



## Synergent helps credit unions be at the right place, at the right time, with the right solution.

### ABOUT US

To remain competitive, credit unions today need to offer their members the latest in banking technology while maintaining operational efficiencies. They need partners they can rely on for powerful and stable solutions. And they need an exceptional level of service.

As a managed services provider for credit unions in 18 states, Synergent’s unique strength is the ability to strategically integrate services to develop a customized suite of product offerings, delivered through a single source. We are a service-driven host of Jack Henry™ Symitar® core processing, but we also are a FinTech team of trusted industry experts providing credit unions with the most advanced payments, technology, and marketing services available. No matter what the product, our team of experts knows how to choose it, install it, integrate it, and help credit unions get the most out of it so they can focus on best serving their members. Our innovation is the competitive advantage of credit unions.

### KEY STATISTICS

SYNERGENT	AS OF 4/14/23
Year Founded	1971
Number of Employees	194
Number of Credit Unions	137
Total Assets	\$39.2 Billion
Total Members	2.5 Million
Gross Revenue	\$56.4 Million*
Total FY22 Rebates to Credit Unions	\$750,000
Member Transactions Processed Per Year	500 Million+
OpCon Automated Job Tasks, Scripts, and FTPs	226 Million+

\*Pending final financial audit.

### DISTINCTIONS

- Annual Rebates for 16 consecutive years
- CUNA Diamond Awards
- MAC Awards

### TECHNOLOGY

- Managed Services
- Release and Upgrade Management
- Digital Banking
- PowerOn Enhancements
- An Extension of Your Team

### MARKETING

- Transactional Data Mining with Proven ROI
- Merger & Conversion Marketing
- Market & Data Analytics

### PAYMENTS

- ATM/Debit Card Processing
- Credit Cards
- Mobile Banking
- Contactless Cards
- Shared Branching

### CONVERSIONS

- Experience Converting 80+ Credit Unions to Symitar
- End-to-end Conversions
- 4- to 6-week Onsite or Remote Training During Conversions
- Custom Job Aids and Training Manuals
- Onsite Live Week Support
- Dedicated Post-conversion Support
- Mock End-of-Month



## THE SYNERGENT ADVANTAGE

To be competitive and agile in today's credit union industry means finding the right partner. With so many solutions needed to conduct day-to-day operations, and so many options to choose from, the number of third-party vendor relationships to navigate and manage can be daunting. Whether it's staying connected with countless contacts, integrating multi-vendor hardware and software solutions, conducting system maintenance, ensuring your operations are in compliance, or keeping apprised of the latest innovations on the horizon, there simply are a lot of moving parts.

Synergent takes a holistic approach to meeting these challenges. Owned solely by credit unions, Synergent has a singular focus on and deep knowledge of credit unions and their unique challenges. We become an extension of our credit unions' teams, providing strategic consultation, managed services, marketing assistance, and exceptional support where and when it is needed. We serve as a single point of access for thoroughly vetted, best-in-class financial technology solutions. With Synergent, credit unions have only one team to call.

Cookie-cutter approaches, however, rarely work. Synergent, therefore, immerses itself in its credit unions' business requirements and operational strategies. By understanding each credit union's individual needs, Synergent provides unparalleled service that is collaborative, enabling, and both proactive and responsive.

Our deep knowledge of Jack Henry™ Symitar® core processing technology and real-world applications also gives us the unique ability to source and seamlessly integrate industry-recognized software and member-service technology. And, with our years of experience working with member data, we can leverage this data to help our credit unions grow, attract, and serve new members and serve their existing members better.

Since 1971, our goal has not changed. We ensure core processing and payment technology run effectively, efficiently, and seamlessly, and, with marketing support and data-driven strategies, we help credit unions reach their members to maximize return on investment. Our experience, technology, marketing expertise, and innovation drive success by letting credit unions and their staff focus on what they do best: improving the financial needs of their members and serving their communities.