



P.O. Box 1236
Portland, ME 04104

MEDIA RELEASE

For Immediate Release

February 7, 2023

For More Information

Contact: Jen Burke
AVP – Communications & Outreach
207-773-5671, Ext. 295

Synergent To Continue Hosting Jack Henry’s Symitar for Pioneer Valley FCU

(WESTBROOK, ME) – Synergent® is pleased to announce that [Pioneer Valley Federal Credit Union](#) has signed a new five-year agreement to renew its partnership with Synergent® for hosted Jack Henry™ [Symitar®](#) core processing and iPay Consumer Bill Pay™. The credit union also renewed its agreement with Synergent for integrated debit card services, statement processing, and check processing.

“Having a reliable partner like Synergent to host the solutions our members need is invaluable to us,” stated Anabela Grenier, President/CEO of Pioneer Valley FCU. “They operate as an extension of our team and they work hard to ensure we are providing the best possible service to our members. No matter the scenario, we know we can depend on Synergent.”

The credit union also uses Synergent to deliver additional service solutions through Jack Henry, including Opening Act™ and Remote Deposit Capture.

“We are grateful for the trust Pioneer Valley Federal Credit Union has placed in Synergent by extending our agreement for another five years,” said Scott Johnsen, Synergent’s Chief Relationship Officer. “Our unique partnership with Jack Henry allows us to provide Pioneer Valley with a variety of product solutions that will help them grow and remain competitive—all while delivering outstanding service to their members. The entire Synergent team is thrilled we can continue working with them in this capacity.”

Pioneer Valley FCU, headquartered in Springfield, Massachusetts, has nearly 11,000 members and over \$140 million in assets. The credit union is deeply rooted in Western Massachusetts’ rich history. Originating from the Springfield Massachusetts Post Office Employees, Pioneer Valley FCU has branched off and expanded to Select Employer Groups around the Pioneer Valley.

###

About Jack Henry & Associates, Inc.®

Jack Henry™ (Nasdaq: JKHY) is a well-rounded financial technology company that strengthens connections between financial institutions and the people and businesses they serve. We are an S&P 500 company that prioritizes openness, collaboration, and user centricity – offering banks and credit unions a vibrant ecosystem of internally developed modern capabilities as well as the ability to integrate with leading fintechs. For more than 45 years, Jack Henry has provided technology solutions to enable clients to innovate faster, strategically differentiate, and successfully compete while serving the evolving needs of their accountholders. We empower approximately 8,000 clients with people-inspired innovation, personal service, and insight-driven solutions that help reduce the barriers to financial health. Additional information is available at www.jackhenry.com.

About Synergent®

Founded by credit unions in 1971, Synergent® is a managed services provider that offers state-of-the-art and innovative core processing, in-demand payments, technology, and marketing services. As a service-driven and cost-effective host of Jack Henry™ Symitar® core processing, Synergent provides credit unions with the products and services they need to succeed. No matter what the product, our clients can count on Synergent to choose it, install it, integrate it, and help credit unions get the most out of it so they can focus on providing the best service experience possible to their members. For more information on Synergent, please visit www.synergentcorp.com or call 800-341-0180.