

IMM Solution Suite Case Study

C-B-W Schools Federal Credit Union

The Opportunity: Achieve complete eTransaction automation

C-B-W Schools Federal Credit Union serves a vast geographic area from only two locations. The \$108 million-asset credit union sought to serve members more quickly and easily, particularly when it came to executing lending agreements.

The Technology: Deploy eSignatures for in-person and remote signing events

The Pennsylvania-based credit union partnered with IMM to deploy a fully integrated eSignature environment. The goal was full connectivity and seamless application to its core, LOS platforms and business applications. The credit union anticipated the implementation of flexible remote and in-person eSign capabilities to provide:

- An improved experience and expedient service for members visiting its two branches;
- An accelerated loan process; and
- Increased loan volume as well as expanded member base.

The Impact: Improve productivity to create a faster, easier member experience

C-B-W Schools FCU experienced positive results with its implementation and plans to further expand its application of IMM's eSignature technology with future projects. Early outcomes of the credit union's eSignature deployment include:

- A significantly shortened timeframe for loan documents, with signature processes reduced from a one week or more to same day;
- Faster in-branch operations, creating an enhanced member experience; and
- Anticipated loan volume growth based on prospective borrowers' understanding of C-B-W Schools' ability to fund loans faster.

IMM's eSignature platform, TotaleAtlas, and complementary remote eSignature service, Document Exchange, deliver an intuitive, consumer-oriented signing experience. Financial institutions have access to a wide range of flexible eSignature methods, both in-person or remote options to maximize customer convenience. The technology integrates with virtually all business applications and ensures completed documents and audit trails are securely and permanently stored within a financial institution's imaging system. Visit our Resources page to learn much more about how IMM's eSignature solutions can work for you.