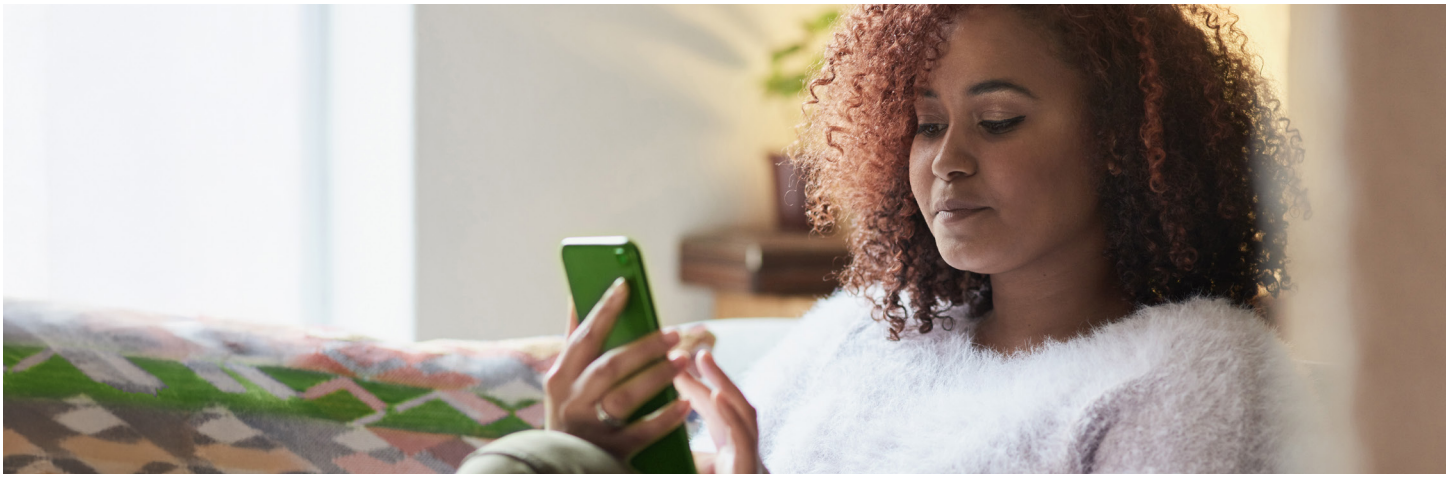
Symitar® Account Alerts



Symitar Account Alerts are a centralized, hosted alert management solution that allow a credit union to batch-enable and manage member alerts launched directly from the core.

- Enhance member service and build trust
- Reduce costs
- Improve operations

Members appreciate being communicated with by their credit union. Alerts serve many purposes, one being an opportunity to connect via a personal touchpoint that can also protect members by minimizing fraud.

Symitar® Account Alerts are a solution that empowers credit unions to batch-enable specific alerts and to enable alerts on a member's behalf. Having more members enrolled in alerts reduces routine inquiry phone calls, lowering operating expenses. Alerts also help build trust and identify possible fraud.

How It Works

When using Symitar Account Alerts, credit union staff will use security privilege groups to allow access when launching directly from the Symitar core. Whether the alert is sent via email, text, or through the online banking app, members can receive alerts for notices, balances, transactions, and unauthorized activity. Permissions can be enabled immediately as a new account, share, or loan is opened. Alerts may also be added, modified, or deleted by staff at any time. With the batch-enable feature, hundreds or thousands of members can be grouped for enrollment in specific, targeted alerts.

This intuitive, flexible solution has 41 standard alert types, up to 999 warning code alerts, and provides the option of creating custom pass-through message alerts. Screen headings, section headings, and alert prompts can be customized, along with email and text templates, to ensure your logo and branding are uniform.

Symitar® Account Alerts

Key Benefits

Security and Fraud Prevention – Members are alerted sooner about any fraud events or unauthorized account activity, preventing potential fraud.

Efficiency – Sending alerts through an automated solution saves time. Member phone and email inquiries also may be decreased due to proactive alert communication.

Convenience – Symitar Account Alerts presents a centralized solution that allows both employees and members to manage alerts.

Symitar Core Integration – Online banking, the Symitar Account Alerts API, and Symitar core all integrate for seamless alert capability. Staff benefits by being able to access this tool from within the platform they use each day.

"Credit unions need to be able to alert members right away, especially to prevent potential fraud activity. Symitar Account Alerts is a solution that can reduce operating costs. When a majority of members are enrolled in alerts, phone inquiries can be reduced and credit unions gain efficiencies, including more time to focus on operations."

Pat Mileski
Team Lead - Strategic Partnerships & Solution Support
Synergent

Learn More

The Symitar Account Alerts solution is available to credit unions who access the Jack Henry™ Symitar® core through Synergent. For additional information on implementing Symitar Account Alerts at your credit union, please contact your dedicated Client Success Manager.