategically, and compete successfully.

We believe our ability to drive innovation will always be rooted in our willingness to act with people's best interests at heart. And we're proud to stand alongside the genuine, caring community of credit unions that feels the same.

take caring to a whole new level

[Learn more](#) about Jack Henry's solutions that were created with your members in mind.

For more information about Jack Henry, visit jackhenry.com.



We believe the world is a **better place** with credit unions.

sources

1. [CoastHills Credit Union Improves Efficiencies and Gains Valuable Education With SymAdvisor](#), Jack Henry, accessed September 1, 2023.
2. Andrew Dunn, Thea Garon, Necati Celki, and Jess McKay, [Financial Health Pulse: 2021 U.S. Trends Report](#), Financial Health Network, accessed August 31, 2023.
3. [Skyla Credit Union Helps Members Become Financially Safe](#), Jack Henry, accessed September 1, 2023.
4. [Accountholders Have Fragmented Financial Relationships](#), Jack Henry, accessed September 1, 2023.