



QuestSoft Case Study

Evans National Bank Eliminates Manual Compliance Processes



Who:

Pat Grise, loan department supervisor
Evans National Bank, Angola, N.Y.

When:

June, 2007

What:

After a less than positive experience with previous compliance technology companies, Evans National Bank finds a long term compliance solution with thorough training and reporting options in QuestSoft's CRA RELIEF, a cost-effective risk management solution that fully captures and analyzes a financial institution's CRA data through quick and easy import options and drop-down menus in order to ensure that the institution's lending patterns meet all government requirements.

About Evans National Bank

Evans National Bank is a nationally chartered bank and a wholly owned subsidiary of Evans Bancorp, Inc. (NASDAQ: EVBN), a registered financial holding company. (continued on backside)

About QuestSoft

Laguna Hills, Calif.-based QuestSoft is an established provider of comprehensive and automated compliance software and services to the mortgage, banking and credit union industries. The company's products enable more than 1,500 banks, credit unions and mortgage companies to simplify the collection, analysis, compilation and reporting of key lending regulatory report data. For more information about QuestSoft and its products, visit the company's Web site at www.questsoft.com.

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Challenge

Angola, N.Y.-based Evans National Bank (\$474 million in assets), a nationally chartered bank and wholly-owned subsidiary of Evans Bancorp, Inc. (NASDAQ: EVBN), was looking for a less time consuming way of gathering, verifying, analyzing and submitting Community Reinvestment Act (CRA) information. The bank, which was required to submit CRA data for the first time in 2004, originally installed and used CRA software that required the manual entry of information, which took long hours and led to human error that could result in a costly audit.

"We manually keyed in the information on our prior CRA system," said Pat Grise, loan department supervisor for Evans National Bank. "Our compliance department would have to retrieve information from various sources and spend several days compiling and inputting all necessary information to submit the report. After that experience, we immediately launched a search for technology that would produce a more efficient CRA report and integrate with our Harland LaserPro LOS – ideally we wanted a direct flow of data from our LOS to the CRA program."

Solution

QuestSoft's CRA RELIEF offers a simple, user-friendly means of data collection and performance analysis to ensure compliance and increase efficiency. With one-step submission, lenders meet all federal and CRA regulations for performance and process evaluations. The software facilitates data integrity and compliance assurance through assessment area control, targeted analysis reports, loan detail sampling and corrections tracking. Evans National Bank was initially familiar with QuestSoft, because it utilized the company's proven HMDA RELIEF software package.

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Solution (continued)

"We had been working with QuestSoft for about three years with HMDA RELIEF and were very happy with its integration into LaserPro," said Grise. "Since we were looking for a similar experience for CRA, I requested information about CRA RELIEF, and its interface capabilities and reporting features. CRA RELIEF made the reporting process much easier compared to our last CRA solution. Through the product's automation, hours previously spent inputting data were now free to serve our borrowers and account holders."

Result

The implementation of QuestSoft's CRA RELIEF went smoothly and its integration into the bank's LOS was seamless. Once installed, the program drastically decreased the time it took to complete a CRA report. In addition, it saved money in the form of better using employee resources, avoiding fines and drastically reducing the possibility of human error. Evans National Bank's prior CRA system required manual labor and time intensive data entry from several information sources. CRA RELIEF's automated system facilitated quick data compilation from information entered into LaserPro, and allowed staff to correct errors automatically and compile rich detailed reports to analyze the bank's performance.

"I have a great comfort level with CRA RELIEF, because the system is able to recognize errors, enabling me and my staff to proactively change them before submission, where errors equal fines and a potentially lower rating," said Grise. "With four to five people entering data, there is much more potential for human error, and we had to catch entry errors upfront to avoid audits."

In addition to the product functionality of CRA RELIEF, QuestSoft provided Evans National Bank free online education on CRA and training on its program. QuestSoft's online education and training through regular Webinars not only demystified CRA and addressed common errors, but also provided specific information on CRA regulations, policies and other government information.

"The online training sessions are extremely helpful, and the handouts are valuable because we constantly use them as a reference – I have nothing but praise for the support and training team at QuestSoft," said Grise. "Our past experiences with CRA reporting have left much to be desired. QuestSoft and CRA RELIEF have far exceeded our expectations not only in product functionality, but overall education, training and support."

About Evans National Bank

(continued from front sidebar)

Evans National Bank has 11 branches located in Western New York with approximately \$474 million in assets and \$356 million in deposits at December 31, 2006. Evans National Leasing, Inc. is a wholly-owned subsidiary of Evans National Bank and is a general business equipment leasing company with customers throughout the U.S. ENB Insurance Agency, Inc. is an indirect, wholly-owned subsidiary of Evans Bancorp and provides retail and commercial property and casualty insurance through 12 agencies in the Western New York region. ENB Associates, a wholly owned subsidiary of ENB Insurance Agency, provides non-deposit investment products such as annuities and mutual funds. More information on Evans Bancorp, Inc. and Evans National Bank can be found at its websites: www.evansbancorp.com and www.evansnationalbank.com.

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