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## Three Credit Unions Implement DNA Core Account Processing Platform and Integrated Solutions from Fiserv

- ▮ Neighbors Federal Credit Union, Texas Dow Employees Credit Union, and Thrivent Federal Credit Union successfully convert to DNA
- ▮ Open, member-centric DNA platform and innovative surround solutions enhance credit union efficiency while enabling more personalized member experience
- ▮ Flexible design of DNA with 24/7 real-time processing enables credit unions to quickly deliver services for members' fast-moving lives

BROOKFIELD, Wis.--(BUSINESS WIRE)-- [Fiserv](#), Inc. (NASDAQ:FISV), a leading global provider of financial services technology solutions, announced today that during a two-week period in the fourth quarter of 2015, three credit unions successfully implemented DNA<sup>®</sup>, a real-time, open architecture account processing platform, along with integrated surround solutions from Fiserv. The credit unions include: Neighbors Federal Credit Union (\$724 million in assets), based in Baton Rouge, Louisiana; Texas Dow Employees Credit Union (\$2.7 billion in assets), based in Lake Jackson, Texas; Thrivent Federal Credit Union (\$467 million in assets), based in Appleton, Wisconsin.

Each of these credit unions is taking advantage of the flexible design of DNA to deliver services in a way that matches the needs of their membership.

Neighbors Federal Credit Union is leveraging the open architecture of DNA to integrate a full complement of digital solutions from Fiserv to drive growth, increase efficiency and better support digital services that are in high demand by its members. The credit union has deployed DNA with integrated functionality for online banking, mobile banking, person-to-person and electronic payments, as well as business intelligence, debit processing, and statement and card production services, among others. DNAcreator<sup>®</sup> will enable the credit union to develop and market custom DNAapps<sup>™</sup>.

"Moving to DNA will enable us to introduce new products and services quickly as part of an omnichannel experience, allowing our members to seamlessly engage with us at branches, on the phone, through a PC or laptop, and on mobile devices," said Steve Webb, president and CEO, Neighbors Federal Credit Union.

Texas Dow Employees Credit Union implemented the DNA platform and an integrated suite of products and services to drive greater efficiency and more personalized member service. The suite from Fiserv includes DNAcreator and added functionality for accounting, enterprise content management, teller and wire processing, and interactive voice response services.

Thrivent Federal Credit Union has a large field of membership that is geographically diverse. The credit union implemented DNA to provide 24/7 access to lending and business banking services, while driving growth, increasing efficiency and cultivating member relationships. Thrivent is leveraging integrated solutions for accounting, business intelligence, CRM, electronic payments, enterprise content management and wire processing, among others.

"When we converted from a bank to a credit union three years ago, we knew that our core technology would need to be upgraded, and we were drawn to the ability of DNA to serve both banks and credit unions," said Michael Dercks, SVP of Information Technology, Thrivent Federal Credit Union. "With DNA, we have the flexibility needed to support new and existing products and services to meet the needs of our members. Fiserv, through its expertise and innovative technology, is helping us better understand our members through the channels they use to engage us."

"DNA helps credit unions modernize their operations while enhancing the speed and quality of member services," said Mark Sievwright, president, Credit Union Solutions, Fiserv. "With an increased focus on delivering a consistent and relevant multi-channel experience, credit unions can rely on DNA and integrated best-in-class solutions from Fiserv to help them engage members with services that keep pace with their busy lives."

Fiserv is the U.S. market leader in account processing services, and more than one-third of U.S. financial institutions rely on

Fiserv for account processing solutions and expertise. DNA is the first open, core banking platform built for collaboration and has been [recognized by industry-leading analysts](#) for its technology, user experience and breadth of functionality.

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

#### **Additional Resources:**

- | DNA from Fiserv - [www.fiserv.com/dna-cu](http://www.fiserv.com/dna-cu)
- | DNAappstore from Fiserv - [www.dnaappstore.com](http://www.dnaappstore.com)

#### **About Neighbors Federal Credit Union**

Neighbors Federal Credit Union was founded in Louisiana in 1954, and now has more than \$724 million in assets, and nearly 80,000 members. For more information, visit [www.neighborsfcu.org](http://www.neighborsfcu.org).

#### **About Texas Dow Employees Credit Union**

Texas Dow Employees Credit Union was founded in Texas in 1955, and now has more than \$2.7 billion in assets, providing services to over 222,000 members. For more information, visit [www.tdecu.org](http://www.tdecu.org).

#### **About Thrivent Federal Credit Union**

Thrivent Federal Credit Union is one of the largest faith-based credit unions in the United States, with more than \$467 million in assets and 46,000 members. For more information, visit [www.thriventcu.com](http://www.thriventcu.com).

#### **About Fiserv**

Fiserv, Inc. (NASDAQ:FISV) enables clients to achieve best-in-class results by driving quality and innovation in payments, processing services, risk and compliance, customer and channel management, and business insights and optimization. For more than 30 years, Fiserv has been a leader in financial services technology, and today is among FORTUNE® magazine's World's Most Admired Companies and Forbes magazine's America's Best Employers. For more information, visit [www.fiserv.com](http://www.fiserv.com).

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