



News Release/For Immediate Release

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Better Branches Technology Releases Extended Absence Enhancement for Better Lobby

Informs MSRs of current and planned staff absences.

SAN FRANCISCO, CA – August 22, 2011 – Better Branches LLC, a technology provider specializing in front- and back-office workflow solutions for financial institutions, announced a robust new enhancement to their industry leading Better Lobby solution: the Extended Absence Option. This useful option displays the availability of staff members who will be absent beyond the end of the current business day.

In action, employees may add or edit their own entry at any time, but only managers may add or edit all employees. Staff members who work at multiple branches (i.e. mortgage officers or Investment Advisors) can display an extended absence in multiple locations. The software provides two viewing options: the first view is a quick summary that shows if any staff for the current branch, are on extended absence; while the second view allows employees to see Extended Absence details for all branch locations, including reason for absence and expected return date.

Rick Poulton, President of Better Branches, states that “our experienced development team added this option as response to client feedback – we are always trying to make our customers more efficient, and this options really adds value to our Better Lobby system.” The bottom line with this software is that client service is greatly enhanced when employees can collaborate closely and know each other’s schedules, both short and long term, and staff members can make appropriate alternate service arrangements when circumstances require thereby ensuring superior client service.

About Better Branches, LLC

Better Branches, LLC was founded in partnership with SAFE Credit Union of North Highlands, California, in 2003. The CUSO mergers best practice workflow solutions with innovative information technology to help credit unions improve service, increase sales, and lower operating costs.

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