

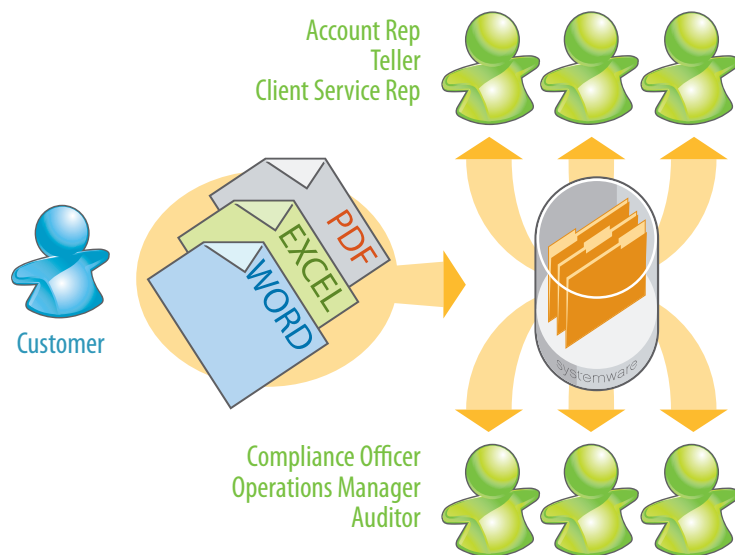


Better Information Enhances Customer Relationships

In today's environment, you are inundated with an increasing number of demands – new policies, additional regulations and internal controls as well as an increase in the volume of customer documents and records.

With Systemware FS Account Records™, instead of worrying about managing customer information and documentation, you are able to focus on your customers and their needs. Systemware makes it easy to address customer needs by providing all your customer account information and related documentation at your fingertips – with a single search from a single screen.

Branch, customer service and back office personnel can search by a variety of criteria: name, account number, social security number, CIF number, birth date, and address along with any other selected fields. All results are presented and organized by account and can include a view of your other banking relationships, statements, customer correspondence and notes.



In addition to having customer information always at your fingertips, Systemware also makes capturing customer information easy. With Systemware, you can scan any documents from any office scanner into the system.

Key Benefits

- ▶ Provides a single, comprehensive view of customer relationships
- ▶ Streamlines regulatory and procedural compliance
- ▶ Mitigates fraud and credit risk
- ▶ Eliminates paper and storage costs
- ▶ Expedites internal and external audits

Improve Access to Information Across Your Enterprise

Branch Offices - Identify and authenticate customers by quickly and easily accessing signors, entities, customer statements, correspondence, and notes.

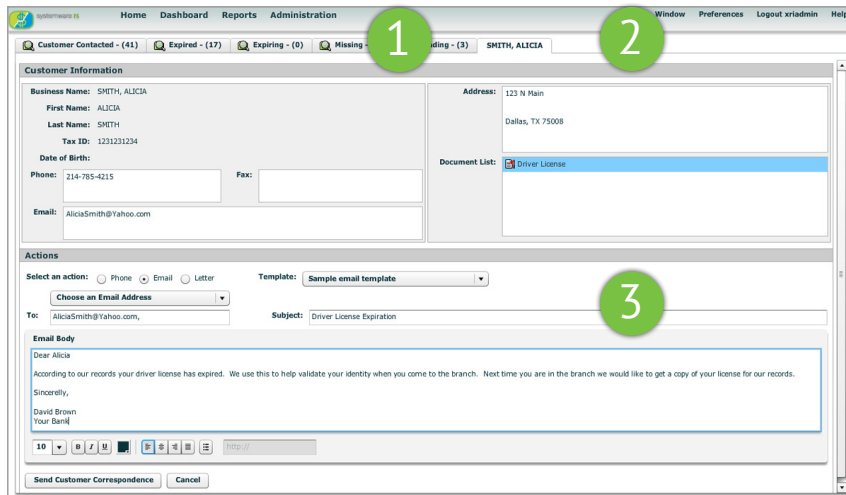
Retail and Card Operations - Manage all customer documents by enforcing document compliance and retention as well as managing the addition of new documents either through scanning and/or uploading into the system.

Call Center - Quickly address customer needs by immediate access to the entire customer relationship including: customer account documents, statements, correspondence and notes.

Credit Risk Management - View the entire relationship and the critical financial and account documents for analyzing risk and granting credit.

Audit and Compliance - Monitor policies and regulatory compliance. Support external audits. Ensure effective document retention and security controls.

Systemware Account Records



1 Effectively manages exceptions as well as the lifecycle of content for missing, expiring, pending, and expired documents and/or information

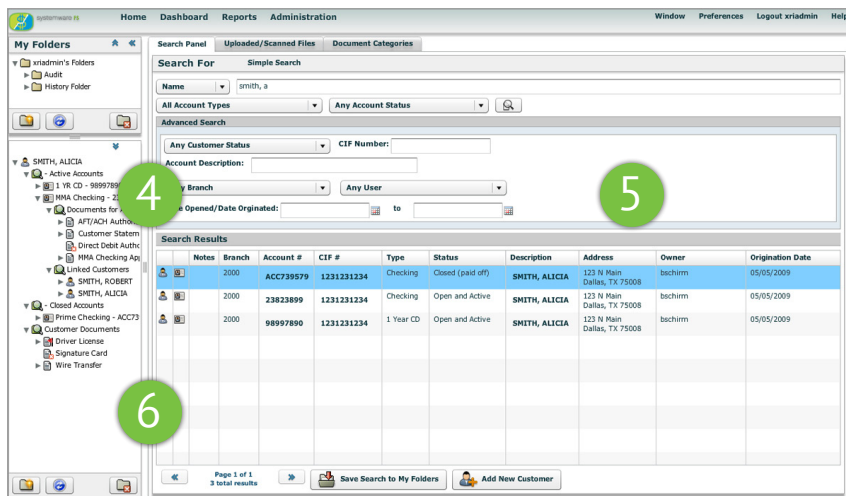
2 Provides configurable work queues for content-centric business processes

3 Offers a variety of customer correspondence templates in letter and email generator

4 Organizes information around your business need with configurable folder structures

5 Enables powerful search and find from best in class indexing

6 Organizes document groups by account type to default required documents



About Systemware

Systemware provides ECM solutions to some of the largest US organizations – across multiple platforms – in deployments managing petabytes of data and billions of documents. Systemware enables customers across a wide range of industries to make better business decisions, capitalize on information assets, improve productivity while reducing costs and ensuring compliance. Founded in 1981, Systemware is a privately-held corporation headquartered in Addison, Texas, with branch offices throughout the United States.



systemware

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