

# Strengthen Member Service with Eltropy + Symitar Integration

Eltropy and Symitar partner to make credit unions digital communications fast, responsive and always within reach. Using Eltropy's technology within Symitar, credit unions can send promotional text messages to opted-in members and enable real-time text alerts directly from Symitar's Episys.

## Do so much more with TEXT

- ✔ Send automated alerts based on changes to account on Symitar Episys
- ✔ Instantly sync Text history, Opt-ins & Opt-Outs to meet TCPA requirements in real-time
- ✔ Access to pre-built templates to choose from for alerts in your Episys
- ✔ Run Text marketing campaigns to the members list on Symitar Episys
- ✔ Track member's behavior to make informed decisions
- ✔ Verify member's identity via 2-Factor Authentication
- ✔ View all member interactions with the credit union on one single platform

and much more!

Eltropy's 2-Factor Authentication and Text messaging technology has shown a **300% faster Member authentication** and a **20% call volume deflection** leading to **1-day efficiency** gains.



**92%**

members carry a Text enabled phone all day

**50%** Reduction in Text costs

**35%** Reduction in Short code costs

Hello Gloria,  
Welcome to MyCU. We hope to serve you the best experience. Reply to this message or Text us 24x7 at 54490 for any help. Thank you for choosing us.



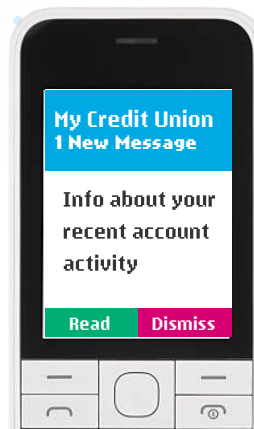
## Benefits

- Providing credit union members with information in real time via Text to enhance the member experience.
- By texting certain keywords to the short code, members can check their balance, recent transactions, and details of any loans they have from their credit union.
- Increase and update your opt-in contact list without any hassle.
- No more negative balance. Send instant balance maintenance alerts to members with balance below zero and stay on the positive side of the business.

## No Smartphone? No Worries.

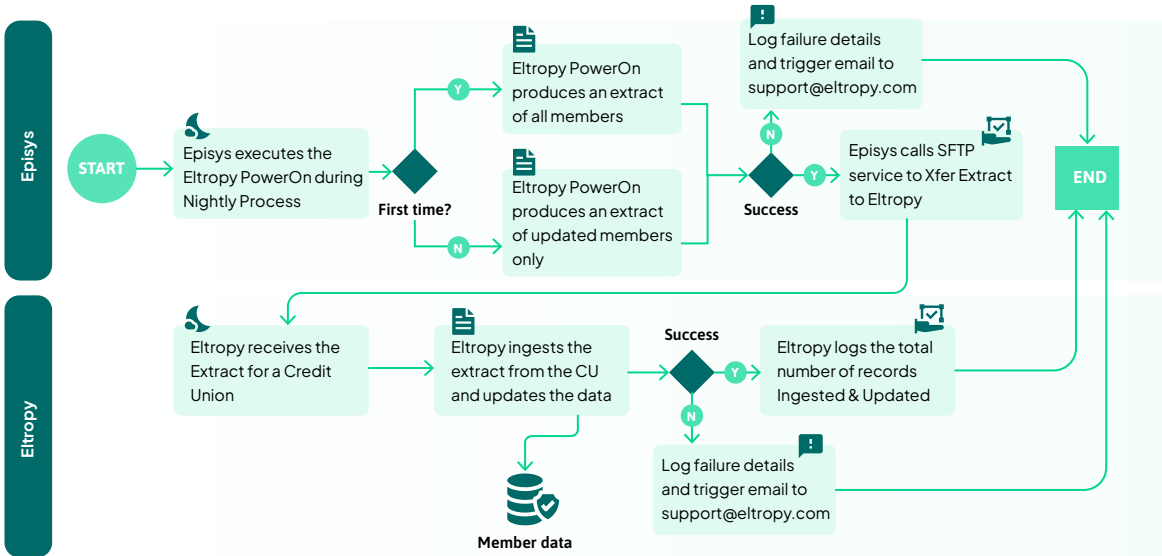
Your members can still stay in touch with your Credit Union via Text Alerts.

- 🔔 Daily or Monthly Balance Alerts
- 🔔 Fee Alerts
- 🔔 Balance Threshold Alerts
- 🔔 Transaction Alerts
- 🔔 Payment Due Date Alerts
- 🔔 Loan Over/Under Due Alerts
- 🔔 New Account Open Alerts
- 🔔 and more

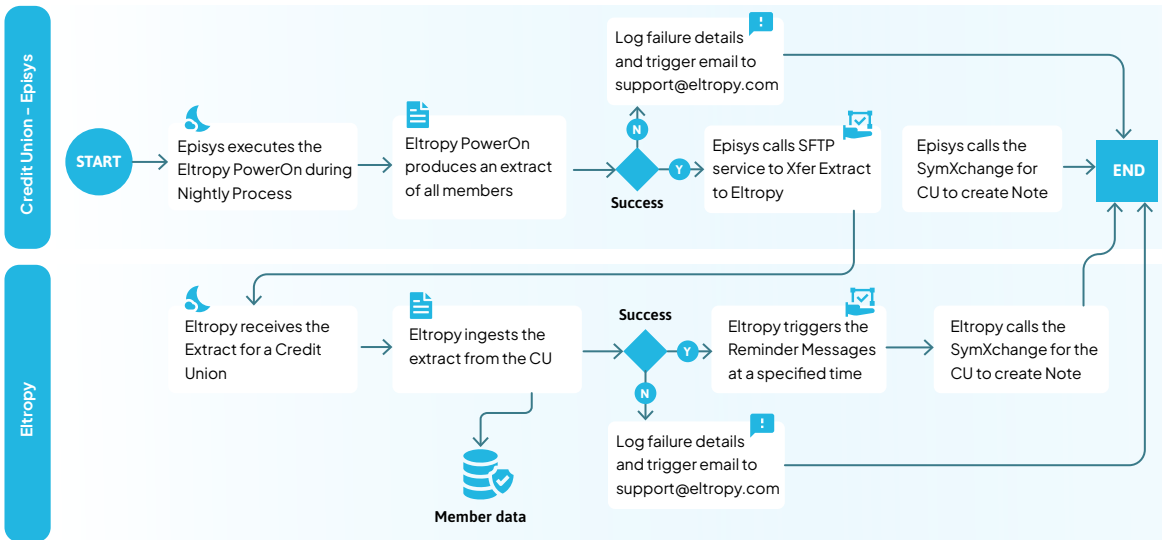


## Workflow for every LOS Digital Communication Use Case

### Sync contacts between Eltropy and Episys



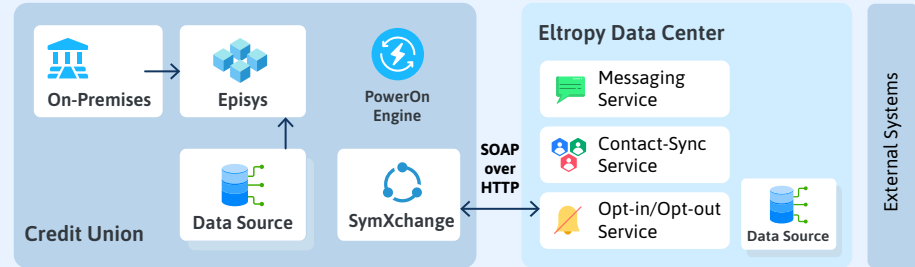
### Payment Reminder Alerts between Eltropy and Episys



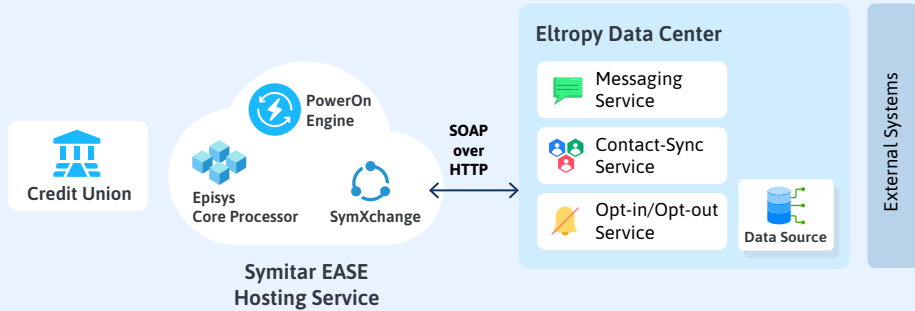
## Easy Deployment Models

The Episys Core Processing Platforms can be deployed either OnPremise within Credit Union or can be hosted on Symitar EASE or any other third party hosting service.

### Symitar-Eltropy Integration - OnPremise Model

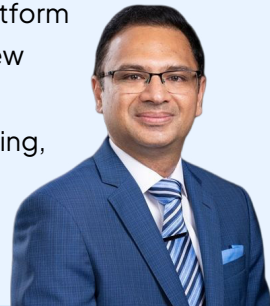


### Symitar-Eltropy Integration - EASE Model



Integrating with the most popular core platform used by credit unions, Eltropy envisions new opportunities to help credit unions enhance their member experience, especially for Marketing, Selling, Servicing, Lending and Collections.

**Ashish Garg** CEO, Eltropy



For the first time, Credit Unions can engage members over Text messaging while using Symitar.

408 - 461 - 5402

hello@eltropy.com

