

News Release

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Vysym Announces New *TALIS*™ Voice Lending Products

Irvine CA -- Vysym Corporation announced a new line of *TALIS*™ Automated Voice Lending system products targeted to assist lenders with loan acquisitions and to minimize lenders' ever-growing call center expenses. Advanced speech recognition, comprehensive credit analysis, and other technologies aid lenders in the credit product sales and credit granting process. The company, which pioneered the financial industry's first automated telelending process in 1989, also announced a new customer Support Services plan to simplify administrative tasks.

The new *TALIS* Automated Voice Lending products enable lenders to offer 24x7, speech-recognized, loan-by-phone services. Prospective borrowers can obtain complete loan and credit product information, such as repayment amounts, interest rates, fees, lending policies, collateral requirements, and product benefits. Borrowers can easily complete applications for automotive, real estate, credit line, consumer installment, and other products, and receive instant, same-call approvals based on lender-specified credit parameters. Automatic speech recognition makes the process easy for borrowers, who can also elect loan insurances, vehicle warranty coverages, and self-calculate car and truck book valuations.

Supporting both direct and indirect lending programs, *TALIS* incorporates a comprehensive set of features to fully automate the lending process. Customizable Loan Product Presentations allow lenders to package consumer information into marketing-oriented loan and credit product presentations to increase product sales. Borrower applications dynamically vary based on the product request, current borrower relationship, and available applicant data. *TALIS* has built-in credit analysis features and credit bureau interfaces to automatically retrieve credit reports, perform internal credit decisioning, and calculate risk-based pricing. Additional interfaces to PBX's, external credit decision, and loan servicing systems offer extended capabilities such as call integration and unified decisioning. Cross-sell, QuikApp and CoApp are other features geared to enhance product sales and streamline the lending process. *TALIS* platforms run Microsoft Windows to simplify system integration and give customers a familiar graphical interface.

"Acquiring new loans and reducing sales and services delivery costs are top of the agenda items of all lenders," said company spokesperson Samn Nadel. "Vysym is pleased to offer these new *TALIS* Automated Voice Lending products to help lenders deploy new technology to realize these goals. Features that simplify the lending and borrowing process -- for both parties -- help lenders fulfill their sales and service missions."

As an example, Nadel cited automatic speech recognition (ASR). "ASR technology has moved past its infancy, and, when properly implemented, is the most important simplification process a lender can choose. Why? Besides the obvious fact that talking is so much faster than pushing buttons or typing on a keyboard, it is a natural process for everyone over the age of 4. Second, the telephone has been a favorite tool for years because it offers unbeatable convenience; it's fast and even delightfully easy to use. Most important, it provides universal access; 99.9% of all consumers have telephones compared to less than half of the population that uses the Web. If a lender wants to reduce loan call center costs now, ASR and *TALIS* Automated Voice Lending are the best avenues to achieve that goal."

The new *TALIS* Support Services plan announced by Vysym also follows the theme of simplification. It offers remote facilities system management which allows customers to delegate system administration tasks to Vysym and eliminates the need for lender staff to learn about and operate another sophisticated, technology-based process. Customers simply consult with and advise Vysym Customer Support of

operating needs; Vysym specialists then make the required changes. “We think customers will really like this new service approach,” said Nadel, “since it gives them the benefits of outsourcing while achieving the cost efficiencies of in-house operations.”

Vysym's new *TALIS* products are available for installation commencing August 1, 2002. While costs vary widely dependent on selected features and system configurations, average expenses generally amortize to \$1 to \$5 per loan application. Trade-in allowances for current customers with older *TALIS* units are available through December 31, 2002.

Vysym Corporation, based in Irvine, California, provides advanced voice, communication and integrated transaction processing solutions for the financial services industry. In addition to pioneering the industry's first automated telephone lending process in 1989, the Company subsequently introduced the industry's first touch-tone and voice-automated car book valuation program, and same-call automated loan approval services. Today, Vysym serves small and large financial services companies throughout the United States and works with other leading industry vendors to deliver high quality, technology-based business solutions targeted to customers' strategic objectives. For additional information about Vysym or *TALIS*, visit www.vysym.com or call Marketing Services at 800-825-4493.