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## Andover Bank Plans to Deliver a Better Customer Experience Using Precision from Fiserv

- Ohio-based bank selects Precision bank platform and an array of additional Fiserv solutions
- Popmoney, Mobiliti, CheckFree RXP and Accel debit payments network among the comprehensive, integrated Fiserv solutions selected
- Bank cites innovative technology, ease of use as factors in the selection

BROOKFIELD, Wis.--(BUSINESS WIRE)-- [Fiserv](#), Inc. (NASDAQ: FISV), a leading global provider of financial services technology solutions, announced today that Andover Bank, headquartered in Andover, Ohio, has selected the Precision<sup>®</sup> core processing platform, Item Processing Solutions and a host of additional Fiserv solutions in an outsourced deployment.

The \$350-million bank selected Fiserv to help it compete against larger players in its market and to provide a better experience for its customers. With Precision, Andover will now have a flexible, scalable, end-to-end bank platform that provides easy access to data and open integration to a wide range of solutions to help the bank operate efficiently, meet regulatory requirements and deliver top-notch customer service.

"We're a community bank so we provide a level of personal service our customers have come to appreciate," said Steve Varckette, president, Andover Bank. "But we also have to provide the products and services that empower our customers to bank when and where they want. The Fiserv solutions will help us take advantage of innovative technology to match product delivery channels with customer preferences, allowing us to be more competitive in our market and still provide the level of service our customers have come to expect."

"In Fiserv, Andover Bank has found a partner to help it maintain its customer-centricity while providing a better banking experience for customers," said Teri Carstensen, division president, Bank Solutions, Fiserv. "Andover joins the more than one-third of all U.S. financial institutions that look to Fiserv to help them remain competitive, mitigate risk and enhance customer relationships. Precision provides a solid, scalable foundation for continued growth and innovation."

In addition to outsourced processing on the Precision bank platform and Item Processing, Andover Bank selected Accel<sup>®</sup> debit payments network, AccountCreate<sup>SM</sup>, Branch Source Capture<sup>TM</sup>, Business Analytics, CheckFree<sup>®</sup> RXP<sup>®</sup>, CheckFree<sup>®</sup> Small Business, Debit

Processing, Director<sup>®</sup>, Financial Cards, Fraud Detection System<sup>SM</sup>, Integrated Teller for Precision, Merchant Source Capture<sup>™</sup>, Mobiliti<sup>™</sup>, Popmoney<sup>®</sup>, Prologue<sup>™</sup>, Prologue<sup>™</sup> Investment Portfolio Accounting, Retail Online<sup>™</sup>, Statement Advantage<sup>™</sup>, Teller Source Capture<sup>™</sup>, Web Design Services for Precision and Web Hosting Services for Precision.

Fiserv is the U.S. market leader in account processing services, and more than one-third of U.S. financial institutions rely on Fiserv for account processing solutions and expertise. Javelin Strategy & Research named Fiserv best mobile banking provider for three consecutive years, and Popmoney person-to-person payments are currently offered at more than 2,200 banks and credit unions.

### **Additional Resources:**

- Precision from Fiserv - <https://www.fiserv.com/industries/bank-platforms/precision-bank-platform.aspx>
- Andover Bank - <http://www.andoverbankohio.com/>

### **About Andover Bank**

The Andover Bank located in Andover, Ohio celebrates 130 years of serving the financial needs of local residents. Andover Bank has been recognized as a Five Star Bank and has eight banking centers in Ashtabula County and one in Lake County. The commitment to deliver the best possible customer service and provide innovative financial services remains the number one priority. For more information, visit [www.andoverbankohio.com](http://www.andoverbankohio.com).

### **About Fiserv**

This year, Fiserv, Inc. (NASDAQ: FISV) celebrates 30 years of leadership in financial services technology. As one of FORTUNE<sup>®</sup> magazine's World's Most Admired Companies, Fiserv is helping clients worldwide achieve best-in-class results by driving innovation in payments, processing services, risk and compliance, customer and channel management, and business insights and optimization. For more information, visit [www.fiserv.com](http://www.fiserv.com).

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