

September 13, 2012



## MIDFLORIDA Credit Union Selects Acumen from Fiserv

- Fifth largest credit union in Florida selects the Acumen account processing solution to support member service excellence
- Credit union also selects consumer and commercial debit card processing from Fiserv

BROOKFIELD, Wis.--(BUSINESS WIRE)-- [Fiserv](#), Inc. (NASDAQ: FISV), a leading global provider of financial services technology solutions and the largest provider of business-driven technology solutions for credit unions, announced today that MIDFLORIDA Credit Union, headquartered in Lakeland, Fla., has selected the Acumen<sup>®</sup> account processing solution with in-house delivery. The credit union currently utilizes Nautilus<sup>®</sup> for enterprise content management and Prologue<sup>™</sup> for financial accounting, WireXchange<sup>®</sup> for wire transfer processing, credit card processing services and added Fiserv solutions for consumer and commercial debit processing.

Credit union leaders cited the solution's performance, reliability, open architecture and ease of integration for proprietary and third-party products via web services as key factors in their decision. MIDFLORIDA is one of the top 100 credit unions in the United States and the fifth largest credit union in Florida. The \$1.6 billion institution serves almost 155,000 members from 33 branches in Central Florida.

"We value the flexibility and scalability provided by Acumen to support our membership growth, and we can depend upon the system to deliver consistent and readily available service for our members," said Steve Moseley, Executive Vice President and Chief Financial Officer of MIDFLORIDA. "As the world continues to evolve into one of constant connectivity, we need to ensure we can provide reliable access anytime. Acumen will help us deliver on this level while providing new, superior products to our members."

The integration provided by Acumen from Fiserv will provide MIDFLORIDA with new benefits for efficiency and automation. The credit union plans to utilize the complete, 360-degree view of member relationships provided by Acumen to aid service excellence. Additionally, with a central repository of credit union member data, staff will be able to provide more efficient and relevant service to members. Acumen's internal CRM and automated workflow capabilities will help streamline common processes and unite staff from different departments, work groups and branch locations into an efficient, unified team. In addition, small business services that were previously processed manually will be automated to provide faster and more accurate service.

"MIDFLORIDA Credit Union will leverage the advanced technology of Acumen to distinguish itself from its competitors with innovative, member-centric products and services," said

Naseer Nasim, senior vice president, Credit Union Solutions, Fiserv. "As MIDFLORIDA's technology partner of choice, Fiserv provides innovative technology solutions that help them achieve their business goals."

Acumen is the newest choice in account processing for credit unions from Fiserv. Designed to meet the needs of the largest, most progressive credit unions, Acumen features an open architecture, advanced functionality and superior ease of use, plus the ability to cost-effectively scale as credit unions grow. Acumen is available via service bureau, in-house delivery or resource management.

Fiserv is the U.S. market leader in account processing services for financial institutions. One in three U.S. financial institutions relies on Fiserv for account processing solutions and expertise.

#### **Additional Resources:**

- MIDFLORIDA Credit Union - <https://www.midflorida.com/>
- Acumen information and brochure - <http://bit.ly/R9HRwP>
- Credit Union Solutions at Fiserv website - <http://bit.ly/xcr1QY>
- Credit Union Solutions at Fiserv on Twitter - <http://bit.ly/x8gpYt>
- Account Processing Solutions at Fiserv - <http://bit.ly/z3CgT9>

#### **About Fiserv**

Fiserv, Inc. (NASDAQ: FISV) is a leading global technology provider serving the financial services industry. Fiserv is driving innovation in payments, processing services, risk and compliance, customer and channel management, and business insights and optimization. For six of the past eight years, Fiserv ranked No. 1 on the FinTech 100, an annual international listing of the top technology providers to the financial services industry. For more information, visit [www.fiserv.com](http://www.fiserv.com).

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Source: Fiserv, Inc.