In consideration of others, please be sure to mute your cell phone before entering meeting rooms, but keep it on to use the MUG app.

We ask that you refrain from smoking during all parties and meal functions.

MUG PUB: This year, the main bar in the Hilton (Coasters Lounge) has been renamed the “MUG PUB” and is the central meeting place for after-hour networking with colleagues!

Prizes: Attend Conference Sessions and Visit the Exhibit Showcase for Cash and Prize drawings throughout the conference.

Hang onto the FIS ticket throughout the conference for drawings in all of their sessions! When you visit the Exhibit Showcase, pick up new tickets each time you visit!

You will have the opportunity to win multiple times just by visiting the Vendors! Tickets are given out the first 15 minutes, so don’t be late! Good Luck!

Your badge must be worn for entry into all MUG meeting rooms and the Exhibit Hall & Showcase. Thank you to Elan for sponsoring the Conference Badge Holders!

Attire for the entire meeting is casual. Be sure to dress in layers and carry a sweater or jacket, as temperature in the meeting rooms is difficult to regulate, and may be cold or warm.

Remember to Vote in the annual MUG elections. If you are the the primary contact for your Financial Institution, then you are the voting representative; please stop by the Registration Desk and sign in for your ballot.

Visit the Exhibitors! Not only do they have the latest products, technologies and systems to make your life easier... they also hold the stamps for the ever-important Grand Prize Giveaway Drawing Card – a Two-Night/Three-Day Stay at the Hyatt Regency Grand Cypress and a $500 Visa Gift Card for Travel. In addition, a cash drawing will be held at every event in the Exhibit Hall and Showcase: breakfasts, breaks, desserts, and receptions.

A message board is located near the MUG registration desk for messages coming into the hotel and messages you wish to send to colleagues.

Hotel check out time is 11:00 AM. Checking out later than that could result in additional charges. If you need a late check-out, please ask the Hilton Front Desk if it is available. On Wednesday, when the program ends around noon, the hotel will be prepared for a large number of early checkouts and will be able to hold your luggage for you if you wish to check out before the sessions begin and then pick up your luggage afterwards.

Thank The Sponsors: Be sure to thank the 2014 MUG Annual Meeting Sponsors! Their support is vital to the overall success of the meeting.

FIS Sessions are open to Users and approved FIS vendors only.

Welcome Party: After we wine and dine you in the Exhibit Hall and Showcase on Sunday, the party continues outside on the Sandpiper/Flamingo Decks at the FIS sponsored welcome party. This year’s outdoor Beach theme also features very special musical entertainment - Nantikool.

The Annual MUG Party on Tuesday night is on the Sandpiper and Flamingo Decks located adjacent to the Beach! Our Seis de Mayo MUG Fiesta Party will serve up great food, specialty drinks...like the “MUGarita”, along with music and dancing under the start as DJ Willie gets everyone moving! (Do remember to wear your name badge! We are also serving wine, beer, and soft drinks which are complimentary. Be sure to bring your drink tickets located behind your name badge.

Walk the Red Carpet and have fun taking as many pictures as you like at our Shutter Box Photo Booth. You’ll get to take home a lasting memory photo of yourself and your friends at MUG’s Seis de Mayo Fiesta Party! Check out the great photo props to spice up your picture!
Sunday, May 4

7:00 - 11:00 am
Vendor Showcase Decorator Setup
Location: Lower Level Conference Facility

8:00 am - 4:00 pm
FIS Showcase Setup
Location: Lower Level Conference Facility

10:00 am - 7:00 pm
Registration Open
Location: Grand Ballroom Foyer

11:00 am - 12:00 pm
MUG Executive Committee Meeting
Location: Palm Boardroom
Sponsored by: Digital Insight

11:00 am - 4:00 pm
Exhibitor Setup
Location: Lower Level Conference Facility

12:00 - 1:00 pm
Executive Committee/Sub Group Chairs Luncheon
Location: Citrus

1:00 - 2:00 pm
MOSUG Meeting
Location: Water’s Edge A

2:00 - 3:00 pm
Front End Users Meetings
ACI Users Group Session
Location: Water’s Edge B
MISER BA Users Group Session
Location: Water’s Edge A
Xyquad Users Group Session
Location: Water’s Edge C

3:00 - 4:00 pm
Subgroup Meetings
INDYMUG/CHUG
Location: Mangrove
EMUG
Location: Water’s Edge A
NEARMUG
Location: Water’s Edge B
CUMUG
Location: Water’s Edge C
Sunday, May 4

4:10 - 5:00 pm
FIS Product Cafe
Connections - Tom Leonelli
Location: Mangrove
ImageCenter & FOS - Scott Brun
Location: Water’s Edge A
FIS Lending Strategy - Ronny Chapman
Location: Water’s Edge B
FIS Document Management - Todd Mullen
Location: Water’s Edge C

5:30 - 7:00 pm
Welcome Reception with Exhibitors
Location: Lower Level Conference Facility
Grand Opening of the FIS and Vendor Showcase. Enjoy hors d’oeuvre, and the open bar at the opening social event of the conference. Engage with the vendors and see the FIS center. Enjoy the Vendor Theater where vendors provide 15-minute presentations for any interested attendees.

7:00 - 10:00 pm
FIS Welcome Party
Location: Sandpiper/Flamingo Deck
Kick off MUG 2014 with a fabulous event at the annual opening party sponsored by FIS. Enjoy music, beach-barbeque with food stations, drinks and great conversation as you watch the amazing sunset over the Gulf of Mexico!

Sponsored by FIS
Monday, May 5

7:15 am – 5:00 pm
Registration Open
Location: Grand Ballroom Foyer

7:15 – 8:00 am
Breakfast in Exhibit Hall/Showcase
Cash Drawing
Location: Lower Level Conference Facility
Sponsored by: ACI Worldwide

8:00 – 10:00 am
FIS Opening Session
Location: Grand Ballroom D-F

8:00 - 8:15 am
Welcome and Opening Remarks
Cash Drawing
Location: Grand Ballroom D-F
Debbie Bell, MUG Chairman

8:15 - 9:30 am
Explore the Future of RealTime Solutions
FIS Opening and General Session
Location: Grand Ballroom D-F
Rachel Landrum & Jerry Nissen
Moderator: Debbie Bell, Ameriana Bank (IN02)

The financial landscape is ever-evolving and moving towards mobile technology and streamlining processes. Join us to learn how Real Time Solutions is also evolving.

9:35 - 10:00 am
FIS & Unisys FIRST Award
Location: Grand Ballroom D-F
Jerry Nissen & Pat White

The Opening Session will conclude by presenting the 4th Annual FIRST Innovations Award. FIS and Unisys are pleased to announce this year’s MISER Institution winner for unique innovation in 2013!

10:00 - 10:30 am
Networking Break in Showcase
Cash Drawing
Location: Lower Level Conference Facility
Sponsored by: MeridianLink

10:40 - 11:30 am
MISER – A Roadmap to a Complete Solution
MISER – Improving Quality
Location: Grand Ballroom D-F
MISER Development
Moderator: Debbie Bell, Ameriana Bank (IN02)

Come and explore how we build a complete solution for you. We will provide an overview of the full lifecycle of new development.

11:30 am - 12:30 pm
General Luncheon
Location: Sandpiper/Flamingo Deck
Take a break and enjoy a buffet lunch with colleagues.

11:30 am - 12:30 pm
Cohesion User Group Roundtable Luncheon
Location: Water’s Edge C

11:30 am - 12:30 pm
New Attendees Luncheon (for First-Timers)
Location: Blue Heron Deck
Join members of the MUG Executive Committee and Subgroup Chairs for an informal meet-and-greet luncheon. Learn from long-time attendees and MUG members on how to make the most of your conference experience. Meet with your subgroup chair and hear what your peers are experiencing with MISER and how you can become more involved. MUG Leadership will be available to answer any of your questions.

12:30 - 1:00 pm
Dessert and Networking Break in Exhibit Hall/Showcase
Cash Drawing
Location: Lower Level Conference Facility
Monday, May 5

1:00 - 2:30 pm
MISER in Motion – Tap into the Power of New
Location: Grand Ballroom D-F
MISER Product Management
Moderator: Debbie Bell, Ameriana Bank (IN02)

2:30 - 3:15 pm
Networking Break in Showcase with Refreshments
Cash Drawing
Location: Lower Level Conference Facility
Sponsored by: Dynamic Solutions International

3:15 - 4:05 pm
CONCURRENT SESSIONS
MISER in and out of the Branch
Modern Delivery Channels
Location: Grand Ballroom D & E
MISER Product Management
Moderator: Beth Tomlinson, Bedford Federal Savings Bank (IN18)
Make the most of the time you spend with your clients. In the Branch with MISER DeskTop. MISER DeskTop is FIS’s newest initiative- delivering an intuitive, comprehensive client view with fewer keystrokes. When you have to break out of the Branch to meet clients bring MISER Studio. MISERStudio is real-time access to MISER via a tablet. This modular product provides up to date access to client demographic information and new client and account opening with the electronic deployment of documents. Join us as we discuss and demonstrate the power of these solutions.
Suggested Audience: Front End

Loan Boarding - Come Together
Location: Grand Ballroom G
Open Forum
Moderator: Earl Higginbotham, VyStar Credit Union (FL27)
Have you ever wondered if collateral or property has to be created before the escrow record? Or maybe the linking of the client has to occur before funding the loan? The bigger question… would it not be great for it to just be consistent??? Come together and share the steps you do at your institution for your loan products to see if they are the same as others. And even find out if they are performed in the “best practice” order according to an FIS MISER expert.
Suggested Audience: Back Office

Image-Enabled ATMs
Location: Grand Ballroom A-C
User Panel:
  Kerry O’Donnell, Wings Financial Credit Union
  Joan Groome, Virginia Credit Union
  Joan Roche, Flushing Savings Bank
Moderator: Shelly Clark, GECU (TX51)
Ready to put that Debit/ATM card to use on the PLUS side with minimal wait in line? Experience how other institutions have incorporated leading-edge imaging to automate the processing and management of check deposits at ATMs.
Suggested Audience: Back office, Data Center, eCommerce

BYOD: Bring Your Own Device
Location: Grand Ballroom F
David Mason, Wings Financial (MN02)
Moderator: Brad Grant, Wings Financial (MN02)
Is BYOD a help or hindrance to your organizations productivity? Could it be that BYOD itself is not the topic so much as the implementation of BYOD. Come, listen and engage with others on how best to implement BYOD!
Suggested Audience: Front End, Data Center
Monday, May 5

4:15 - 5:00 pm
CONCURRENT SESSIONS

System Updates
Location: Grand Ballroom D & E
Gary Time, Gary Henriques
Moderator: Jay Constantino, Stafford Savings Bank (CT21)
Find out what system updates are coming.
Suggested Audience: Data Center.

Revenue Generation - Wide Open
Location: Grand Ballroom F
Open Forum
Moderator: Earl Higginbotham, VyStar Credit Union (FL27)
Our conference is all about sharing solutions and if there was a “Session Ambassador” for the conference theme, this session would be wearing that cool, pastel colored sash and fancy medal with the multi-colored strap. This interactive session will be geared to help collect thoughts, ideas, successes and failures of ways to generate revenue from the many attendees. The topics will be wide open and not restricted to any area of the organization. As a bonus, you will look like a genius bringing back ideas to help your institution generate revenue.
Suggested Audience: All.

eDelivery of Forms & Notices
Location: Grand Ballroom A - C
User Panel: Ted Iverson, Premier America Credit Union
Kathy Cooper, UW Credit Union
Katie Allard, Jeanne D’Arc CU
Moderator: Alison Herndon, Lutheran Church Extension Fund (MO25)
Going Green … How would you like to reduce costs and improve customer/member communication? Join us as your peers “share” the “solutions” they have implemented, lessons learned and what results they are seeing.
Suggested Audience: Back Office, Data Center.

Stu-Stu-Studio Experiences
Location: Grand Ballroom G
User Panel
Shelly Clark, GECU (TX51); Polly Belden, Wings Financial Credit Union; Fred McCardell: Jeanne D’Arc Credit Union
Moderator: Shelly Clark, GECU (TX51)
Interested in quick and portable access to real-time information from MISER (customer/member, account and history inquiries). Join us to see how other institutions have incorporated MISERStudio into their daily operations.
Suggested Audience: Front End, Back Office.

5:45 - 6:45 pm
Sharing Solutions Evening Reception in Exhibit Hall/Showcase
Cash Drawing
Location: Lower Level Conference Facility
Sponsored by: CRIF Lending Solutions

Relax and unwind from a long day of sessions in the Exhibit Hall, enjoying good food, drinks and conversations with the vendors. Visit with industry experts as our vendors showcase their products and share information for you to take back with you!
Enjoy hors d’oeuvres, beer, wine and refreshments. The Sharing Solutions match-up game will take place, so visit with each vendor to match your card.

6:45 pm
Evening Free
The evening is open to enjoy dinner at one of the oceanfront restaurants here on beautiful Clearwater Beach or along the Coast. For restaurant reservations and/or recommendations on where to dine, please contact the hotel concierge desk or look through the information provided by the Convention & Visitors Bureau.
Tuesday, May 6

7:15 - 8:00 am
Breakfast in the Exhibit Hall/Showcase
Cash Drawing
Location: Lower Level Conference Facility
Sponsored by: ACI Worldwide

8:00 am - 4:00 pm
Registration Open
Location: Grand Ballroom Foyer

8:30 - 9:45 am
Sharing Solutions!
Location: Grand Ballroom D-F

8:00 am - 4:00 pm
Registration Open
Location: Grand Ballroom Foyer

8:30 - 9:45 am
Sharing Solutions!
Location: Grand Ballroom D-F

Join old friends and make
new ones at the MUG PUB on
the lobby level of the hotel.
(Coasters Lounge)

Be Sure to Thank our Sponsors!
Their support is vital to the overall success of this meeting.

MISER Users Group
Annual Meeting
MAY 4-7, 2014
Tuesday, May 6

10:45 - 11:45 am
CONCURRENT SESSIONS

Regulatory Deposits
Location: Grand Ballroom A-C
Sam Teague
Moderator: Alison Herndon, Lutheran Church Extension Fund (MO25)
Sam Teague stays up-to-date on everything regulatory. Join Sam as he “shares” the upcoming changes in Deposit Operations that will affect your Financial Institution.

eSign & Documents for Lending
Location: Grand Ballroom G
User Panel: Shelly Clark, GECU (TX51); Polly Beldon, Wings Financial (MN02)
Moderator: Beth Tomlinson, Bedford Federal Savings Bank (IN18)
We all know how difficult some customers can be to get to the Bank for a loan closing! Learn about the new e-signature feature for loan documents! Forget about couriers, and lost employee time transporting documents hither and yon. Upgrade your FI to save time and money.
Suggested Audience: Back Office.

Enterprise Output Manager (EOM) What’s in it for you?
Location: Grand Ballroom F
Presentation with User Panel
Moderator: Brad Grant, Wings Financial (MN02)
Are you leveraging this powerful software to save your organization both time and money when managing documents generated out of both MISER and non-MISER systems? Come listen to some real world examples of how it is being leveraged and start imagining how you could leverage it too!
Suggested Audience: Back Office, Data Center.

What’s installed on your phone?
Location: Grand Ballroom D & E
James Kaster, FIS
FIS Presentation & Open Forum
Moderator: Earl Higginbotham, VyStar Credit Union (FL27)
Everyone knows the “what’s in your wallet?” commercials, but that’s so 2010. And that’s because of the transition from the wallet to the phone. Come enjoy a short demonstration of the FIS Mobile Wallet product for the first portion of the session. Then we will turn the session over to the crowd for questions and answers to our presenter or to the other attendees. So, join us to learn about this fantastic product, interact with your peers and help start a new trend of saying, “What’s in your phone?”
Suggested Audience: Front End, Back Office, Data Center.

11:45 am - 12:30 pm
Networking Break in Exhibit Hall/Showcase
Cash Drawing
Location: Lower Level Conference Facility

12:30 - 1:30 pm
General Luncheon
Location: Sandpiper and Flamingo Decks
Take a break and enjoy lunch with colleagues.

12:30 - 1:30 pm
Flash Patch Management Roundtable Luncheon
Location: Blue Heron Deck
**Tuesday, May 6**

**1:45 - 2:45 pm**

**CONCURRENT SESSIONS**

**Relationship Building & Rewards Open Forum**
Location: Grand Ballroom A-C  
Moderator: Earl Higginbotham, VyStar Credit Union (FL27)

Relationship building is a major contributor to member and customer retention; and a little bit of rewarding doesn’t hurt either. Our user panel participants will share their experiences, methods, tips, tricks and best practices they use at their shop. Their presentation could help you improve your relationship building, client retention and maybe even provide you with some new reward ideas for more success in building those relationships!

Suggested Audience: Front End.

**MISER an Industry Leading User Experience**

**Future of MISER Technology**
Location: Grand Ballroom G  
MISER Product Management  
Moderator: Alison Herndon, Lutheran Church Extension Fund (MO25)

Make the most of the time you spend with your clients. MISER DeskTop is FIS’s newest initiative- delivering an intuitive, comprehensive client view with fewer keystrokes. MISER DeskTop will ultimately encompass many solutions within a single framework including teller processing, back office, business intelligence, collections, and system entitlements all available within a single solution and built on an HTML 5 framework. HTML5 is the same technology used in smartphones and tablets, therefore very familiar to your end users. Learn how this device-neutral solution delivers a consistent user experience every time.

Suggested Audience: Front End, Back Office, Data Center.

**Instant Issue Cards**
Location: Grand Ballroom F  
User Panel: Kerry O’Donnell, Wings Financial (MN02); Joan Roche, Flushing Bank; Brock Davis, Ameriana Bank (IN02); Roger A. Budny, Pulaski Savings Bank  
Moderator: Beth Tomlinson, Bedford Federal Savings Bank (IN18)

What do customers want? Quicker access to their cash! When do they want it? Now! Come hear about instant issue debit cards with a panel of FIs with experience. Has your FI inquired before, only to stop when you hear about the price of the equipment? Learn how other institutions are turning card issuance into revenue, community service, and philanthropic opportunities! Such issues as custom cards, access, pricing, and rewards programs will be discussed.

Suggested Audience: eCommerce.

**From Branch Banking to Smart Banking**

**The Changing Face of Retail Banking**
Location: Grand Ballroom D & E  
Sponsored by: Unisys

**Unisys Session**
Steve Koss  
Moderator: Jay Constantino, Stafford Savings Bank (CT21)

A look at the current initiatives in Branch of the Future design and the technology being used to meet the market’s expectations.

Suggested Audience: Front End, Data Center.
3:00 - 4:00 pm
CONCURRENT SESSIONS

Combined Statement Open Forum
Location: Grand Ballroom A-C
Panelists: Polly Belden, Wings Financial Credit Union; Bob Ferrarin, NEFCU
Moderator: Brad Grant, Wings Financial (MN02)
The combined statement CER has been one of the top vote getters! Join this session to explore some end-to-end enhancements to the combined statement process that would benefit all clients!
Suggested Audience: Front End, Back Office.

The New Branch - Sponsored by GECU
Anything new within your branch to enhance your members/customers experience
Location: Grand Ballroom F

User Panel
Moderator: Shelly Clark, GECU (TX51); Joan Groome, Virginia Credit Union
Looking for a branch concept designed around people’s lifestyles? See how this new branch concept combines finances, food, financial workshops and leading technology all in one shop.
Suggested Audience: Front End, Back Office.

Regulatory Loans
Location: Grand Ballroom G
Sam Teague
Moderator: Beth Tomlinson, Bedford Federal Savings Bank (IN18)
Suggested Audience: Front End, Back Office.

MISER In House or Service Bureau – The Branch of the Future
Location: Grand Ballroom D & E
Sponsored by: Unisys

UNISYS

Unisys Presentation
Steve Koss
Moderator: Jay Constantino, Stafford Savings Bank (CT21)
Attend this interactive session and hear about cool new technologies; Learn how to innovate; and Use these to develop your Branch of the Future. Learn about technology trends, and issues that will affect you. And hear about some Unisys technologies that you can take advantage of such as: print automation, barcodes, network security that can’t be hacked and a few other magical solutions that you won’t want to miss.
Suggested Audience: Front End, Data Center.

4:00 - 5:15 pm
Networking Break in Showcase
Stamp Card Grand Prize Giveaway
Location: Lower Level Conference Facility
Sponsored by: BankTel

6:00 - 11:00 pm
Seis de Mayo MUG Fiesta Party
Location: Sandpiper, Blue Heron & Flamingo Decks
Sponsored by Unisys and Burroughs

UNISYS • Burroughs

Join us for another AMAZING MUG Party at this year’s conference. The dinner will be outstanding, Cocktails will be flowing, Sea Breeze blowing, Entertainment will have you moving, and many other fun surprises are in store!
Wednesday, May 7

7:30 – 8:30 am
MUG Breakfast
Location: Grand Ballroom Foyer

8:00 am - 12:00 pm
Registration Open
Location: Grand Ballroom Foyer

8:30 - 9:30 am
MUG Annual Business Meeting
Prize Giveaway
Location: Grand Ballroom D & E

9:45 – 10:45 am
CONCURRENT SESSIONS

Front End Workflows - Creating Efficiencies
Location: Grand Ballroom A-C

User Panel - ACI & MISER Desktop
Moderators: Shelly Clark, GECU (TX51); Amanda Lingerfelt, United Federal Credit Union

Looking for ways to minimize clicks, reduce errors and enhance employee productivity? Join in to see how others are utilizing workflows to do just that (MISER Desktop & InterACT).

Suggested Audience: Front End, Back Office, Data Center.

Risk Assessments - What’s the big deal?
Location: Grand Ballroom D & E

Open Forum
Moderator: Earl Higginbotham, VyStar Credit Union (FL27)

More and more, when you start a project or going over it with your boss, we hear the question – “Did you perform a risk assessment?” Well, what does that mean exactly? Is there a standard document to fill out? You are invited to participate in the open forum discussion to share your solutions how this works at your institution and any sample document templates you may use to complete this almost standard step for new projects and products. Oh... and don’t forget to bring some questions for others to help stir up the conversations!

Suggested Audience: Back Office, Data Center, eCommerce.

eAlerts & Notifications – Wake up and grab your device!
Location: Grand Ballroom F
MISER Product Management, FIS
Moderator: Alison Herndon, Lutheran Church Extension Fund (MO25)

Have you ever been on vacation and suddenly realize that you needed to make your loan payment; an easy solution - enroll in an email or SMS reminder? Did that deposit really come through when it was suppose to? What happens if you can sign into your account? Join us in this session to better understand how MISER and FIS can assist you with their eAlerts offering. Real-time when it makes sense; once a day when you just need to be reminded.


Dashboards & Business Intelligence
Location: Grand Ballroom G

Presentation & Open Discussion
Moderator: Brad Grant, Wings Financial (MN02)

Should Business Intelligence be answering your questions or helping you question the answers? Maybe it’s both! Information, if leveraged, can help you both execute and drive your strategy. Come and engage on what is being done plus what could be done in the BI space.

Suggested Audience: Back Office, Data Center.
Wednesday, May 7

11:00 am
Technology Done Better

A holistic approach to leveraging technology to enhance customer experience, not just lower operating costs.
Location: Grand Ballroom D & E
Rob Evans
Moderator(s): MUG EC

The use of technology to create a differentiated customer experience is paramount to growing retail-banking business in an increasingly competitive market. Too often, disparate technology strategies and implementation plans focus on cost reduction rather than revenue production through superior service. Burroughs Director of Corporate Marketing and Program Management, Jeff Hauser, will focus on leveraging world-class technology and service to construct, execute, and measure a technology strategy that not only improves the bottom line but grows the top line as well.

12:00 pm
Closing Remarks
Cash Drawing

Incoming MUG Chair: Brad Grant
Location: Grand Ballroom D&E

1:00 - 5:00 pm
Optional MUG Sponsored Training Class

BI Expressions - Expressing Yourself in BI – When you need more than a base report!
Location: Water's Edge B
Terri Krupinski

This class will be a detailed look at using the Expression Function to add Fields, Custom Groups and Calculations to your reports. We will look at several Function options including IN, IF, SWITCH, DATEADD, DATEDIFF and a few others that can help you create those in-depth reports. We will also look at using the Sub-reports function to add additional dimension to your reports.
Thursday, May 8

9:00 am - 1:00 pm
ATM/Debit Cards - Card Class Features and Online ATM Parameter Review
Location: Citrus
Cyd Lemke
A discussion and review of the ATMmisernet parameters and use of the card type and card class parameters for the online ATM system. Each participant will receive a workbook that will enable them to follow along. We will also explain how they can get a copy of their own parameters so they can do a self-appraisal when they return home.

Deposit Charge Off
Location: Mangrove
Evie Serrano
This session concentrates on processing charge-offs for deposit accounts in MISER using real life scenarios, practical application, and a Q&A forum. The Deposit Charge Off functionality allows institutions to manage and track negative-balance deposit accounts through SmartCOLLECTOR, as well as performs the automation of collections, credit bureau and IRS reporting.

9:00 am - 4:00 pm
Cohesion
Location: Mandalay
Anand Likhite
In addition to a brief history on Cohesion participants will learn the host and server requirements to set up Cohesion and how to support Cohesion from an administrative point of view. The training will also cover the concepts and how to install Web Services. Last but not least we will provide an overview of the MISER SDK.

Adjustable Rate Lending
Location: Executive Conference
Scott Hadley
Interest rates are expected to increase this year after several years at historically low levels. Adjustable Rate loans are often used to keep loan production levels up in a rising rate market while providing borrowers with affordable alternatives to higher fixed rates. This course will provide loan servicing considerations in light of the charges for Regulation Z and will cover setup and administration of various types of adjustable rate products. Commercial, mortgage, installment and line

Enterprise Output Manager (EOM) DDA Feature in-depth
Location: Grand Ballroom D
Steve Diederichs, Pretty Good Consulting Group; Lisa Everden, Third Federal Savings & Loan
Hotel Floor Plan

MUG Registration

Exhibit Registration

To Exhibit Hall

Concurrent Sessions

General Session

Concurrent Sessions

Subgroup Meetings

FIS Product Cafe

Hilton Clearwater Beach

MISER Users Group
Annual Meeting
MAY 4-7, 2014
## 2014 FIS/MISER MUG ATTENDEE LIST

<table>
<thead>
<tr>
<th>Kiosk #</th>
<th>Kiosk Sign</th>
<th>Solution Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 &amp; 2</td>
<td>Power of Integration</td>
<td>New integration activity is always on the MISER plan. How does that help your institution? Come visit us at the MISER kiosks to understand how we are taking advantage of many FIS products and features to improve your efficiencies and give you flexibility in servicing your clients.</td>
</tr>
<tr>
<td>3 &amp; 4</td>
<td>Industry Leading User Experience</td>
<td>Make the most of the time you spend with your clients. MISER DeskTop is FIS’s newest initiative- delivering an intuitive, comprehensive client view with fewer keystrokes. Learn how this device-neutral solution delivers a consistent user experience every time.</td>
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<tr>
<td>5 &amp; 6</td>
<td>Taking the Branch to the Client</td>
<td>MISER’s real-time tablet offering allows you to take your institution to the client. Come see the new sales capabilities along with client view. MISER Studio allows your representatives and officers to go to the client and provide superior service along the way. The possibilities are endless.</td>
</tr>
<tr>
<td>7</td>
<td>Payment Services</td>
<td>MISER’s advanced integration provides solutions to expand your product offerings, optimize operations and give your customers the competitive choices and efficient experiences they demand. MISER offers integration with FIS’ most advanced credit card processing platform, BASE2000. This platform offers fully integrated credit card transaction processing solutions, providing a single point of authorization, transaction posting, settlement, reporting and access to all credit card services. Our credit card processing, services and enhancements add considerable value to financial institutions by managing risk and building profitability with turnkey, ready-to-implement solutions.</td>
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<tr>
<td>8</td>
<td>FIS Image and Output Solutions</td>
<td>No other single product levels the competitive playing field allowing the smallest financial institution to compete head-to-head with the largest institutions as does remote deposit capture. Come see the very latest in FIS Xpress Deposit, Commercial Capture Xpress, Item Processing and document imaging services.</td>
</tr>
<tr>
<td>9</td>
<td>Digital Finance &amp; Commercial Treasury Solutions</td>
<td>Phone Banking - customizable and stable self-service channel. Highly scalable, capable of supporting call volume spikes and sustained business growth. Web Services - hosting, designing and updating websites including integration to FIS online applications, consistent branding and 24/7 support.</td>
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<td>10</td>
<td>Digital Finance &amp; Commercial Treasury Solutions</td>
<td>FIS eBanking is proud to showcase several of our competitive offerings – Online Banking, Consumer eBanking and Business eBanking. Convenient, safe, and easy to use, our solutions offer a set of on-demand banking services that can help you increase customer retention, reduce costs, build wallet share, support your business and retail strategies, and offer you more cross-sell opportunities.</td>
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<tr>
<td>11</td>
<td>Digital Finance &amp; Commercial Treasury Solutions</td>
<td>FIS Mobile extends the value of your services and boosts your profitability. From card services like prepaid and debit to mobile banking, mobile wallet, remote deposit capture and tablet banking applications, FIS delivers a portfolio of mobile financial services relevant to your strategies to achieve the highest ROI and create a competitive advantage in your marketplace.</td>
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<table>
<thead>
<tr>
<th>Kiosk #</th>
<th>Kiosk Sign</th>
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<td>12</td>
<td>Shared Solutions</td>
<td>FIS Connections is hosted browser-based comprehensive CRM Solution designed specifically for community financial institutions. Key features include household profiling, database marketing with targeted segmentation, online survey tool, cross-sales with prospect tracking, incentive plans, reporting, and profitability and pricing.</td>
</tr>
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<td>13</td>
<td>North American Lending</td>
<td>Optimize your business with end-to-end lender technology solutions for both consumer and commercial lending. For consumer loans this includes originating, underwriting, documenting, and boarding loans to the FIS core systems. The commercial loan solution delivers efficient and profitable processes from loan origination through portfolio management.</td>
</tr>
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<td>14</td>
<td>EFT Processing</td>
<td>FIS provides the full suite of products and services to support your ATM and Debit Card portfolios. From ATM Driving, Network Access, PIN and Signature-based transaction processing and card production to state of the art Fraud and Risk Management tools, FIS’ solutions provide the utmost in availability and convenience for your cardholders</td>
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Dale Krystek  
Dennis Dunn  
Sandra Simmons  
Jodi Mettrick  
Haley Niehaus

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