

23 February 2015

## World class banking system launched by Wide Bay Australia!

Commitment to providing exceptional customer service has remained a top priority at Wide Bay Australia and is the core reason we have invested in Ultracs 4, the most advanced and complete retail banking system in the financial services software marketplace.

The latest release of Ultradata's fully integrated retail banking system allows Wide Bay Australia staff to enhance delivery of banking services and improve customer focused service.

While customers won't see any obvious changes initially they will soon notice a significant improvement in banking relationships with Wide Bay Australia as, through this integrated banking system our staff will have timely access to information that the customer needs.

"Customer service has never been so important! As Wide Bay Australia transitions to Auswide Bank, we want to make sure that we don't lose sight of what really matters to a customer. We pride ourselves on delivering the best service and know through this new banking system we can be equipped to exceed customer needs on a consistent basis" said, Wide Bay Australia's, Managing Director, Martin Barrett.

"Our new banking system will also help us cut down on unnecessary paperwork, speed up account opening and transaction times, allow us to expand our range of products and services and provide a platform to launch even more online and digital experiences in the near future."

Peter Henshaw, Chief Executive Officer of Ultradata said, "Ultradata has been truly proud to work with Wide Bay Australia to upgrade their core banking system to the latest release of Ultracs. The substantial project was delivered on time and within budget due to the terrific efforts of the teams from both organisations. Wide Bay Australia now has a banking system better than any in the world and one that will help deliver on its growth and service strategies for the future".

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**OUR  
VISION**

to be  
the leader in  
retail banking  
in our  
**COMMUNITIES**

we  
achieve  
this  
through

our  
exceptional  
**PEOPLE**  
providing an  
exceptional  
**CUSTOMER**  
experience

**WE WILL  
ALWAYS EXCEED  
EXPECTATIONS!**