



New York Community Bank Moves to Fiserv via Remote Conversion

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Nation's largest thrift implements open core platform and digital banking and payments solutions

BROOKFIELD, Wis., December 9, 2020 – [Fiserv, Inc.](#) (NASDAQ: FISV), a leading global provider of financial services technology solutions, announced today that New York Community Bancorp, Inc., (NYSE:NYCB), the parent company of New York Community Bank, has moved to real-time core processing, digital banking and payment solutions from Fiserv by remote implementation.

Founded in 1859, New York Community Bank, with assets of \$54.2 billion, is the largest thrift in the nation, the leading producer of multi-family loans in New York City and the largest regional bank headquartered in New York by assets. The bank serves customers across five states and operates a network of more than 237 branches.

New York Community Bank is utilizing the DNA® platform from Fiserv, which supports a full range of financial services for consumer and commercial deposit and lending accounts in one application using a relational database. In addition, the bank adopted a holistic suite of banking solutions from Fiserv including card issuance, payments, treasury management, analytics, real-time alerting, cybersecurity and fraud management. The bank also transitioned from an in-house core processing model to SaaS delivery via a Fiserv data center to enhance efficiency, simplify operations and support continued growth.

“Due to the pandemic, Fiserv and NYCB worked together remotely through the conversion,” said Barbara Tosi-Renna, assistant chief operating officer at New York Community Bancorp, Inc. “We were able to complete a flawless remote conversion of our core and other systems with virtually no one together on site as was originally planned.”

Due to the Covid-19 pandemic and resulting global travel restrictions, the conversion was moved from an in-person event, normally requiring up to two hundred people on site at the bank, to an event managed by mostly remote teams from Fiserv and NYCB. The teams utilized a range of technologies and collaboration tools, including a comprehensive conversion playbook, and relied on the support of Fiserv database administrators, developers and business analysts who were on call throughout the conversion. Once implemented, the new core system was stress tested by over 1,000 members of the bank staff, most of whom were working remotely.

“The level of collaboration between the Fiserv and NYCB teams during this implementation was extraordinary,” said Todd Horvath, head of Account Processing at Fiserv. “The ability to successfully support remote conversions at scale enables our clients to continue to execute against their strategies even in the midst of a challenging external environment.”

In a world moving faster than ever before, Fiserv helps clients deliver solutions in step with the way people live and work today – financial services at the speed of life. Learn more at [fiserv.com](#).

About New York Community Bancorp, Inc.

Based in Westbury, NY, New York Community Bancorp, Inc. is a leading producer of multi-family loans on non-luxury, rent-regulated apartment buildings in New York City, and the parent of New York Community Bank. As of September 30, 2020, the bank has assets of \$54.9 billion operates 236 branches in New York, New Jersey, Ohio, Florida and Arizona.

About Fiserv

Fiserv, Inc. (NASDAQ: FISV) aspires to move money and information in a way that moves the world. As a global leader in payments and financial technology, the company helps clients achieve best-in-class results through a commitment to innovation and excellence in areas including account processing and digital banking solutions; card issuer processing and network services; payments; e-commerce; merchant acquiring and processing; and the Clover® cloud-based point-of-sale solution. Fiserv is a member of the S&P 500® Index and the FORTUNE® 500, and is among FORTUNE Magazine World's Most Admired Companies®. Visit [fiserv.com](#) and [follow on social media](#) for more information and the latest company news.

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