

credit union with both U.S. and European presence uses Synergy eSign™ to enhance security and improve member satisfaction



Andrews Federal Credit Union

Location

Suitland, MD

Phone

301-702-5524

Website

andrewsfcu.org

Assets

\$2.5 billion+

Branches

15

Members

140,000+

Founded

1948

Software Solutions

- Symitar®
- Synergy eSign
- Synergy Enterprise Content Management™

Growth in the e-signature market is skyrocketing around the globe today. Increasing security concerns, rising government support, and the adoption of advance technology in a variety of countries have been cited as key factors contributing to the growing e-signature market. Recent research indicates that the worldwide e-signature market will continue to grow at a compound annual growth rate (CAGR) of 34.7% each year through 2023.¹

At the same time, newer laws like the General Data Protection Regulation (GDPR) – which standardizes data protection across all 28 European Union (EU) countries and applies to any organization holding or processing an EU resident’s personal data regardless of the organization’s geographic location² – further raise the stakes and risks for financial institutions.

Cathy Feyen handles all the imaging, document retention, and archiving for Andrews Federal Credit Union (FCU), a global institution that is well-versed in tackling these very kinds of business challenges. She has been with the credit union for over 35 years and today acts as IT Project Manager. Andrews FCU operates both U.S. branches (Maryland, Virginia, New Jersey, and the District of Columbia) and European branches (Germany, Belgium, and The Netherlands), serving more than 140,000 members.

According to Feyen, a significant step for the credit union took place in the fall of 2013, when their board of directors made the decision to move to a new core processing platform – ultimately settling on Symitar from Jack Henry™. In 2017, Andrews FCU chose to add Synergy eSign, a browser-based document presentment module and part of the Synergy Enterprise Content Management solution.

With Synergy eSign, you can digitally capture signatures and securely, permanently embed them into non-editable and auto-indexed PDF files. This means you can eliminate the time and resources required to scan, copy, and file paper documents. Powered by IMM, eSign also supports multiple signatories at separate locations. It can be used in any business transaction that requires electronically captured documents and signatures, such as signature cards, loan applications, HR, and insurance enrollments.



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Cathy Feyen

IT Project Manager,
Andrews Federal Credit Union

Better security and control rank among the top reasons Feyen is grateful the credit union made the switch from their previous remote signature capture solution. “There is a lot more security with eSign and by having the server onsite,” she explains. “We’re able to control everything better. With our previous solution, we simply didn’t have the same level of access.”

The credit union has seen cost and usability benefits as well. “We could’ve bought different components or different levels with our previous solution,” notes Feyen. “But we just didn’t want to keep paying higher amounts for things that we didn’t need. With eSign, it doesn’t make a difference how many documents I do, I’m already at a tier where I can use the system fully. I don’t have to buy bits and pieces of it. Plus, I know it’s all 100% secure.”

She continues, “Staff complained with our old system that it was a lot harder for them to find their documents. Now, if I need to send a document for a member to sign, I can quickly do the design with the virtual print driver in eSign and send it immediately to the member. It doesn’t take much time at all, and it’s really great for one-off documents. With our previous solution, it was very difficult to create the templates. I can create 20-30 templates within eSign in the time it would’ve taken me to create one or two before.”

As a global credit union with multiple branches overseas and over \$2.5 billion in assets, Andrews FCU also appreciates the technology’s overall security and the way member data is collected, used, and stored. “Synergy eSign provided an added measure of security,” says Feyen. “Especially with the big initiative (GDPR) that happened in Europe requiring stronger protection for personal data, such as social security numbers, account numbers, etc.”

Last but certainly not least, Feyen is a fan of the client service she and Andrews FCU receive. “The support we receive with Synergy and also on IMM’s side with eSign is just unbelievable,” she observes. “Whenever they are on the phone with me, they say, ‘What can we do? Let’s try this or let’s try that.

How can we make it better for you?’ It truly is wonderful. eSign is simply a much better product than what we had before – especially with the support.”

Feyen adds, “If I make a call about Synergy eSign, there are people I know who will be right there on the phone. It’s just outstanding.”



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sources

1. P&S Intelligence, *E-Signature Market To Reach \$9,073.1 Million By 2023*, accessed January 2023.
2. Forbes, *What Is General Data Protection Regulation?*, accessed January 2023.

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