

## First Command Bank Takes Command of Loan Application Process With Cypress Software Systems

### CHALLENGE

When Fort Worth, Texas-based First Command Bank opened nearly seven years ago, its lending officers were looking for an application processing, workflow and decision support system that would enhance the overall efficiency of its loan operations.

They soon discovered, however, that they'd purchased a "very expensive credit reporting tool," according to Roger Smith, senior vice president of lending.

"Our process is very hands-on - we're not a fully automated shop. And although we had purchased the product from the market leader, it just did not offer the functionality we needed," said Smith.

### SOLUTION

So about four years ago, Smith and First Command turned to then start-up Cypress Software Systems, to evaluate its flagship product, Mark IV. It provides

lenders with a very user-friendly application data entry point, quick retrieval of credit reports, reconciliation of debt information, and deployment of the bank's loan policies. Cypress provides these tools with the goal of speeding a quality loan decision back to the applicant, and assisting the financial institution in maximizing loan performance.

"When we first started beta testing Mark IV, we were processing about 800 loans per month," Smith said. "Now we're doing about 1,100 to 1,200 per month. Mark IV allowed us to grow our loan volumes without having to add staff to the extent we would have with the previous system."

### RESULTS

Smith said that Mark IV not only gave the bank a front-end application entry point, it also provided a work flow that fit well within the bank's own processes.

"We can do any 'hands-on' massaging of the application right within Mark IV, without all the paperwork. The decisioning is based on our lending and underwriting rules and standards," he said.

Smith further stated that the current approach allows loan reps to immediately determine if they are conforming to those policies and procedures.

### CUSTOMER PROFILE

**Name:** First Command Bank

**Location:** Fort Worth, Texas

**Founded:** 1998

**Branches:** 1

**Assets:** \$400 million

**Employees:** 110

**About:** First Command Bank is an affiliate of First Command Financial Planning, with field agents in about 200 locations around the world, primarily near military installations. Through OnCommand online banking services, its clients can access their accounts at any time, from anywhere in the world. Services include the ability to check balances, view account statements, transfer funds, and, of course, apply for a loan.

First Command Bank is an affiliate of First Command Financial Planning, which has field agents in about 200 locations around the world, primarily near military installations.

As the name suggests, the parent company offers an array of financial services to current and former members of the U.S. armed forces. First Command's personally tailored Family Financial Plans include, at a minimum, recommendations for life insurance products, investment vehicles and savings. Clients are referred by the field agents to First Command Bank for its range of deposit and credit products and services.

"We have very little walk-in traffic," said Smith. "The majority of our loan apps come in over the Internet, or via fax and regular mail."

Because so many of First Command's customers apply for a loan via the bank's web site, Smith said that Cypress wrote a software interface to the site that automatically populates Mark IV with all their loan applicant data. "There's no need to re-key data," Smith said, "which is a major time-saver."

## ABOUT CYPRESS

Headquartered in North Richland Hills, TX, Cypress Software Systems, LP is a leading developer of automated credit application decision support technologies. The company serves community and regional banks, finance companies and credit unions with loan application decision and tracking tools on par with those used by larger national lending institutions. The Company's flagship product, Mark IV, is used by clients nationwide to quickly and consistently process consumer loan applications. Cypress Mark IV offers a flexible, risk-based processing approach that includes tracking applications from point of entry to point of decision.

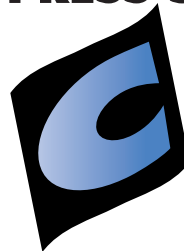
## ABOUT MARK IV

Mark IV is a "behind-the-firewall" Windows-based consumer application processing solution that provides lenders with a user-friendly application data entry point, quick retrieval of credit reports, reconciliation of debt information, and deployment of the bank's loan policies. Cypress provides these tools with the goal of speeding a quality loan decision back to the applicant and assisting the financial institution in maximizing loan performance.

First Command Bank has assets of about \$400 million and a loan portfolio of about \$220 million. Through its OnCommand online banking services, its clients can access their accounts at any time, from anywhere in the world. Services include the ability to check balances, view account statements, transfer funds, and, of course, apply for a loan.

"Our competitive differentiator is our overall product and pricing package," said Smith. "It's about understanding the lifestyles of our clients, and then offering the best deal possible to fit that lifestyle."

## CYPRESS SOFTWARE SYSTEMS



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