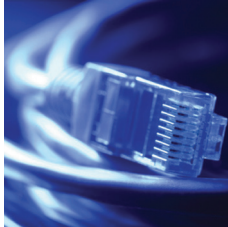


## Product



### Reliance®

## Leverage an In-House Account Processing Solution That Delivers a Competitive Advantage



Staying competitive in the financial services industry demands technology that's fast, flexible and easy to use. Reliance from Fiserv delivers the technology you need to stay ahead of the pack.

### The Challenge

Your credit union takes pride in delivering the best service to your members. To stay ahead of the competition, you need an account processing system that is advanced, versatile, fast and accurate. You also need a technology partner as committed to quality and excellence as your credit union—and just as dedicated to helping you remain competitive.

### The Solution

As the most collaborative, single-source provider in the industry, Fiserv dedicates our experience and resources to your success and develops solutions with one goal in mind: to help you win.

Through stringent research and development, we created the Reliance in-house system to include a full suite of the latest must-

have features and a comprehensive training and service component. Reliance offers everything you need to maintain and improve your competitive edge.

### The Visual Advantage

The Reliance system presents a fully graphical user interface, giving your employees the advantage of a consistent look and feel throughout the product. The interface offers the benefits of easy-to-use wizards and workflow, as well as the ability to manage all aspects of a member's account in a single location.

### The Security Advantage

Breach of information security is one of your members' biggest fears. In response, we armed Reliance with enhanced security, including audit reports and screens, different security levels, and a variety of ways to capture and verify member identification. Reliance can display a previously captured image of the member's driver's license or signature, or auto-fill a member number when a teller swipes a credit card or driver's license with a standard magnetic strip.

When you partner with Fiserv and the Reliance system, your members enjoy an unprecedented level of protection against account compromise and identity theft.



Fiserv is driving innovation in Payments, Processing Services, Risk & Compliance, Customer & Channel Management and Insights & Optimization, and leading the transformation of financial services technology to help our clients change the way financial services are delivered. Visit [www.fiserv.com](http://www.fiserv.com) for a look at what's next now.

## The Speed Advantage

Speedy, accurate teller services generate high levels of member satisfaction. That's why Reliance is designed to efficiently process teller transactions in a keyboard-centric environment. And the New Member and Account Wizard helps your staff set up new members, joint owners and share accounts quickly and easily. These feature-rich modules enable both tellers and member service representatives to:

- Set up business accounts
- Scan and archive member driver's licenses and official state ID cards for identification purposes
- Automatically extract demographic information from a scanned driver's license image (using OCR) and pre-populate that information into the appropriate input fields
- Request and archive identity verification reports for new applicants
- Set up health savings accounts (HSAs)
- Scan and capture check routing and transit number for hold purposes
- Access accounts via any magnetic strip plastic card
- Speed up transactions using the Teller Quick Script feature that eliminates unnecessary keystrokes and mouse clicks for common transactions

## The Services Advantage

Fiserv closely monitors the financial industry to forecast which services consumers will soon demand and deliver them to you while they're still fresh, keeping you competitive. The Reliance system includes many vital, up-to-date features, such as:

- Support for HSA needs
- Card management consolidated into one user interface
- Comprehensive business account services
- Enhanced ACH processing
- Loan origination integration for speedy, accurate loan approval and processing

## The Architecture Advantage

Reliance incorporates a scalable n-tier architecture on its database server to allow for the separation of various data elements, providing end users with enhanced access to data. The system also uses a thin client server on the front end to provide fast processing of screen displays and input for users in remote locations.

## Connect With Us

For more information about Reliance, call 800-872-7882, email [getsolutions@fiserv.com](mailto:getsolutions@fiserv.com) or visit [www.fiserv.com](http://www.fiserv.com).



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