

REMOTE DEPOSIT

Remote Deposit Solves Courier Problems And Reduces Operating Expenses

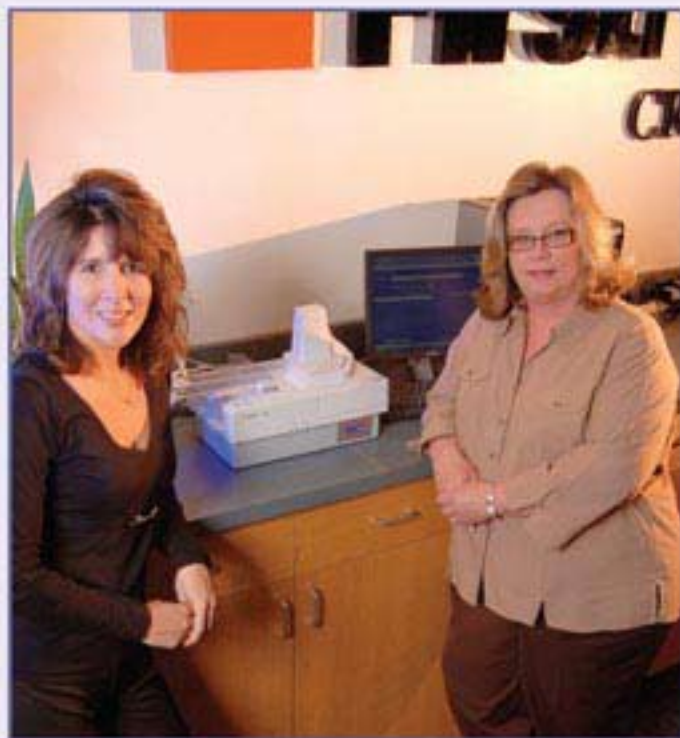
The main office of \$386 million First Financial Credit Union is located in Albuquerque, New Mexico, but the credit union has branches scattered across the state in the sparsely-populated towns of Farmington, Gallup, Rio Rancho, Pine Hill, Zuni and Portales. Logistics used to create a costly item processing challenge before the credit union implemented Southwest Corporate Federal Credit Union's remote deposit service. Now, the credit union performs real-time electronic transmission from 11 branches directly to Southwest Corporate's central item processing site, reducing the need for air and ground transportation of checks.

"I know remote deposit is saving us money on courier services," said Terri Mickelsen, the credit union's vice president of internal operations, "and it's substantial in our out-of-town offices. There is no courier service from our remote branch in Pine Hill, so we had been sending checks by Fed Ex."

With Southwest Corporate's remote deposit service, check scanners are installed at the branches, and tellers scan checks in batches throughout the day. The remote deposit software provides instant verification of image quality, balances transactions and transmits check images to Southwest Corporate. Data completion is handled on Southwest Corporate's end, and the credit union no longer spends time and money encoding checks.

***"One day [of training] is sufficient
– it's that easy."***

Imaged checks are then cleared using the most expeditious and least-costly method, and finally, images are archived for online member access via TranZact, Southwest Corporate's Internet gateway. Capturing deposit transactions at the point of entry has other advantages. Real-time processing facilitates



First Financial Credit Union Albuquerque, NM Total Assets: \$386,000,000

faster identification of fraudulent activity and customer deposit errors. Digital storage of transactions reduces the opportunity for checks to become lost during transport and eliminates the need for microfilming.

"We were microfilming and endorsing items, not to mention having to bundle and log the checks to get them ready for the run. The remote deposit software makes it much easier," said Mickelsen.

Making the transition to remote deposit was virtually seamless because of the training provided by Southwest Corporate.

"One day is sufficient – it's that easy. The Southwest Corporate staff is spectacular. We employed the 'train the trainer' concept. Southwest Corporate walked us through the process at our first office; then I let the branch manager and senior teller train the next office. We had no problems."

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