



PRESS RELEASE

FOR IMMEDIATE RELEASE

October 15, 2015

## Centris Federal CU Utilizes DeltaPoint Consulting Business Process Mapping To Enhance Operations

***Using DeltaPoint Consulting's mapping methodology, Centris FCU is analyzing the current state of its business processes. Changing technology platforms, regulation and member demographics require constant monitoring of current operational processes to meet the changing requirements of the industry and needs of the credit union's members.***

Scottsdale, AZ - October 15<sup>th</sup>, 2015 -- The operational environment within the financial industry is changing dramatically and rapidly. Technology innovations, member needs, and constant updates in the regulatory environment require continual improvements and enhancements to the internal business operations to address these business impacts. The most recent regulatory impact being the disclosure changes mandated by the Consumer Financial Protection Board's TILA-RESPA Integrated Disclosure rule implementation effective October 3, 2015.

Centris Federal Credit Union in Omaha, NE selected DeltaPoint Consulting LLC of Scottsdale, AZ to perform business process mapping of Centris' current state operations of their Lending and e-Lending processes. Particular process mapping emphasis was given to the mortgage lending process from member application to closing.

Steve Beiriger, Consulting Partner for DeltaPoint, stated, "Defining 'current state' enterprise and operation business processes is the foundation for the design and implementation of functional and compliant 'future state' operational environments. DeltaPoint Consulting's proven interview and business process mapping techniques, in conjunction with the collaborative input of the Centris Federal Credit Union process coordinators has positioned Centris for the future."

"In the constantly changing landscape of economic and regulatory environments, Centris maintains a proactive approach to operations for both cost efficiencies and regulatory compliance. The process mapping of our enterprise by DeltaPoint Consulting is now our roadmap to meeting our strategic operational goals while maintaining a high level of regulatory compliance", stated Steve Swanstrom, Centris president and CEO.

### ***About DeltaPoint Consulting:***

Formed in 1997, DeltaPoint Consulting Leadership and Consultants have more that 30+ years' experience in process mapping and process improvement efforts. The focus of DeltaPoint Consulting is to collaborate with your business to improve productivity while looking for opportunities to lower costs, improve customer service and promote customer loyalty.

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### ***About Centris Federal Credit Union:***

Centris Federal Credit Union, founded over 80 years ago, is one of Nebraska's largest community chartered credit unions with more than 86,000 members. Centris serves Douglas, Sarpy, Lincoln and Pottawattamie counties and has 11 offices located in Omaha, Grand Island and North Platte, Nebraska and Council Bluffs, Iowa. Its mission is to be a trusted life-long financial partner.

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