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## **First National Bank of Pandora Chooses Fiserv as New Technology Partner to Bring Customers a Better Experience**

*Bank consolidates 10 vendor relationships to one with Fiserv to create efficiencies that speed and simplify processes for staff and customers*

BROOKFIELD, Wis.--(BUSINESS WIRE)-- [Fiserv](#), Inc. (NASDAQ: FISV), a leading global provider of financial services technology solutions, today announced that First National Bank of Pandora, headquartered in Pandora, Ohio, has selected Fiserv as its new technology partner. The bank, which has \$153 million in assets, is furthering its focus on efficiency by moving to the Premier<sup>®</sup> core account processing platform from Fiserv and consolidating multiple vendor relationships. This will speed up and simplify processes for staff and facilitate integration between solutions, enabling a seamless customer experience.

"We chose Fiserv and the Premier platform for the seamless integration between solutions. With fewer clicks, logins and passwords, our staff and customers can get what they need faster," said Todd Mason, president and CEO, First National Bank of Pandora. "Strong integration also makes data more accessible. With Fiserv, we can give our staff the full picture of each customer relationship. This helps us understand and anticipate which services will make their financial lives easier."

First National Bank of Pandora is committed to serving its local communities with the personal touch of a community bank while offering the same convenience and flexibility customers might receive from a larger national bank.

Efficiency has been a major focus of the bank over the past year. The bank's staff was looking for a single provider that could deliver a more consistent experience for customers who prefer digital channels such as mobile or online banking. The bank also wanted to simplify vendor management and give their staff tools that could make their jobs easier and more productive - which translates into better customer service.

Throughout the due diligence process, bank leaders were impressed with the strong reputation and proven credibility of Fiserv in the market. In total, the bank will consolidate 10 existing vendor relationships to one with Fiserv.

To enhance its digital presence, the bank has selected Retail Online<sup>™</sup> and Business Online<sup>™</sup> from Fiserv for consumer and business online banking, Mobiliti<sup>™</sup> for mobile banking, CheckFree<sup>®</sup> RXP<sup>®</sup> for electronic bill payment, Web Hosting and Design Services, and more. The bank's staff will benefit from efficiencies created by solutions for workflow automation and content management with image integration, and will have access to a large community of Fiserv clients who share insights with each other.

"First National Bank of Pandora is focused on building deeper relationships by offering its staff and customers the best resources to meet their needs," said Byron Vielehr, group president, Depository Institution Services, Fiserv. "This approach can drive greater engagement levels among both staff and customers, leading to meaningful revenue results for the bank."

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.

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](http://fiserv.com).

### **About First National Bank of Pandora**

First National Bank is a wholly owned subsidiary of Pandora Bancshares (PDRB). The Bank was founded in 1919 and is a locally owned community bank with \$153 million in assets. The bank has offices in Pandora, Bluffton, Ottawa and Findlay, Ohio. First National Bank is an Equal Housing Lender and Member FDIC. The bank's website is [www.e-fnb.com](http://www.e-fnb.com).

### **About Fiserv**

Fiserv, Inc. (NASDAQ: FISV) enables clients worldwide to create and deliver financial services experiences that are in step

with the way people live and work today. For more than 30 years, Fiserv has been a trusted leader in financial services technology, helping clients achieve best-in-class results by driving quality and innovation in payments, processing services, risk and compliance, customer and channel management, and insights and optimization. Fiserv is a member of the FORTUNE<sup>®</sup> 500 and has been named among the FORTUNE Magazine World's Most Admired Companies<sup>®</sup> for four consecutive years, ranking first in its category for innovation in 2016 and 2017. For more information, visit [fiserv.com](http://fiserv.com).

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