



## **FREQUENTLY ASKED QUESTIONS**

### **What do you expect to accomplish by consolidating the companies under one brand?**

*Replacing a well-established brand is never an easy decision, but in this case, it made sense for many reasons. As the Credit Union industry has changed over the years, so has our business. The new brand will allow us to better project our focus on solutions our customers need today and in the future. In addition, the single brand allows us to better tell our story and communicate the extensive experience and collective product options in a concise and clear manner.*

*We will be formally announcing the new brand to the market at the GAC trade show next week (23rd) in Washington DC. In support of this soft launch, there will be some initial branding at our exhibit booth, and online communications through a splash page ([visifi.com](http://visifi.com)), social media, and banners on the Intech and EPL websites linking to the press release. If you have further questions, and have staff attending the GAC event, you can encourage them to stop by the booth #663 and talk with a member of our leadership team.*

### **At your last Client Conference, there was a lot of discussion about bringing the companies together, what took so long?**

*Admittedly, it has taken longer than we had hoped, but we have been hard at work, since we introduced this concept, integrating our large suite of solutions, so that we can be more consistent with our offerings to the market. The timing is right, and we are in a good position, from product, organizational and operational support to handle this consolidation. It has been a lot of hard work, but we are excited to finally get to show the market the progress we have made.*

### **How does VisiFI fit into the overall corporate structure for Dedagroup?**

*VisiFI is one of the companies reporting through Dedagroup's global initiatives and is part of Dedagroup North America. Dedagroup North America has various businesses located in the US and Mexico that all focus on technology and money movement within the financial institution market.*

### **Do we need to amend our contracts or change any of our vendor information we have on file?**

*No, VisiFI is being introduced as a "Doing Business As" (DBA) in which we have secured the proper legal authority to operate in the market under this brand. The existing company structures remain in place. In the future, with contract renewals, you may see the reference to VisiFI, but changing existing agreements is not necessary from our perspective.*

### **Is VisiFI still considered a CUSO?**

*Yes, again, nothing has changed from our corporate structure, so we continue to consider our company as a CUSO and proud to have ownership that consists of those that conduct credit union activities on a daily basis.*

### **Are there plans to consolidate locations and where is the official headquarters of the company?**

*No, we will continue to maintain our US offices in Omaha and Birmingham.*

### **Will the invoicing and payment processes change?**

*There are no immediate plans to change the billing process other than you will notice changes for the logo and email addresses as we continue this transition.*

### **Are you still going to support i-POWER® and Spectrum cores?**

*We see being a dual core provider as a real advantage in today's market. Being able to present two options allows us to cater our solutions based on the specific needs and preferences for each client. In addition, VisiFI modular applications are designed to integrate with other cores when necessary. So, we have the benefit of being able to provide seamless core-to-application solutions, but also have the flexibility to provide our industry leading solutions to those who are already committed to a core provider.*

**It appears that Intech and EPL each have their own set of products deployed in the market. Does this mean those products are available across both cores or are there plans to eliminate some products?**

*Efforts have been ongoing to consolidate our solutions to provide the most advanced features. Many of the products offered by VisiFI are integrated with both of our core solutions. However, there are some products that, for various reasons, are not compatible and they will be clearly labeled within our marketing materials. For further clarification, contact your Account Manager.*

*As for the elimination or discontinuing of current products that is not the intent. One of the major advantages of the company consolidation under VisiFI is that we are able to aggregate our rich experience, development methodology and support resources to focus on a single suite of products that offer the most advanced features on the market.*

**How does the rebranding impact me and my current interactions with the company?**

*Nothing changes for company interactions. Your account is assigned to a VisiFI Account Manager who is your day-day-contact for any questions or issues you need addressed. The product support team will continue to provide direct support for functional questions and information.*

**Does this consolidation change mean employee downsizing?**

*No staff has lost their employment as a result of this branding consolidation. We are working to organize our company more efficiently to better serve our customers under the new vision. However, the same friendly faces are still a part of our organization and are excited to be a part of this next phase of our company.*