



## ***FISC Solutions Media Contact Information & Fact Sheet***

**FISC Solutions**  
**168 Lisbon St.**  
**Lewiston, ME 04240**  
**[www.fiscsolutions.com](http://www.fiscsolutions.com)**

### **Primary Media Contact:**

Tiffany M. LeBrun, Marketing Director  
Phone: (207) 782-6858, ext. 4101  
E-mail: [tlebrun@fiscsolutions.com](mailto:tlebrun@fiscsolutions.com)

### **Corporate Management/Key Contact:**

Carol T. Sabasteanski, Chief Executive Officer/President  
Phone: (207) 782-6858

### **About FISC's President:**

- Joined FISC in 1980.
- President & CEO of FISC since 1990.
- Graduated from Colby College and the Maine/New Hampshire School of Banking.
- Member of The Association of Financial Professionals (AFP), the Association of Fundraising Professionals (AFP), and The Association for Work Process Improvement (TAWPI).
- Member of the Payments Capture and Clearing (PCC) Council at TAWPI.
- Currently serves on the Board of Directors of the Boys & Girls Club of Auburn/Lewiston and the Sisters of Charity Health Systems.

### **FISC Solutions Quick Facts:**

- Founded in 1977 by Maine community financial institutions.
- FISC provides outsourcing solutions for financial institutions, small and medium size businesses and non-profit organizations.
- FISC introduced image statements in 1995 and check archive and online retrieval in 1997.
- FISC's solutions include payment processing, item (check) processing, cash management services, retail, wholesale, and wholetail lockbox, loan servicing, online image archive, statement and invoice printing and mailing, e-billing, e-statements, creative marketing services, disaster recovery services, forms printing and inventory management.
- FISC also offers Accounts Receivable Conversion (ARC), image cash letter processing, and branch and commercial remote deposit capture.
- Norway Savings Bank and Androscoggin Bank, two Maine community banks, equally own FISC with combined assets of more than \$1.3 billion.
- FISC has 130 employees.
- The seven members of the management team have combined financial industry experience in excess of 150 years.
- Disaster recovery site located at 200 International Dr., Portsmouth, NH 03801.

**Mission Statement:**

*FISC is a customer-oriented company that utilizes technological expertise to provide cost-effective outsourcing solutions for businesses primarily located in New England.*

We are committed to achieving our mission by taking the following actions:

- We will provide our customers with high-quality, personalized service; innovative customized products and fair pricing.
- We will offer the FISC team of employees a safe, challenging and rewarding work environment.
- We will operate profitably to provide our owners with an equitable return.
- We will be an involved corporate citizen by actively and positively contributing to the quality of life in our community.



### **Production Facts:**

#### **Statement Processing-**

- FISC renders 430,000 accounts per month
- FISC prints 1,004,066 pages per month
- At quarter-end, FISC renders 471,583 accounts per month
- At quarter-end, FISC prints 1,045,203 pages per month
- FISC has 27 statement processing clients, including credit unions, banks, water and oil companies.
- The statement inserter runs at 4,000 accounts per hour
- Our high-speed printers print 6,100 simplex pages, or 3,100 duplex pages per hour

#### **Remittance Processing-**

- FISC processes payments for 32 clients, totaling 45 different accounts
- Current average monthly volume is 750,000 payments
- Largest monthly volume to date is 852,956
- Opening machines open at 850 items per hour
- Sorters capture and encode at 1,000 items per hour
- Sorters capture 600 documents per minute
- Sorters encode 500 documents per minute