

# News Release

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## Boeing Employees Credit Union Selects *TALIS*<sup>™</sup> Voice Lending

Irvine, CA –Vysym Corporation, a provider of advanced voice, communication and integrated transaction processing solutions to the financial services industry, announced that Boeing Employees Credit Union (BECU) has chosen a new generation *TALIS*<sup>™</sup> Automated Voice Lending System to provide sophisticated 24x7 telephone loan services to its 300,000 members. BECU, with \$4 billion in assets and more than 800 employees, is the fourth largest credit union in the United States. The system replaces an earlier *TALIS* model and will deploy automatic speech recognition and other technologies to improve member loan services and streamline credit union lending operations.

The new generation *TALIS* Automated Voice Lending system will enable BECU members to more easily conduct loan business, anytime, anywhere, from the convenience of any telephone. Members will be able to obtain loan and credit product information, including lending policies, repayment amounts, rates, fees, product benefits, collateral requirements, and other loan-related data. Members can complete applications for all types of loan and credit products, and receive instant, same-call approvals based on BECU-specified credit parameters. Sophisticated automatic speech recognition speeds and simplifies the process; the average telephone call takes only 4-6 minutes from start to finish.

According to Vysym, BECU will use a number of standard *TALIS* options to enhance product sales and improve operations efficiency. The customizable Loan Product Presentation feature permits BECU to package its loan and credit information into marketing-oriented product presentations. Through the flexible *TALIS* XML interface, member and application data will be exchanged with BECU's new Open Solutions (OSI) and Appro systems to fully automate the telephone lending process. QuikApp and CoApp, among other features, facilitate the member self-service loan process and eliminate manual steps currently performed by BECU staff.

“We look forward to implementing the new *TALIS* system,” said Gary Fee, Director of Consumer Lending for BECU. “Each day, the pressures to cut operating costs while simultaneously increasing loan volume, continue to intensify. New *TALIS* features will help us effect significant process improvements to achieve greater member satisfaction and cost efficiencies. Of particular importance is voice recognition. We expect this feature will increase use of Loan Choice, our branded service name for the automated telelending program. Since we can process these loans at a fraction of the cost of our staffed call center, and the telephone offers universal access to all of our members, we're dedicated to maximizing this service delivery channel.”

“As a large credit union,” Fee continued, “we have a sizeable IT group with a great deal of technological skill and knowledge. Prior to selection of *TALIS*, we evaluated in-house development of an automated telephone lending program, complete with voice recognition. What we found is that Vysym's new *TALIS* Automated Voice Lending system is a comprehensive, highly customizable product that amply fulfills our Lending and IT needs. By continuing with Vysym as a business partner, not only do we gain their decade-long experience in automated telelending, we can acquire and more expediently deploy new lending technology and realize a greater return on invested capital.”

Samn Nadel, a spokesperson for Vysym, commented, “We're delighted to have the opportunity to continue our long-term relationship with BECU. Widely recognized as a successful, innovative credit union that analytically crafts sound business decisions, BECU's financial record demonstrates that they

apply the best technology to provide superior member service while controlling costs. We're proud to be the engine behind their Loan Choice service."

Boeing Employees Credit Union, based in Tukwila WA, a Seattle suburb, was chartered in 1935 as the Fellowship Credit Union. It was formed by a small group of employees from The Boeing Company who wanted to provide members with low-interest rate loans and high dividends on their deposits. In 1949, the name was changed to Boeing Employees' Credit Union to better represent the members who owned it. The credit union has grown to become the largest financial cooperative in the state of Washington, and the fourth largest credit union in the country with \$4 billion in assets and more than 800 employees. Doubling its size over the last 5 years, the rapidly growing credit union provides a full range of financial services to its worldwide membership of over 300,000 Boeing Corporation employees and their families.

Vysym Corporation, based in Irvine, California, provides advanced voice, communication and integrated transaction processing solutions for the financial services industry. The Company pioneered the industry's first automated telephone lending process in 1989, and 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](http://www.vysym.com) or call Marketing Services at 800-825-4493.