

Press Release
01/29/2004

FOR IMMEDIATE RELEASE:

DocuMatix Announces Secure Member Inquiry

SALT LAKE CITY (January 29, 2004) – DocuMatix, LLC, an on-line marketing provider focused within the credit union industry and based in Salt Lake City, Utah, today announced a new product and service offering called Secure Member Inquiry.

In a time of heightened security and privacy awareness it is vital to look at all communication methods to ensure security and auditing compliance. Members today can communicate with their Credit Union in various methods: telephone, in person, mail, or within on-line banking. In addition, many members take advantage of being able to email their Credit Union.

Many Credit Unions offer a traditional “contact us” link that allows members to send an email from the Credit Union web site outside of their on-line banking. However, it is common to see disclaimers requesting the member to not send personal information in their inquiry because of privacy issues. If a member does in fact send account numbers, social security numbers, and/or other personal information it can introduce several issues with privacy compliance. It also places the credit union in a position where they are unable to take advantage of simply being able to reply to their members’ question because of the unsecured nature of email.

Secure Member Inquiry (SMI) was designed to address the issue of securing both the member’s question, and the credit union’s reply. In short, SMI offers the credit union and their members secure two-way email communications that are initiated through the credit union web site. SMI can securely route the member’s inquiry to the appropriate credit union representative via the de fact to standard: (S/MIME) Secure Multipurpose Internet Mail Extensions.

In addition, SMI is a completely outsourced solution that is configured via a web-based tool that can safely provide a higher level of security and assist with web site privacy compliance.

About DocuMatix

DocuMatix, LLC, is a provider of on-line marketing services to include permission based email marketing and web surveys. The flagship product of DocuMatix is the DocuMatix Product Suite which includes a powerful email creation wizard and a robust real-time reporting engine that allows for the creation of virtually unlimited designs, and new levels of professionalism offered within every email.

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