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SASCU Earns Digital Transformation Award

SALMON ARM (September 18, 2019) – SASCU earned the first annual Digital Transformation AmpliFi Award, presented by Central 1 Credit Union at its 2019 Momentum Conference in Toronto last week. The award recognizes an organization that harnessed the power of digital technology to drive their business objectives forward.

As one of four nominated financial institutions, SASCU won with its new digitized mortgage renewal process, applying DocuSign for remote signing capability with its partner Ricoh Canada, Inc. Launched in June 2019, this innovation is optimizing workflow and saving staff and our members an average of 30 minutes per renewal.

More importantly, it makes renewing a mortgage easier for SASCU members. They can receive and sign their mortgage renewal documents whenever and wherever they want, without ever having to come into a branch. This initiative is part of our larger Digital Member Experience strategy that has two pillars. This strategy is being led by Tom O'Connor, VP IT and Sheri Hamilton, VP HR. The first pillar is unlocking additional digital services that currently exist from our partners. "The second pillar, for which we won the award, is taking member-facing processes and making them faster, smarter and simpler to complete," said Barry Delaney, CEO of SASCU Financial Group.

"I am very proud of our SASCU team who did exceptional work to launch the digitized mortgage renewal process," said Tom O'Connor and Sheri Hamilton, co-project leads. "This award represents a successful achievement in SASCU's two key focus areas of Member Centricity and Continuous Improvement while providing a "wow-factor" with our digital member experience. We are on track to digitizing four more processes in 2019, as part of our commitment to having 100% of the highest impact retail banking products and services to our members via digital channels by 2021."

"As a member focused organization, SASCU understands the importance making the member experience as frictionless as possible," said Eric Fletcher, VP Marketing Ricoh Canada, Inc. "The mortgage renewal process with electronic signature is a key process for SASCU. The solution speeds up the process, saving member time and freeing up employee's time, which is perfect in the digital world. We are proud to be SASCU's first choice for helping digitize this key member process and partnering with them through their digital transformation."

ABOUT SASCU

SASCU Financial Group offers a broad range of personal and business financial services through SASCU Credit Union and its three lines of business, SASCU Insurance, SASCU Wealth and Commercial banking. In September 2018, SASCU expanded again by acquiring Shuswap Insurance Brokers in Enderby, BC. SASCU

Credit Union branches are in Sicamous and Sorrento, plus two in Salmon Arm. Established in 1946, SASCU has more than 19,000 members, 150 staff, and over \$800 million in assets. Learn more at www.sascu.com

ABOUT RICOH

Ricoh is empowering digital workplaces using innovative technologies and services enabling individuals to work smarter. For more than 80 years, Ricoh has been driving innovation and is a leading provider of document management solutions, IT services, communications services, commercial and industrial printing, digital cameras, and industrial systems.

Headquartered in Tokyo, Ricoh Group operates in approximately 200 countries and regions. In the financial year ended March 2019, Ricoh Group had worldwide sales of 2,013 billion yen (approx. 18.1 billion USD).

For further information, please visit www.ricoh.com

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