BSDCNEWS*L*INK

Same great service...New generation of products.

Message From Your Credit Union Software Team

As summer draws to a close, we find ourselves busy planning the 4th Quarter Webinar Schedule, getting ready for the Annual Customer Survey, and are already thinking about 2008 goals for our company. With that workload brings a reflection of our product, service, and staffing accomplishments so far this year as well. I wanted to take a minute to share these exciting accomplishments with you:

Products

✓ Sharetec Release 7.0. This release brought many new features to the software as well as converted many old character applications to the graphical interface.
✓ 96% of our customers now use the graphical interface.
✓ Remote Back-up functionality was implemented enabling customers to send their daily back-up to a remote location.
✓ Back-up Edge with Encryption, which encrypts member data in order to conform to NCUA regulation and protect members from identity theft.

✓ Major enhancements to our Sharetec Homebanking product, including Online Loan Application.

Service

✓ 8.83 average Survey Score for 2006
✓ Unresolved Call Average of 11 calls per week from January through July. Our goal is to stay under 14 unresolved calls each week.
✓ 1st Response Time average is 13 minutes with only 1 call (out of 12,025 calls) going over the 30 minute or less goal in the last 8 months.

Staff

✓ Implemented a Technical Analyst position for Tier 2 Support to reduce the turnaround time on outstanding software support issues.
✓ Vice President, Kevin Kolar and Programmer, Pam Bostic, celebrated their 20-year anniversary with BSDC.
✓ Promoted Matt Marra to the position of Conversion Department Manager to lead the Installation Team.

2007 is proving to be a year of continuous technology and process improvements. Our software and hardware teams have evaluated our processes and have made changes when needed in order to constantly improve support and customer satisfaction. Our teams understand that in this ever-changing industry and they have a continuous focus on working as efficiently and effectively as possible to meet your needs. I am proud to say that our current team is the strongest in BSDC history.

Of course, the majority of our success is due to the support and loyalty of our customers. So, I would like to express our appreciation for your continued business and support. Looking forward to seeing you at the 11th Annual National Users Conference in September.

Bonnie

Bonnie S. Doolittle, CIA, CUCE
Credit Union Software Manager

INSIDE...

SEDONA CORPORATION

ICUL SERVICE CORPORATION

SEDONA CORPORATION

ICUL Service Corp. & Bradford-Scott form Partnership

The Illinois CU League Service Corporation announces a Preferred Core Processor Arrangement with Bradford-Scott Data Corporation

August 1, 2007
Bradford-Scott is a core data processor providing credit unions across the country with member share and loan systems that position credit unions with the best and most technologically advanced services.

Bradford-Scott and Service Corp. have worked together for many years servicing Illinois credit unions. "Currently, we have more than 60 Illinois credit unions using our mutual systems and services. It only makes sense with today's aggressive market, that we partner together to provide the most comprehensive and competitively priced products to our customers," said George Fiegle, Executive Vice President of ICUL. "Bradford-Scott's development of an integrated home banking system providing members with the ability to view their share drafts directly from the SCIP archive is a tremendous service," says Cathy Pettis Senior Vice President of ICUL Service Corporation.

Their most recent joint endeavor is the development and launch of Service Corporation's Intercept On-line ATM/Debit Interface. "By working together strategically, we are able to offer our customers this single platform system at below market prices," said Kevin Kolar, Vice President of Bradford-Scott.

Contact Information
For more information contact Kevin Kolar at kkolar@bradfordscott.com or Cathy Pettis at cathy.pettis@ilcusys.org.

SEDONA CORPORATION PARTNERS WITH BRADFORD SCOTT TO DELIVER MRM CAPABILITIES TO CREDIT UNIONS

KING OF PRUSSIA, PA – June 1, 2007 – SEDONA® Corporation (OTCBB: SDNA) (www.sedonacorp.com), a leading provider of Customer and Member Relationship Management (CRM/MRM) solutions for small and mid-size financial services organizations, today announced that Bradford-Scott Data Corporation (www.bradfordscott.com) has selected SEDONA as its partner for Member Relationship Management (MRM), and Customer Relationship Management (CRM) application and services.

Headquartered in Indianapolis, Bradford-Scott is a leading provider of core data processing systems to credit unions. Bradford-Scott distributes the Sharetec System from Minnesota based Sharetec Systems, Inc. There are currently more than 300 credit unions using the Sharetec System, making it one of the most widely installed credit union software packages in the United States. Bradford Scott has been serving the credit union industry since 1992 with its largest customer serving more than 31,000 members.

"This partnership will provide incredible value to our credit union customers," said Kevin Kolar, Vice President at Bradford-Scott Data Corp. "Intarsia is an ideal compliment to the efficient design of the Sharetec System. By better managing member relationships, our customers will be able to identify the specific needs of each of their members and with such tight integration to the Sharetec System, we will reduce credit union costs and increase their revenue."

SEDONA President and CEO, Marco Emrich commented, "SEDONA is most pleased to be partnering with Bradford-Scott, a company with a strong reputation of customer satisfaction. As a Sharetec distributor, Bradford-Scott's clients will benefit from the compatibility of Intarsia with the functions they are currently performing with their Sharetec system. The rapid and easy deployment of Intarsia into their system, and daily routine, will afford Bradford-Scott customers the advantages and the capabilities of a comprehensive MRM system very quickly."

About SEDONA Corporation
SEDONA® Corporation (OTCBB: SDNA) provides multi-vertical Customer/Member Relationship Management (CRM/MRM) solutions and services specifically tailored to the small to mid-size financial services market. SEDONA's CRM/MRM solution, Intarsia®, is designed and priced to support and meet the needs of the multiple lines of business of small-to-midsize banks and credit unions. Intarsia provides the entire financial services institution with a complete and accurate view of their customers' and prospects' relationships and interactions. By utilizing SEDONA's CRM/MRM solution and services, SEDONA's clients effectively identify, acquire, foster, and retain loyal, profitable customers. For additional information, visit the SEDONA web site at www.sedonacorp.com or call 1-800-815-3307.

Forward-Looking Statements-
Statements made in this news release that relate to future plans, events or performances are forward-looking statements. Any statement containing words such as "believes," "anticipates," "plans," or "expects," and other statements which are not historical facts contained in this release are forward-looking, and these statements involve risks and uncertainties and are based on current expectations. Consequently, actual results could differ materially from the expectations expressed in these forward-looking statements.

SEDONA® and Intarsia® are registered trademarks of SEDONA Corporation. All other trade names are the property of their respective owners. This press release and prior releases are available on the SEDONA Corporation web site at www.sedonacorp.com.

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<h1 style="text-align:center">"It's Budget Time Again"</h1>
<p style="text-align:center">Building And Maintaining Budgets</p>

The Budgets module will allow users to prepare budgets for the coming fiscal year. Other features of this module allow users to update current budgets for the current year as well as run reports to compare the budgeted amounts to the actual account balances. When budgets are created for the next year, users can create them using two different methods. The following are steps to create and track budgets.

General Ledger Accounts
The first step in building accurate budgets is to view the G/L Accounts. The *Account Information* screen can be used to create and/or update General Ledger Account records. This screen also allows users to set up the account budgets, as well as view budget information, such as debits and credits.

Go to the Accounting Workspace → General Ledger →Account Information.

Searching for an Account
This screen lists the available General Ledger accounts. Use the *search function* at the top of the screen to look at a specific account or browse through the account list.

1. On the *Account Information* screen, enter the specific *General Ledger Account number* and click on the *Search* button.

2. This will display the specific GL account in the top browse and the detail information below. The information listed at the bottom of the screen is divided into five different tabs.
a. <u>History</u> - Displays the transactions posted to the selected general ledger account for the default period set up in the History Filter Values.
b. <u>Actual</u> - Summarizes posting activity on the selected general ledger account, including current balance, the net change to the account for each posting period of the fiscal year, the period ending balance, and the beginning year balance.
c. <u>Actual Db/Cr</u> - Displays the total debit and credit amounts posted to the selected general ledger account for each posting period of the fiscal year, total debits and credits for each quarter, current balance, and beginning year balance.
d. <u>Budget</u> - Displays the budgeted net debit/credit amount and projected balance (based on the beginning year balance) for each posting period of the fiscal year.
e. <u>Budget Db/Cr</u> - Displays the budgeted total debit and credit amounts for each posting period of the fiscal year and for each quarter.

<h2 style="text-align:center"><u>Building A Budget</u></h2>

Use the following steps to build a new budget for a selected General Ledger Account.

Set up a Budget
Inside of the upper browse, right click on the GL account and select *Properties – Budget*.
Building a Budget
The *Build* button can be used to automatically create period debit or credit budget amounts based on the parameters. This feature allows new budgets to be built based on previous years budget information.

Note: The *Budget Amt* and *Actual Amt* columns show the previous year amounts to help build a budget for the selected fiscal year

The following illustrates how to use the *Build* button to create a new budget.
1. Enter the *Beginning Balance* and *Yearly Total*.
2. Determine the *Applied Amount* if the budget will increase by a specific factor.
3. Determine the *Calculate Period* to determine how the budget will be distributed over the twelve different periods.
4. Click on the *Calc* button to distribute the Yearly Total over the 12 different periods.
5. Field Definitions:
a. <u>Period Debit</u> – Check this box if the entry that you are making will be a budget debit for the selected account. Whether the entries are a debit or a credit depend on the general ledger account type.
b. <u>Beginning Balance</u> – Enter the account's beginning year balance. This can be left blank if you are starting the budget from scratch.
c. <u>Yearly Total</u> – Enter the Annual Budget amount for this general ledger account.
d. <u>Applied Amount</u> – Enter the factor that the Yearly Amount should be multiplied by to determine the total annual budget amount. This field will come into play later when we use the system to update the budget for any following fiscal years.
e. <u>Calculate Period</u>- Use the drop-down list to select the formula used to calculate the budget amount for each month for the selected fiscal year:

i. <u>Equal Amounts</u> - For each month, budget amount = (Yearly Total x Applied Amount) / 12
ii. <u>% of Actual Total</u> - For each month, budget amount = (Yearly Total x Applied Amount) x (Previous Year & Month Actual Amt / Previous Year Total Actual Amt)
iii. <u>% of Budget Total</u> - For each month, budget amount = (Yearly Total x Applied Amount) x (Previous Year & Month Budget Amt / Previous Year Total Budget Amt).

6. Click *Save* and then *Done* buttons to return to the *Account Information* screen. These steps will need to be completed for every general ledger account to be included in the budget.

Viewing The Budget

Once built, users can view the budgets in the Account Information screen by clicking on the Budget or Budget Db/Cr screen.

Budget Tab
This screen displays the budgeted net debit and credit amounts and projected balance (based on the beginning year balance) for each posting period of the fiscal year.

Budget Db/Cr Tab
This screen displays the budgeted total debit and credit amounts for each posting period of the fiscal year and for each quarter.

Budget Reporting

Once the budgets for the fiscal year have been created; reports can be used to monitor actual amounts compared to budgeted amounts throughout the year. These reports track the actual expenses and determine if the credit union is staying within the budget.

G/L Budget Report
The *G/L Budget Report* is a listing of the budgeted debits, credits, and account balances for all general ledger budgeted accounts for the selected accounting period.

Budget Worksheet
The G/L Budget Worksheet compares the actual General Ledger account balances with the budgeted account balances for the selected accounting period(s).

Updating The Budget

G/L Budget Update

Use the following steps to update a G/L budget.
1. Go to the Reports Workspace — General Ledger — GL Budget Update.
2. The *G/L Budget Update* creates the budget for the new year. The *Budget Update* program will use the general ledger accounts from the selected parameters as the basis for calculating the budget amounts for the new year for the corresponding general ledger accounts.

Note: The Budget Update program can be executed multiple times. This allows different factors to be applied to calculate the budget for different groups of general ledger accounts (e.g. 5% increase for revenue accounts, 4% increase for expense accounts), or to modify budget amounts that have been created prior.

3. Field definitions:
> <u>Budget Year</u> – The year the budget is created for.
> <u>Reference Year</u> - The reference year used when creating the budget amounts for the Budget Year.
> <u>Reference Type</u> - Use the drop-down list to select which general ledger account balances (Actual or Budget) from the Reference Year should be used to calculate the budget amounts for the Budget Year.
> <u>Beginning Balance Reference</u> - Use the drop-down list to select which beginning year balances (Actual or Budget) from the Reference Year/Type should be used as the starting budget account balance.
> <u>Factor to Apply</u> - Enter the factor to be applied to the Reference Year/Type balances.
> > Note: This factor is similar to the Applied Amount found in the Budget Build. Enter an amount to calculate the budget for next year. For example, to increase last year's budget by 5%, enter 1.05 (e.g. if the Reference Year/Type balance is $5,000, the Budget Year budget amount will be $5,250 [$5,000 x 1.05]).
> <u>Account # List</u> - Use this list to select the general ledger accounts to create budgets for with this run.

Tip-of-the-Week E-mail Program

Great for tellers, loan officers, or any Sharetec user! These helpful tips include hints, procedures, best practices, and miscellaneous items. To sign-up to get this weekly e-mail, please e-mail Bonnie Doolittle at **bdoolittle@bradfordscott.com** with your name and e-mail address.

Listed are some of the past tips e-mailed to users:

If you find yourself typing the same information over and over, try using the Sharetec "Quick Text" feature. This program will allow you to pre-define frequently typed information and insert it using a shortcut key. For example, if you type the same memo for a specific Tran Code, use this feature by typing the code and hitting the Insert Key to insert the text assigned to the code. This program can be found under Tools/Quick Text. Click the Add button, assign the defined code, and enter the desired text.

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APY (Annual Percentage Yield) is often confused with APYE (Annual Percentage Yield Earned). The NCUA manual section 5160.2 discusses APY and section 5160.3 discusses APYE.   The NCUA manual says that they are not the same and will not necessarily show the same APYE percentage as the APY percentage. The APYE looks backward instead of forward. Meaning, it takes into consideration the actual dividends earned in the calculation. The APY is a projected dividend amount and does not take into consideration the actual dividend payment history.

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Changing 3rd party vendors soon? When initiating a vendor change, whether it involves a batch process like share drafts, ACH, ATM, or your statement processor, Internet providers, or ALM vendor, please get us involved during the planning phase. The more time that we have to prepare and assist you, the smoother the transition will be.

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If the Reg D flag is checked in Credit Union File Maintenance, the number of withdrawals is counted. The system will allow 3 checks to clear and 6 overdraft transfers if the account is set as an overdraft transfer target. Cash and check withdrawals will be limited to 3 and an override will be required to proceed with the fourth. If the Reg D flag is not set, the Money Market flag does nothing.

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Have you had a share draft return where it appears as though the member has the money to cover the check? If the Reg D flag is marked (see Credit Union File Maintenance) and the member had a combination of 6 ACH, ATM, or Share Draft transactions during the month, this could be the reason.   Reg D accounts are allowed only 6 withdrawals in a month.

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To create a new loan application from the Loan Calculator, go to the Lending Workspace, click on Tools, and then Loan Calculator. Enter a member number at the top in the search box. Enter all the necessary loan information and calculate the payment. Next, simply click the New Application button at the bottom of the screen to start the application process. This will open the Loan Application screen with the newly entered member information.

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To **avoid errors**, please remember that you cannot use special characters such as commas **(,)**, pound sign **(#)**, or slashes **(/ \)** when processing applications or doing transactions on your Sharetec system.

Want a quick way to remove incorrect data from a field in **GUI? Press Shift and the ?.** If you are a Character user, you could also press **F8** in addition to **Shift and the ?.**

Support Call ID Number

As many of you may know, the use of a call number when placing a support call is becoming more and more of an industry standard. Our research indicates that many data processors use a call number to track support issues. BSDC began assigning a call number for every issue that you bring to our attention in 2004. Three years later, we ask ourselves why we did not always use a call number as it has proven to make it easier for both you as well as our staff.

We need your help! When issues are reopened, we would like to see a higher number of users giving the call number to the receptionists.

Here's how it works:
1. When you call in an issue the first time, our support representative will give you the call number at the end of the call.
2. If your issue reoccurs or it is not resolved on your initial call, all you need to do is give the receptionist the call number when you call back. This will ensure that the support representative has located your issue and has studied it before calling you back.
3. Of course, to make this a successful change, you will need to retain the call number by keeping a log.

We are confident that the use of this call number will help us to increase your satisfaction with call resolution. We are always looking for ways to improve our service and support to you and this is a proven method. For those who are already using the call numbers, thank you, and we would love to hear your feedback. Thank you in advance for your help!

Dividend Posting Announcement

It is very important that you verify your dividend posting at month-end. In the past, we have received calls that, with timely notification, could have been quickly resolved with ease had the user notified us. If dividends do not post correctly or the program terminates abnormally, please stop and call BSDC Software Support immediately. At this point, most issues are quick to resolve. It is critical that you do not continue through your procedures until you have verified both dividend steps have been completed properly.

Correcting a dividend posting after month-end is very labor intensive and if a correction is required, your members will not see the current dividend on their statement until the following month. Given that a correction is terribly time consuming to complete and must be completed immediately upon notification to avoid compounding problems, we will begin charging for our time to correct dividend posting issues **that are not brought to our attention during the month end process.** Keep in mind that all issues can be avoided if the month-end user assures that the dividend program terminated normally and that the dividends posted correctly. This will save you and your member frustration and save us a bunch of time.

Please note— Any dividend issue that is reported on the day that month-end processing occurs will be treated as a normal support call at no charge.

Changes in Disaster Recovery Program

As I'm sure you are aware, Bradford-Scott has made some changes in recent months as it relates to the encryption of member data. In July 2006, we were mandated by NCUA to begin requiring that our customers use encryption software if backup tapes are received/returned via mail. In light of this mandate, BSDC has modified the Disaster Recovery Program as outlined below:

1. Back-up tapes that are sent to BSDC for Disaster Recovery testing must now be encrypted. If a back-up tape is sent to us and it is not encrypted, we can still perform the Disaster Recovery testing but we will not be able to return that tape to you.

2. BSDC now offers a new service that allows your credit union to store your encrypted remote backup on a secure FTP server at the BSDC office. If your credit union participates in this new service, you will now have an additional option of performing Disaster Recovery testing on this encrypted remote backup as well.

If your credit union is interested in signing up for our new service that allows your credit union to store an encrypted remote backup on our secure FTP server, please contact your Sales Representative today for details!
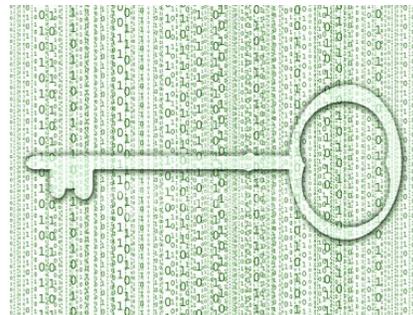
Club Account Transfers and Checks

Club accounts can be divided into three separate steps. The first is creating the club account. These accounts are created in the same manner as other share type accounts and are typically a *Vacation* or *Christmas* club account. The second step involves creating the club checks. The final step is the process of printing the checks and should be done immediately after they have been created.

Creating the Club Account

Use the following steps to create a club account:

1. Go to Teller Workspace — Teller Transactions
2. Search for the appropriate member and select the New Account (NA) transaction code.
3. To make an initial deposit, complete the appropriate fields and click the *Next TX* button.
4. When the *Transaction Modify* screen appears, select the appropriate club account.
5. Click the *OK and Done* buttons to complete the transaction that opens the new account.

Setting the Share Properties

Determine the appropriate renewal code for the club account in advance. The renewal code establishes what happens to the account balance when the transfer or check is processed. These properties must be determined at set up time to avoid future issues. Use the following steps to select the account renewal code:

1. Go to Teller Workspace — Central Information.
2. Search for the appropriate member and locate the club account in the *Shares* browse.
3. Right click on the club account and select *Properties – Share* from the shortcut menu.
4. In the account properties, click on the drop down menu for the *CD Renew* field and select one of the three renewal choices:

> <u>Renew</u> - Automatically renews at the current deposit type rate.
> <u>Check</u> - Issues a check for the account balance.
> <u>Transfer</u> - Transfers the account balance to the specified member account.
> i. *Div Post Member Number* —When Transfer is selected, this field must also be completed to determine what account the dividends will be posted to.
> ii. *Div Post Member Acct Type* —When Transfer is selected, this field must also be completed to determine what account type the dividends will be posted to.

5. Click on the Save and Done buttons to save the changes.

NOTE: Do not leave the CD Renew field blank. This will cause the account to except out during the processing phase.

If dividends are paid annually, the Share Products must contain an *Anniversary Date*. This is located in the Administration Workspace — Share Products. Right click and select *Properties – Share Products*. The *Anniversary Date* field indicates the dividend pay date.

<u>New Position Created at BSDC Technical Analyst</u>

The Management team at BSDC is pleased to announce the promotion of Tania Lowder to the newly created position of Technical Analyst effective January 1, 2007. This new position created a 2nd level of support within the Software Support Department and Tania is now responsible for many new duties.

We are confident that the implementation of this position will enable us to provide even better service to our customers by even further reducing the turnaround time on support issues.

Congratulations to Tania on her promotion!

Creating Club Checks

Club checks are created in Character Sharetec, within the *Club Account Checks* screen. To issue club checks and transfer amounts from club accounts:

1. Open a Character session and log in normally.
2. Press F11 and enter the jump code *clubchk*.
3. Complete the following fields in the Club Account Checks Screen:
    <u>Account Type</u> - Select the *Club Check Account Type* that will be processed.
    <u>Reduce to Zero</u> – Mark this option to either transfer or create a check for the entire amount able to   be withdrawn.
    <u>Post</u> – Mark this option to post changes to member accounts.
    <u>Print Checks</u> – Mark this option to issue the checks.
    <u>Transfer Funds</u> – Mark this option to enable any transfers that were marked for member accounts in   the *CD Renew* field.
    <u>Bank Number</u> - Input the Bank Number where the checks will be issued from.

> *Note:*   It is recommended that this process be ran first WITHOUT the *Post* option
>   marked to ensure that the issued checks and transfers look correct. Then
>   rerun the process with the *Post* option selected.

Printing Club Checks

Setting Up A Dot Matrix Printer
If a dot matrix printer is to be used, follow these instructions to set up the printer **before** following the Club Check Creation instructions:

1. Go to Administration Workspace — CU Controls — Bank Controls
2. Click the *Update* Button and uncheck the *Pre-Number* Box
3. Click the *Save* button.

> *Warning:*   Do not attempt a check withdrawal (ckw) type transaction during this process. BSDC rec-
>   ommends club check printing be done during non-business hours.

Print Club Checks
After club checks have been created, follow these steps to print them:

1. Go to the Back Office Work Space — Print Batch Checks.
2. Select *Club Account* the *Type* dropdown menu.
3. Use the default dates for the *Issue Date* and *To Date*.
4. Press the *Mark/Unmark All* button.
5. Select the *Print* button.
6. The club check will begin to print on the designated check printer.

IMMEDIATE RELEASE!!!
SHARETEC HOME BANKING
40 and Counting!

Bradford-Scott is pleased to announce 40 credit unions are already using Sharetec Home Banking. The response has been excellent. The development of a Real-Time home banking option directly from Sharetec will further enhance your credit union's ability to service your membership.

By tightly integrating our new solution to our existing core system, it offers functionality and affordability simply not achievable via third party interfaces.

In fact, for all of our customers that are currently using batch home banking, our real-time solution will be competitive with what you are already paying. Once your members have real-time home banking, they will not want to go back…nor will you.

Sharetec has an ongoing commitment to deliver to its customers, high quality solutions. We are excited to continue this tradition by providing another "State of the Art" and "Best of Breed" solution through Sharetec Home Banking. We look forward to the opportunity to show you Sharetec Home Banking.

Welcoming New Managers to our Credit Union Network

Al Schnick at LaPorte Community Federal Credit Union

Sue Farraher at Haulpak Federal Credit Union

Mike Sills at Evansville Federal Credit Union

Gary Walmsley at Utility Employees Credit Union

Doug Macias at Atlas Credit Union

Leann Steffa at Alton Route Credit Union

Julie Davis at Champaign Municipal Employees Credit Union

Leah Jett at Danville Bell Credit Union

Sarah Troehler at IEA Credit Union

Kelly Bertovick at Iron Workers Credit Union

Shelley Messer at Kankakee Terminal Belt Credit Union

Mary Karmenac at Southern Illinois Area Credit Union

Sherri Steinmetz at Elkhorn Federal Credit Union

Chris Bowers at Laramie Plains Community Federal Credit Union

Lisa Thurmond at Georgia Power Northeast Credit Union

Employee Spotlight—Amanda Beckner

Amanda came to Bradford-Scott in 2002 as a Conversion Analyst. She was promoted to Support Department Manager in 2005. The part of her job that she likes the most is helping clients understand and learn about the Sharetec system. Amanda came to Bradford-Scott with 4 years banking experience.

Amanda grew up on a farm in Huntington, Indiana. She has a 2½ year-old son, Grant, who constantly keeps her on her toes! Grant enjoys spending time outside on the tractors at Grandma/Grandpa's farm. In her spare time, Amanda enjoys playing volleyball and spending time with her family and friends.

Support

Pager Support Schedule & Rates

If support pager calls are placed during pager hours and one of the following situations applies, there will be no charge for the call:

(1) Page is for an issue that would prevent opening for business <u>and</u> the issue can be resolved remotely.

(2) Page is during normal credit union business hours <u>and</u> the issue can be resolved remotely.

260-625-5107 Fort Wayne
317-713-2065 Indianapolis

Normal Pager Support	Month-end Support	
Monday through Friday:	**Weekday:**	(1) Calls placed outside pager hours will be returned at 7:00 a.m. EST on Monday through Friday or 9:00 a.m. EST on Saturday.
7:00 a.m. EST to 8:00 a.m. EST 5:00 p.m. EST to 9:00 p.m. EST	Extended office hours until 9:00 p.m. EST	
Saturday:	**Weekend:**	(2) If the page cannot be handled remotely, charges for travel and labor will apply.
9:00 a.m. EST to 1:00 p.m. EST	Extended Saturday pager hours: 1:00 p.m. EST – 5:00 p.m. EST $240 per hour	
Calls that do not qualify as indicated above will be billed at $180.00 per hour	Sunday pager hours: arranged in advance $240 per hour	(3) If page is deemed billable, it will be subject to a minimum 1-hour charge.

Bradford-Scott Data Corporation

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Bradford-Scott Data Corporation

Same great service...New generation of products.