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## **TECHNOLOGY RATES HIGH AT SUN FEDERAL CREDIT UNION MeridianLink Receives Top Approval from CU Employees**

**COSTA MESA, CA - March 8, 2007** - MeridianLink, a provider of automated credit and lending technology for financial institutions, was rated as having the highest rate of satisfaction among the employees at Sun Federal Credit Union. An annual survey conducted by the Toledo, Ohio-based credit union found that employees were more productive and able to perform their work with greater ease as a result of their deployment of MeridianLink's LoansPQ Enterprise system.

"We make sure that we touch base with our staff on a regular basis," said Dale Frankhouse, director of lending at Sun Federal Credit Union. "We want to know their comfort level with the different systems they work on every day. Are they making good use of the tools from their systems? Are we as a credit union getting value out of our technology investments?"

The results of their survey showed that of all the technology currently in use at Sun Federal, MeridianLink's LoansPQ Enterprise system was rated as having the highest level of comfort by their staff, with a 94 percent approval. "What's surprising about this result is that we've been on LoansPQ less than a year," said Frankhouse.

### **Loans PQ Enterprise System**

LoansPQ Enterprise is a comprehensive system that handles many credit union activities, including new account creation, loan booking and loan disbursement. A key requirement for Sun Federal was LoansPQ's direct integration with Summit, their core processing system. This allows the staff at Sun Federal to complete all of their activities entirely within LoansPQ, and then easily synchronize data back into their core processing system.

The results of the comfort level survey provided an indicator of how well MeridianLink and the staff at Sun Federal worked together to deploy LoansPQ. A 94 percent comfort level reflected both the user-friendliness of LoansPQ and the effectiveness of MeridianLink's training and communication with Sun Federal's staff. "Technology implementation is not a one-way street," noted Frankhouse. "The high comfort score bears out the fact that Sun Federal and MeridianLink worked closely to ensure that resources at both ends were utilized to capacity."

"Our approach involves more than just technology in and of itself," said Ed Guerin, vice president of credit union development at MeridianLink. "We have a value-driven philosophy that transforms our relationship with clients into a service-oriented approach. We support our clients with resources to ensure a smooth deployment and migration of their staff. After all, technology is only as good as the people using it."

### **About MeridianLink**

MeridianLink, Inc. is a leading provider of enterprise business solutions for over 26,000 end-users in the financial services industries. The company's passion for excellence is reflected in their web-based credit reporting, lending, and new membership/deposit opening technologies, which all enjoy solid reputations as being cutting edge, reliable, and affordable. Based in Costa Mesa, California, MeridianLink is committed to creating "Smart Solutions" that deliver "Real Value." For more information, visit [www.meridianlink.com](http://www.meridianlink.com).