

Springboard makes servicing
cardholders easier.

Customized cardholder information at your fingertips.



You can get faster answers to your cardholders when you have real-time access to their information. Springboard, from The Members Group, is a web-based system that your employees can use to access cardholder information.

Springboard is available to all of your employees at any location, especially staff who handle credit and debit card account functions. Springboard saves a large amount of time by automating many of the normally complex core cardholder services your staff performs every day.

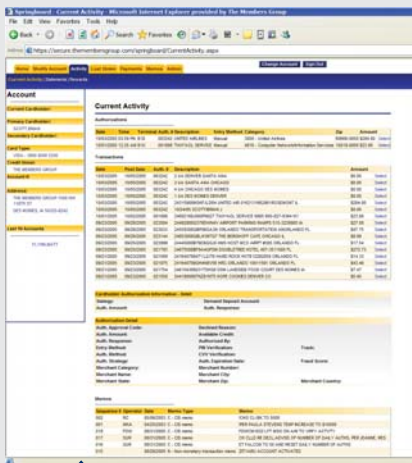
We use sophisticated technology for real-time access to cardholder information. Users simply point and click to get the answers to common transaction-based questions on topics such as authorizations, statements, payments, name or address changes and more on easy to read screens.

Springboard

Join the financial institutions whose employees have transformed the way they service their cardholders.



Cardholder Information: Easy to read and easy to use, so it's easy for you to reduce training costs.



Current Activity: More data with more details helps you do more for your customers.

With Springboard, weeks of training can be reduced to a few hours. In fact, simply by hovering a mouse over a field, a graphic will appear to explain what the function is and what it does.

The Members Group allows you to completely customize different levels of user access based on your operational needs. You can determine who can see and do what on a function-by-function basis. In addition, the system tracks every mouse click by your users so you can monitor the activity on your accounts.

SPRINGBOARD FEATURES:

- ◆ Web-based interface with real-time access to cardholder information
- ◆ Innovative cardholder servicing application for your employees
- ◆ Reduced training time with on-the-go training and educational graphics and windows
- ◆ Tab-driven security with point and click functionality
- ◆ Simplification of complex back-office procedures
- ◆ Safety and security with encryption of your cardholder data
- ◆ Financial institution defined role-based security

Give your staff the tools they need to better service your cardholders. Contact The Members Group at 800.268.1884 about Springboard today.



THE MEMBERS GROUP®