



**LASCO POSITIONING STATEMENT**

Lasco provides Information Technology (IT) solutions for small to mid-size financial institutions, businesses and organizations across the Upper Midwest. Lasco also serves as a data processing center for financial institutions providing numerous bank services to assist institutions with their day-to-day operations. For 36 years, Lasco has worked in an honest, ethical manner with its commitment being to assist its clients in achieving success. Lasco's client relationships are built on this commitment and trust with each of its clients.

**Note from the CEO:**

Dear Valued Customer:

Another quarter is about to come to an end as we enter fall. I would like to take this opportunity to mention the importance of investing in your company's information technology and network security. The security of your customer's information is becoming increasingly important in today's day and age. Whether you have your own internal IT staff or you outsource to a third party, investing in quality technology and high-tech security is a challenge.

Sound business practice would lead a company to start budgeting for updates to their technology in their 2006 budgetary process. In the long run, investing in your company's information technology and network security is investing in your customer's future.

Simply stated, the loss of your customer data could cripple your company. We would be pleased to meet with you to assess the status of your current infrastructure and discuss any options that are available.

Again, thank you for your business and your partnership. Enjoy the great U.P. fall season.

*Dennis VanLandschoot, President/CEO*



Renee Gleason, Lasco Network Support Technician has received CompTIA A+ Certification, an international industry credential for service technicians. After many hours of exemplary service, Renee passed a battery of tests that measured her broad range of knowledge and proven competency in core hardware and operating system technologies including installation, configuration, diagnosing, preventive maintenance and basic networking.

We knew you could do it! Good job!

**PRM Proactive Risk Manager**

Designed for use with your Visa®/MasterCard® debit cards to aid in the reduction of losses due to fraud. PRM Proactive Risk Manager™ (PRM) utilizes neural-network technology in conjunction with a rules-based system, providing financial institutions with a powerful fraud detection service.

**Benefits to the Bank**

- ♦ Reduction in fraud charge-offs
- ♦ Quick installation (four weeks) – no need to hire and maintain a trained fraud staff as the Metavante Risk Management Team has extensive experience with fraud detection
- ♦ Debit transactions are monitored by Metavante Fraud Analysts 365 days a year
- ♦ Metavante fraud analysts perform alert reviews and initiate customer contact to verify transactions, therefore ending fraud activity as soon as possible

**Benefits to the Customer**

- ♦ Peace of mind – Cardholders are concerned about fraud and are comfortable knowing that someone is "looking out for them"

PRM routes transactions in near realtime, allowing the fraud analyst to quickly assess transactions without impacting the cardholder at the point of sale.

The system compares data from the current authorization to the recent completed card transaction history, and assigns a score to each authorization. Based on the rules established by Metavante Risk Management, authorizations meeting the current criteria for fraud detection will generate alerts to be reviewed by Fraud Analysts.

The Analyst may contact the cardholder to confirm the legitimacy of the transaction. If fraud is identified, the fraud analyst will block the card, declining additional authorizations. In the event that transactions are highly suspicious and the Fraud Analyst is unable to reach the cardholder, a temporary block may be placed on the card until such activity can be verified.

*Kris Sweeney, SVP of Banking (906) 228-1054*

## IP Telephony

What is IP Telephony and why is it becoming the new buzz word? IP Telephony takes your phone system out of the diminishing world of analog and places it on your existing network infrastructure and/or high speed internet connection. By placing your phone system on your network, you can transmit voice, video, and data any time, any place, anywhere in the world – at significantly reduced cost as compared to conventional means.

Your employees' phones are connected to their computer workstations, allowing faxes to be received and sent directly from each workstation. Users can send and receive phone calls through their workstation and internal call tracking allows managers to oversee call volumes. All this can be linked to laptops allowing employees who travel extensively to have the same capabilities and are using the same phone system and phone accounts as if they were in their office.

By using an Ethernet connection to your local Internet Service Provider, IP Telephony allows you to make phone calls using your internet connection. This creates the opportunity to make long distance phone calls from anywhere you have a broadband connection. Advantages include having your phone calls forwarded directly to your email, directly to your voicemail or to a different number. IP Telephony will still allow you to have call forwarding, call waiting and caller id functions.

Lasco will soon be offering IP Telephony solutions for your business. As an IT partner, we can assist you with your communications by integrating IP Telephony into your network.

For additional information on how you can optimize your return on investment, contact Dan Fezatt, Sr. Vice President – Information Technology at 800-800-6197, extension 157 or direct at 906-228-1057.

These advantages lead to many IP Telephony incentives:

- ◆ Increase productivity
- ◆ Security and compliance
- ◆ Ease of control and management of system
- ◆ Expands easily to add additional users and features
- ◆ Allows choice of the best peripherals
- ◆ Seamless voice and data connectivity for remote offices and users working from home
- ◆ Greatly reducing or eliminating long distance costs
- ◆ Integrates with other software
- ◆ Conference and bridge calls
- ◆ Handles different handsets and video calls
- ◆ Allows access to external data bases
- ◆ Integrates with instant message systems
- ◆ Works with your firewall
- ◆ Redundancies
- ◆ Leverage your existing IT infrastructure, hardware and personnel

Businesses in the Upper Peninsula are starting to migrate to IP Telephony due to the technical benefits and financial investment required to their outdated systems. In order to have your IP Telephony system working as you want it to, your IT infrastructure needs to be running at an optimum level.

## IT in the U.P. Conference

On September 22, 2005, Lasco attended the first I.T. in the U.P. Conference held at Bay College's M-Tec offices. During the conference there were many sessions offered on various topics from Network Security, IP Telephony, Wireless Systems and Thin Client Applications. Over 100 participants from Delta and Marquette counties were in attendance.

One interesting session was on the Michigan Infragard, a regional organization whose principal purposes are to:

- ◆ Enhance awareness about security practices and critical infrastructure protection among industry, government and academia in this region.
- ◆ Provide its members with timely threat advisories, alerts and warnings
- ◆ Develop relationships between government and private sector that will allow the exchange of information

Infragard members are linked to each other and to the FBI by the Bureau's secure "alert network". Companies can anonymously report incidents to all other members without fear of publicizing their vulnerability.

If interested in learning more about Infragard, go to their website at [www.infragard.net](http://www.infragard.net).

M-Tec and Bay College are looking forward to hosting this conference on an annual basis. Lasco is planning on participating at next year's conference in a presenter role. As we get closer to next year's conference, we will provide you information on the topics that will be covered and the type of vendors that will be in attendance to assist you in learning more about the IT environment.

## Metavante Insight for Customer Servicing

The Metavante Insight solution enables financial institutions to provide superior customer service. Metavante Insight provides financial institution employees with a more intuitive and easier-to-use interface for Deposits, Loans, and Customer Information.

With point-and-click navigation through a traditional internet browser, online help, context-sensitive menus, account and customer information pre-fill, and built-in edit checking, financial institutions will save valuable time and money by streamlining the account and customer servicing processes.

Because of the intuitive design of Metavante Insight, managers will be able to reduce the time required to bring new employees up to speed. Insight reduces the effort required to validate maintenance activity because of the built-in edit checks, allowing financial institutions to be more flexible in their staffing and to more quickly respond to changing business conditions.

By taking advantage of graphical browser-based technology, Metavante Insight provides simplified, more efficient access to total account and customer information. This saves personnel time, improves the quality of information they receive, and ultimately improves the level of service they provide to their customers.

Metavante Insight dramatically improves the user experience when performing tasks using Metavante financial account and customer processing systems. Supporting a range of business functions, from simple inquiries to complex maintenance, the servicing functions represent a re-engineering of the user online interface so the Loan, Deposit, and Customer tasks are presented to end users according to the way they perform their jobs.

Metavante Insight walks users through their tasks so there is no longer the need for cheat sheets and most edit checks the next day. In addition, drop-down fields and behind-the-scenes calculations eliminate the need to memorize codes and do extra paperwork.

## Coming Soon...

Be on the look out for Lasco's new website in the next quarter. We are revamping our look and making the website a more useful resource with the latest Lasco news and quarterly newsletters. We will have our full IT product line and services listed as well as our banking department services including Check 21 solutions. As we move closer to completing the renovations we will keep you updated. If anyone has any ideas on what items they would like to see on our website or resources you would like available on the website, please email [melissa@lascoinc.com](mailto:melissa@lascoinc.com).