



First National Bank Midwest City Improves Loan Portfolio Quality with Cypress' Mark IV

CHALLENGE

For First National Bank, Midwest City in Midwest City, Okla., technology has always played an important role in enhancing operations and customer service.

Established in 1954, this seven-branch community bank today holds more than \$350 million in assets and employs more than 160 people across the greater Oklahoma City area.

Throughout the years, First National Bank has deployed technology to improve its customer experience. From ATMs and core systems to EFT networks, they used these systems to gain a competitive edge.

However, one key elusive factor for their bank — like many financial institutions — is using their technology to its full potential. Particularly in regards to First National Bank's loan automation software.

"Our bank has always been big on technology, and we had used loan origination software for several years," said Joe Koster, vice president and underwriter at First National Bank, "But we felt that we couldn't use that system to its full

capabilities, because the software suffered from high downtime rates and was not user-friendly.

"We needed a solution that was reliable, consistent and easy to grasp."

So the bank conducted a nationwide vendor search, considering three different products before selecting Cypress Software Systems LP and its Mark IV consumer loan software.

SOLUTION

"Of the three systems we tested, Cypress and their Mark IV software won hands down," said Koster. "Their personal demonstration sold us. It was the best product available then and now."

Cypress helped First National Bank install Mark IV and create a centralized consumer loan management system. Each salesperson at every branch has an interface to Mark IV at their desks, and they electronically submit applications to the bank's central processing center for underwriting and decisioning. The software also interfaces with the bank's Harland

Laser Pro document preparation system, eliminating redundant data entry and further streamlining the lending process.

Mark IV automates the consumer loan application and decisioning process. With the software, service associates electronically input application information while interviewing customers.

CUSTOMER PROFILE

Name: First National Bank Midwest City

Location: Midwest City, Okla.

Founded: 1954

Branches: 7

Assets: \$350 million

Employees: 160

About: First National Bank Midwest City prides itself on quality customer service. With six branches and 163 employees across the greater Oklahoma City area, First National Bank serves its community with a wide array of banking, financial, insurance and investment services. Web site: www.fnbmwc.com.

The software then quickly retrieves credit reports, efficiently reviews sources of repayment, and deploys the institution's loan policies. The result is a fast, quality loan decision.

"First National Bank, Midwest City is a prime example of the benefits of automated loan origination software," said Stephen G. Sargent, president and chief executive officer of Cypress Software Systems. "Year after year, our Mark IV system has helped institutions like First National Bank increase lending efficiency, cut costs and reduce risk."

RESULTS

Cypress and Mark IV made an immediate impact on First National Bank's consumer loan operations. It cut system response times down to seconds instead of minutes and decreased loan delinquencies down to one-half of one percent.

"We couldn't operate the way we currently do without Cypress and Mark IV," said Koster. "The software has brought much needed speed to our loan operations and consistency to our underwriting."

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.

Koster also said his bank has witnessed increases in productivity, efficiency and decision accuracy.

"The turnaround time from application entry to decisioning was cut in half, and the quality of our loan portfolio has been dramatically increased," he said. "And in uncertain financial times, the software provides solid risk-based decisions and brings added consistency to the process – which is its most important characteristic when times are tough."

ABOUT CYPRESS

Headquartered in North Richland Hills, Texas, USA, Cypress Software Systems, LP is a leading developer of automated credit application decision support technology. Cypress provides community and regional banks, finance companies and credit unions with loan application decision and tracking tools equivalent to those used by the largest national lending institutions. Clients, nationwide and in 16 countries, use the company's flagship products, Mark IV, BizMark and AppMark, to quickly and consistently process consumer and small commercial loan applications. Mark IV and BizMark may be licensed in the bundled Cypress Suite.

CYPRESS SOFTWARE SYSTEMS



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