

News Release

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Vysym Adds Action Slips Feature to *TALIS*™ Voice Gateway and Voice Banking

Irvine, CA - Vysym Corporation announced today that it has added Action Slips to its *TALIS* Voice Gateway and *TALIS* Voice Banking products. Utilizing speech recognition, the new feature enables financial institutions to offer customers expanded automated telephone banking programs. It also automates the time-consuming customer interaction portion of many transactions presently handled by customer service representatives. The enhancement adds to Vysym's string of features that reinforce its position as an innovative bank-by-phone solution specialist.

Action Slips permit telephone-banking customers to perform many common functions not supported by core system interface programs. With this feature, customers can open accounts, renew CDs or redeem CDs at maturity, re-order checks, order copies of statements or checks, purchase savings bonds, and more without having to talk to customer service agents. *TALIS* captures all the pertinent information such as transaction types, account numbers, customers' names, amounts, check numbers or CD terms. Then, it generates individual Action Slips that list the details of transactions to enable customer service agents to easily fulfill requests. Action Slips also serve as record copies of the transactions or functions requested.

"Vysym's commitment to continually improve customer work-flow processes is the foundation for this enhancement," said Samn Nadel, spokesperson for Vysym. "Limitations in bank-by-phone and core systems, or their interface programs, typically don't allow customers to open new accounts, or perform a myriad of other common banking functions without going through agents. The Action Slips feature allows customers to receive efficient and automatic service by phone without the financial institution having to deploy labor to handle calls."

Action Slips, which is a standard feature of *TALIS* Voice Gateway and *TALIS* Voice Banking, help to reduce traffic loads in call centers. Financial institutions can deliver higher quality customer service since automated bank-by-phone transactions are faster than those performed by an agent. Action Slips also allow financial institutions to save labor costs and provide 24-hour service for all types of transactions and functions, regardless of their interface support. Not only that, but data uploads will be easy to implement when core system interface support is available.

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 or call Marketing Services at 800-825-4493.