Summer 2018

PEAK CONSULTING LLC

Peak News

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Peak Happenings

By: Megan Quigley

Peak is excited to announce that we have expanded! Three new members have been added to the Peak Team. Our Office Manager, Susan Royal, has created more stability in the office, which has helped us be able to respond quicker to clients and balance the office while the consultants are traveling. Our Marketing Specialist, Megan Quigley, has helped with communicating and updating clients about our conference, the blog, and keeping our clients up to date on Peak happenings. Robert Fischer, our new Deposit Consultant, has been working hard alongside of Christy, and has been specifically working on developing Sweep and Analysis training. We're really excited to have our new Peak Team members and to continue our growth in order to better serve our clients. Check out the President's Notes, on Page 3, for more information about our new employees.

PEAK'S 2018 Annual Conference

By: Megan Quigley

PEAK CONSULTING LLC

- Quality Training, New Ideas, and Networking opportunities with other Fiserv Premier® Users
- Location: Lincoln, NE at the Graduate Hotel in the Haymarket District, near the Railyard
- We set out to create a conference around you the user, instead of just trying to sell you more products
- Interested in attending? Check out the attached flyer or our web page at: peakconsultingllc.com/peak-conference/
- Date: September 26th– 28th

Our Biggest Loan Topics

By: Cole Anderson

We have had an exciting year working with more and more clients that have chosen to have Fiserv handle their mainframe operations or "Outsourced Clients." This provided the opportunity to improve and tailor some of our current offerings to best fit Outsourced Clients.

Escrow Automation - This topic has been one of our core offerings for years, but outsourcing offers a few new challenges in the data input and extraction. Our Escrow solution offers clients a way to save money by bypassing file upload charges and drastically reducing personnel resources.

Collateral Management - Use of the new collateral management structure has been a bit of a late bloomer. We have now dedicated a significant amount of time helping clients fully implement the new features including Real Time CLTV tracking, Loan Exception Monitoring, Insurance Tracking, UCC Processing, and more!

SBA Automation - SBA processing seems to a be a thorn for many of our clients. Many of our banks had actually employed 3rd party vendors to facilitate processes that came at a fairly large expense and didn't save a lot from a resource standpoint. Our solution breaks through much of the misinformation that is out there and streamlines the processing and reporting.

Conversion Management

By: Robert Fischer

Acquisitions are a large undertaking. Bringing in a new customer base is more than just ensuring that balances come across accurately, but there are several areas for customer impact. Because of an expanding banking relationship, more information than ever needs to be verified for accuracy during the conversion process.

Peak has developed a unique toolset to break down the most important areas of a conversion. We can help simplify Mapping, Testing, Verification, and Change Management. These tools or dashboards are yours to use, and we can help you manage all the moving pieces.

Additionally, we ourselves have been part of many conversions and can help minimize the number of manual post conversion items. We can work alongside the entire conversion team from Operations, Project Management, Senior Management and your conversion vendor to ensure a smooth transition.

If you would like to learn more, please contact Peak at: info@peakconsultingllc.com

PEAK CONSULTING LLC

Client Spotlight: *Farmers National Bank*

Farmers National Bank is a client of Peak Consulting LLC located in Danville, KY. They are a thriving financial institution that has had outstanding growth within the past year, with assets of 517 million, and 14 branches. They have been great to work with due to how trustworthy, hard-working, and friendly their employees are. Farmers National Bank shared some comments based on their experience with Peak below.

Deposits:

What was the greatest benefit that you derived from our services?

"Farmers National Bank has been working with Peak for about a year and has seen countless positive changes for back office and frontline staff members. One of the many process we have been able to make more efficient are our yearly IRA required minimum distribution process. This process used to be a manual process but with the support and guidance from Christy we have been able to turn this workflow around. Our new IRA Required Minimum distribution workflow makes the system work for us instead of us working for the system reducing the amount of man hours significantly."

What topics did you focus on during your engagement with Peak?

"With our onsite visit, Christy took a deep dive into our current process across all applications: EIM, DDA, SAV, COD and IRA looking for potential savings and efficiency. During this engagement we started seeing results on day one of the engagement. By the end of the week we became better aware of our spec settings and capabilities opening the door for better back office operations."

What would you say to someone who asked about Peak Consulting's services?

"Peak has enabled us to create a "working" list of things to make day to day operations better while also offering first rate customer service."

Loans:

What was the greatest benefit that you derived from our services?

"It is difficult to quantify the greatest benefit from these services. Our Bank has an aggressive strategic growth plan. The automation of processes and the implementation of shadow low accounting allows us to process more accurately and in larger quantities with no increase to FTE's. The implementation of shadow loan accounting will also increase income over time as the Bank previously posted all payments to principle, resulting in decreased interest income over time."

Did you find the information you learned valuable? Did you find a more efficient way to use the Premier® software?

"The information and processes we improved and implemented as a result of our engagements with PEAK have been extremely valuable as improvements in efficiency and a decrease in risk."

Was the information presented explained clearly and was it helpful to your bank?

"Brent Reynolds did an amazing job of explaining how our system currently processed, explaining and demonstrating what changes could be made and how changes to specs could deliver new processing options, training the staff that utilized those processes and delivering a detail procedure to use going forward. The added value far exceeds the costs of the engagements."

NOTES FROM THE PRESIDENT

PEAK CONSULTING LLC

Atmosphere around the Peak office is different these days. We've doubled our staff this year, adding multiple positions to help our company grow and be able to better serve our customers. The more we are with clients, the more we are on the road. The increased travel means less time in the office, so we added an Office Manager to create more stability in the office and be a critical communication point for clients. Susan comes to us with 20 years of banking experience which serves our team and clients even more.

We also added a new Marketing Specialist, Megan. She is early in her career path and eager to learn. It has been exciting to see her grow and for us to be a part of her story. Megan helps us communicate with the industry and better tell our story. As travel increased, this was an area that started to slip. I feel it is important for folks to get to know us as individuals, as a company, and for us to contribute technical articles. Our story is told through our blogs, Facebook, LinkedIn, and our website. Finally, we have a desire to improve the quality of marketing information and standardize the look and feel so it is consistent with our identity. To see more of this content, like us on Facebook and follow us on LinkedIn.

Most recently we added Robert, our newest consultant. Robert works with Christy on the Deposit side and comes to us with great knowledge of the Fiserv Premier® system. He has a passion to work with clients and it is exciting to see him get involved on more projects. Just the other day Robert worked on some Sweep training for a client and I was able to witness his excitement as the client responded positively to the training. Those are special moments for me!

Christy, Cole, Dan, and myself are busier than ever with an unprecedented number of new clients as well as work with our existing client base. We have our second annual conference coming up this fall which is always a very exciting event. We very much appreciate the wonderful clients we have the privilege to work with and have so many wonderful blessings to celebrate this year!

Brent Reynolds
President of Peak Consulting LLC

Partner Spotlight: *CC-Interactive*

C|C INTERACTIVE

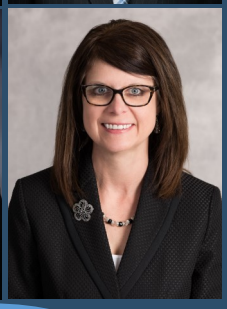
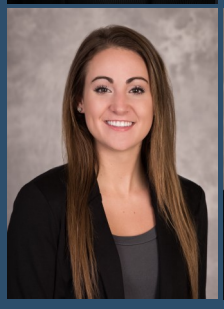
Each of the banks we work with prides itself on exceptional customer service. Defining that metric, however, can be challenging. What does outstanding service really look like? Here are four contributing factors:

1. Process
Processes and procedures should always keep the customer experience in mind. Consistency and efficiency are key. We help banks across the country redesign new account, BSA, quality control, and maintenance processes to save time and save money. Because when processes are lean, your bankers can focus on building deeper customer relationships.

2. Software
Most banks only use a fraction of the software functionality they pay for, and it can sometimes get in the way of a great customer experience. We are the experts in maximizing your use of new account and document routing software (such as Business Process Manager™ for Premier® and Director®) to support efficiency.

3. People
A service experience can only differentiate your institution if it is clearly defined, unique, and reinforced at every level of the organization. Our *Connect Skills* program helps you implement a service culture that is repeatable and drives profitability.

4. Visibility
Banks are getting fewer and fewer in-person interactions with their customers. It is more essential than ever to emphasize digital communication and touchpoints with potential and existing clients. We can help provide affordable digital content for online and in-branch mediums.

SUMMER 2018 EDITION

Does your Financial Institution offer an Overdraft Payment Program?

By: Christine Mollhoff

Overdraft Payment Programs (ODP) have become a hot topic recently as banks are finding that customers want the option to have an overdraft limit on their account for short term liquidity. This is where the bank would pay the item that overdraws the customer's account to a specific limit instead of returning the item to the payee. Providing this type of service to qualified customers is valuable because it is cheaper and more convenient for the customer to pay the overdraft charge rather than go through the cost and embarrassment of having the item returned. This also provides a non-interest income opportunity for the bank. The keys to providing customers with this option and staying compliant include the following:

- Transparency to the customer of all costs associated
- ODP Counseling of alternative less costly options if a customer has more than 6 paid OD charges in a rolling 12 month period
- Daily limits on NSF fees for consumer accounts (i.e. maximum of 6 per day)
- Not charging a fee on transactions if the customer overdraws the account by a de minimis amount (i.e. -$5.00)
- Transaction posting should be in an order that minimizes cost to the customer
- Utilizing dynamic limits based on the customer's ability to pay

Peak has worked with many Financial Institutions to provide guidance on utilizing the functionality for ODP accounts available in the Premier® core. Automating daily overdraft fee limits, not assessing fees on transactions that overdraw the account by the de minimis and implementing an ODP Counseling program are all items that are available. Peak can also provide best practice advice on automated decision plans, transaction posting order and specific transaction code setup. If your Financial Institution is not currently offering an Overdraft Payment Program, it may be a good time to review if this type of service would be beneficial to your customers.

"I don't know why we do that, we just always have done it that way."

"You mean we don't have to do that?!"

PEAK'S CORE OPTIMIZATION SERVICES

By: Robert Fischer

Most institutions are only utilizing 25-40% of their largest investment, the core software. Peak's Core Optimization Services for Deposits or Loans are a great way for a Financial Institution to fully understand their core. Together we perform a total review of an Institution's specifications and processes. Some of the benefits Include:

- Discovering solutions that can eliminate manual processes
- Revealing parameters that are set up differently than intended, or not set up at all, or partially set up
- Providing opportunity to have open discussions with experts to reestablish procedures at the institution and if those procedures are being followed correctly
- Finding release fields that were not used at the time of release
- Reinforcing portions of the system working correctly

Peak's consultants review all aspects of the core, which allows for discovery of potential revenue and cost savings opportunities. Peak provides customized recommendations based on your environment and ensure the solutions will work for you!

For more information please contact us at info@peakconsultingllc.com

"When did that functionality become available?" (...around 1987...)

"I've been trying to change that for years!"

"I'm sure we don't have any accounts pointing to that... oh, I guess we do"

Peak's Upcoming Events in 2018:

September:
- UnitiEast
- P3 Conference
- Peak Conference

October:
- Mid-South User Group
- Great Lakes User Group

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