



# Symitar<sup>®</sup> Account Alerts

## Centralized Hosted Alert Management Solution

### enhance member service and build trust with automated financial alerts

Members appreciate receiving notice, balance, and transaction alerts by email, text, or in some cases, a designated credit union channel. Some like the peace of mind that comes from a near real-time notification when the credit union receives their payroll. Others may make decisions based on a start-of-day checking balance. Members can also be alerted right away to unauthorized activity, minimizing fraud.

With Symitar Account Alerts, your credit union can batch-enable specific alerts, employees can enable alerts on a member's behalf, and members can also manage alerts through online banking (if the credit union's provider is using the Symitar Account Alerts API). Having more members enrolled in alerts reduces routine inquiry phone calls, lowering operating expenses. Alerts also help build trust and identify possible fraud.

### manage alerts for your members

Symitar Account Alerts allows employees to manage alerts for members. It launches from Symitar and uses security privilege groups to allow access. Alerts can be enabled right when a new account, share, or loan is opened. Employees may also add, modify, or delete alerts for members at any time. Or, your credit union may use the batch-enable feature to enroll hundreds or thousands of members in specific alerts.

## At-a-Glance

### Business Value

- Enhance member service
- Reduce costs
- Improve operations

### Compatibility

- Symitar

With forty-one standard alert types, up to 999 warning code alerts and your custom pass-through message alerts, the possibilities for alerting members about account activity are almost endless.

Credit union administrators designate which alert types; which account, share, and loan types; and which channels are available in Symitar Account Alerts. Screen and section headings and alert prompts can be customized, and email and text templates can be modified – including your logo and HTML formatting. It's easy to designate which warning codes will trigger alerts when added to an account, share, loan, or card. And with the Alerts API, your credit union can pass-through any custom messages you specify.

With the Symitar Account Alerts API, your credit union can offer members access to manage alerts so that it's one centralized solution.

## connecting possibilities

For more information about Jack Henry, visit [jackhenry.com](https://jackhenry.com).