



Partners 1st Federal Credit Union Enhances Member Relationships with Robust Real-time Core Technology from Fiserv

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Credit union will implement DNA® platform to support operational and service goals

Brookfield, Wis., February 16, 2023 — Partners 1st Federal Credit Union, a full-service financial organization based in Fort Wayne, Indiana, will move to a core platform from [Fiserv, Inc.](#) (NASDAQ: FISV), a leading global provider of payments and financial services technology solutions, to improve operational efficiency and deliver a member experience consistent with the financial institution's service culture.

The credit union will utilize the real-time DNA® core platform from Fiserv to enhance operations, gain greater insights and better serve their 46,000+ members. Specifically, Partners 1st will improve efficiencies and member experiences with enhanced technology solutions, robust reporting capabilities, and tighter integration between the core, digital banking, and ancillary solutions.

"We needed to think long-term and sought a partner who can meet our current and future needs, with a proven history of providing value-added new features so we can serve our membership across all channels through an engaging and friction-free experience," said Carla C. Bienz, President and CEO of Partners 1st Federal Credit Union. "With Fiserv and DNA, we will have an operating system that provides a holistic view of the member and enables our staff to provide targeted, well-informed offerings that deepen the member's relationship with our credit union."

DNA is a modern core account processing platform with an open architecture that makes it easier for financial institutions to integrate other solutions and bring products and services to market quickly. DNA also provides a 360-degree view of member relationships that enables financial institutions to deliver personalized service and more relevant product offerings.

"Partners 1st wanted a collaborative partner who could deliver the expertise and technology they need to continue to act as a trusted financial advisor to their members," said Chris Van der Stad, general manager of DNA at Fiserv. "Fiserv is committed to helping credit unions like Partners 1st continue to serve their members and communities with competitive financial services that meet the heightened expectations of today's consumers."

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 [fiserv.com](#).

Additional Resources:

- DNA from Fiserv - [fiserv.com/DNA](#)

About Partners 1st Federal Credit Union

Partners 1st Federal Credit Union is a non-profit, full-service financial organization that serves Select Employee Groups (SEGs), Select Association Groups (SAGs), family members of mentioned groups, and several community areas through our CDFI Charters. We're proud to be big enough to offer top-tier products and services, while being small enough to really focus in on the individual needs of our members. At Partners 1st FCU "It's About U" because our success is built on partnering with you on your financial journey. As a Partners 1st member, you can access your account 24/7 with online home banking, mobile banking, and a nationwide surcharge-free ATM network. To learn more about Partners 1st and their financial solutions, visit [partners1stcu.org](#).

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 and business management platform. Fiserv is a member of the S&P 500® Index and one of Fortune® 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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