

C O N N E C T I O N S

NEWS | UPDATES | INFORMATION

Happy 2019

We hope you had a fantastic holiday with family and friends. This past quarter we welcomed five new clients to the WRG family and saw two significant live deployments of Symmetry eBanking. DeepTarget for Symmetry went live with a client, reflecting our partnership and focus on a more personalized experience for members. To top it all off, Wescom Credit Union earned a Credit Union Journal Best Practices Award in digital efficiencies for creating an online banking page to display routing and account numbers, made possible by WRG.

Thank you for your business in 2018. We look forward to serving you in 2019 and beyond!

Glendale Area Schools Credit Union Goes Live with Symmetry eBanking

Glendale Area Schools Credit Union was started in 1937 by two Glendale Unified School District employees. GASCU strongly supports the local schools of the Glendale and La Cañada communities in Southern California, and with 11,000+ members, everyone gets treated like family.

GASCU selected WRG's Symmetry eBanking platform to provide a much needed upgrade to their digital services. They prepared their membership for the new system and went live on December 4, 2018.

"Change is not always pleasant, especially when it's a big one. Our online banking platform was definitely due for an upgrade," said Raffi Ashdjian, Director of Marketing & Business Development. "WRG was exceptionally understanding and patient with all the questions from our members and employees. It leaves you with great peace-of-mind when WRG is very well versed with credit union policies and procedures."

Thank you to everyone on the GASCU and WRG teams for a successful launch. We look forward to many years of success with our new partnership and helping serve your members wherever they are!



NEW SIGNINGS

American 1 Credit Union
Jackson, MI
Programming

Dade County Federal Credit Union
Miami, FL
Tellerly

Riverfront Federal Credit Union
Reading, PA
UNITRI Service Bureau

Southland Credit Union
Los Alamitos, CA
Tellerly

St. Francis X. Federal Credit Union
Petoskey, MI
Tellerly

NEW CONVERSIONS

Arrowhead Credit Union
Rancho Cucamonga, CA
Symmetry eBanking

Glendale Area Schools Credit Union
Glendale, CA
Symmetry eBanking



"We are very happy to be with a company who truly understands credit unions. Through the conversion and now that we are on the new system, we can see that we made a great choice."

-WESLEY WALTON, CEO

Apple Federal Credit Union Adopts DeepTarget Platform for WRG Symmetry eBanking to Enhance Targeted Marketing



Our valued client, Apple Federal Credit Union, went live in Q4 2018 with the DeepTarget platform for Symmetry eBanking. Apple FCU is a \$2.6 billion asset credit union with more than 200,000 members based in Northern Virginia. They have deployed DeepTarget's cross-selling and engagement platform that takes Apple FCU's data to provide better service and offer financial solutions relevant to their members.



"As more members bank with us remotely – using digital channels – it became clear to us that we needed to engage them in this space appropriately. DeepTarget's solution will enable us to offer highly personalized communication and targeted financial solutions to individual members," said Jonathan Guepe, Executive Vice President/Chief Operating Officer, Apple FCU. "We look forward to the anticipated positive impact and growth."

WRG's partnership with DeepTarget provides seamless and personalized communications to members of clients on Symmetry eBanking. DeepTarget works with industry leading technology to enable targeted, personalized marketing. Credit unions use this intelligent communication and cross-selling platform for customer acquisition, deeper customer engagement, and revenue growth.

Contact us today to learn how DeepTarget can enhance and deepen each member relationship within Symmetry eBanking.

Skip to the Bottom Line

WRG's **Skip-A-Pay** program adds revenue to your bottom line. With Skip-A-Pay in Symmetry eBanking, members gain financial flexibility at their fingertips while the Credit Union increases efficiency via automation. Eliminate errors, earn income, and provide members the experience they crave.

Contact us to find out how to activate Skip-A-Pay in Symmetry.



Leave the Programming to Us

Focus on serving your members and let WRG provide the programming services that you need to leverage member data to make strategic decisions. Specializing in Symitar Episys, our team is composed of some of the most talented and experienced programmers in the industry. We blend our deep technical expertise with first-hand experience in credit union operations to help develop solutions that will maximize the power of your core system. Let WRG program your custom reports, marketing promotions, regulatory changes, and more!

- **Episys Programming:** PowerONs, SymForms, and customized scripts for any project.
- **Symmetry Custom Module Development:** Our programmers will use our API to create customized seamless mobile and online pages to your specification that flow perfectly within Symmetry eBanking.
- **Merger Services:** Put WRG's expertise to work for the entire merger process that includes project scoping, data mapping, batch processing, and on-site support.

Contact us today to get your project started.



Upcoming Events

JAN 24	FEB 27	MAR 27
MAR 11	MAR 12	MAR 13

Tellergy Webinars

Join Kerry as she demonstrates the features and benefits of Tellergy in your branches.

SymCentral 2019 Annual Users Group Conference - Chicago, IL



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