



## Largest Community-Chartered Credit Union in Louisiana Selects DNA and Integrated Surround Solutions from Fiserv

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- Neighbors Federal Credit Union chooses DNA to grow business services, increase efficiency and better serve member needs
- Neighbors Federal Credit Union will integrate a host of complementary Fiserv solutions with DNA, including DNAweb, Mobiliti and Popmoney
- The open architecture of DNA, access to best-in-class surround solutions and the credit union's strong existing relationship with Fiserv were key factors in the decision

BROOKFIELD, Wis.--(BUSINESS WIRE)-- [Fiserv](#), Inc. (NASDAQ: FISV), a leading global provider of financial services technology solutions, announced today that Neighbors Federal Credit Union, based in Baton Rouge, La., has selected the [DNA](#)™ account processing platform and a wide range of complementary Fiserv solutions. The \$704 million asset credit union will use its integrated Fiserv platform to offer more convenient service and increased flexibility to quickly deliver new products to its retail and business members.

Celebrating its 60<sup>th</sup> year in operation, Neighbors Federal Credit Union recently won a CUNA Member Benefits Top Performance Award for providing exceptional financial value to its members. To extend this tradition, the credit union needed a contemporary technology platform that could help it increase efficiency and support members' growing preference for digital channels. After a rigorous review of the industry's leading vendors, Neighbors Federal Credit Union selected Fiserv.

"Fiserv will help us move confidently into the future with an integrated platform of leading solutions and a vision for tomorrow that is better than any other in the industry," said Kathi Gill, president and CEO of Neighbors Federal Credit Union. "DNA offers the advanced core technology we need from a long-time partner we trust. The platform will help us expand our business services and lending initiatives, providing even more value to our members."

[Recognized by industry-leading analysts](#) for its technology, user experience and breadth of functionality, DNA from Fiserv is the first open, relationship-centered account processing platform built for collaboration. Developed using contemporary, standards-based components, DNA will provide Neighbors Federal Credit Union with 24/7 real-time processing, scalability and robust retail, mortgage and business banking capabilities.

The credit union will leverage the open architecture of DNA to deeply integrate a complete package of Fiserv digital solutions, including DNAweb™ consumer and business online banking, Mobiliti™ mobile banking with mobile capture, Popmoney® personal payments and CheckFree® RXP® bill payments. Combined, Neighbors Federal Credit Union will use these solutions to provide its members the latest digital banking experience.

The credit union will also use its digital channels to educate members about relevant products using Next Multi-Channel Marketing from Fiserv. This centralized marketing solution coordinates message delivery across all channels, including the credit union's digital channels, Voice Response telephone banking system, DNA teller system, and ATMs, to ensure the right message is delivered to the right member at the right time.

As Neighbors Federal Credit Union's needs evolve, it will have the ability to add new functionality with integrated core extensions, called DNAapps™. The credit union plans to create its own DNAapps using the DNAcreator™ development toolkit and generate new revenue through their sale on the DNAappstore™ online marketplace.

"Neighbors Federal Credit Union and Fiserv share a commitment to providing exceptional service, making this partnership a natural fit," said Steve Cameron, president, Open Solutions Division, Fiserv. "Neighbors Federal Credit Union's selection of DNA demonstrates the trust this long-time Fiserv client has in our strategic partnership model and in our vision for the future with DNA."

In addition to DNA and the aforementioned solutions, Neighbors Federal Credit Union will also implement the CRM and Business Intelligence suite for DNA, tMagic™ teller capture, Prologue™ accounting suite, Nautil@ enterprise content management, Fiserv debit processing, and statement and card production services. The DNA professional services team will help the credit union get the most out of its Fiserv investment while the Raddon Financial Group continues to provide trusted insights and advice.

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.

### 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 is a federally insured, not-for-profit financial cooperative headquartered in Baton Rouge, La. Established in 1954, they are 73,000 members strong and have assets of \$704 million. For more information, visit [www.neighborsfcu.org](http://www.neighborsfcu.org).

#### **About Fiserv**

This year, Fiserv, Inc. (NASDAQ: FISV) celebrates 30 years of leadership in financial services technology. As one of FORTUNE® magazine's World's Most Admired Companies, Fiserv is helping clients worldwide achieve best-in-class results by driving innovation in payments, processing services, risk and compliance, customer and channel management, and business insights and optimization. For more information, visit [www.fiserv.com](http://www.fiserv.com).

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