

FirstBank partnered with Finastra to elevate loan origination efficiency amidst a major system conversion and mergers

One of the Southeast's fastest growing financial institutions, FirstBank implemented LaserPro because it best meets the needs of their customers

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We converted our origination solution to LaserPro because of its industry leadership, scalability, and best-in-class functionality. Finastra has been a terrific partner throughout the implementation process, which confirmed for us that we'd made the right decision."



Scott Tansil
Chief Business and Operations Officer, FirstBank

Strength through growth

FB Financial Corporation (NYSE:FBK), the parent company of FirstBank, is a \$16.5 billion asset regional powerhouse recognized as one of the strongest banks in the United States. Headquartered in Nashville, the bank provides premium products and services through over 90 branches, many of which joined the FirstBank family as a result of mergers with other high-performing community financial institutions. This expertise was underscored when it acquired Southern States Bank, a well-regarded regional bank with a similar reputation for superior customer experiences.

FirstBank demonstrated its capabilities by seamlessly merging operations with Southern States, building on its prior evaluation of LaserPro as a strategic lending solution, and integrating both the core and lending technology stacks. In parallel, the bank had recently reviewed its loan origination system and elected to convert to a joint solution with LaserPro and Abrigo.

To further enhance performance, FirstBank implemented LaserPro Conductor, streamlining the review and editing of LaserPro document packages. This introduced greater control and consistency, improving efficiency, reducing processing risk, and accelerating loan closing times.



**INNOVATING
FINANCE
TOGETHER**



Southern States had worked closely with Finastra for several years, which underscored that LaserPro's industry-leading capabilities and ironclad document compliance promise were the right choice as our system-wide document solution, "

Scott Tansil

Chief Business and Operations Officer,
FirstBank

Partnership was key to success

To navigate a period of significant change, FirstBank partnered with organizations that were nimble, flexible, efficient and, above all, capable of moving beyond implementation to deliver value for customers and shareholders as quickly as possible.

Finastra worked closely with the bank to ensure a seamless transition of its lending platform. And Finastra's Premium Support team held regular sessions to help FirstBank to optimize its LaserPro experience, minimize transition risk, and effectively support staff in getting up-to-speed with the new system.

Scott Tansil added: "The service level Finastra provided throughout the transition was beyond our expectations. Of course, we had a hiccup or two along the way, but the Support team stepped in immediately to address these and ensure we were able to get up and running in a very satisfactory manner."

FirstBank continues to assess mergers and solution upgrades that ensure their customers receive the most satisfying experience as possible. They are confident that Finastra's scalable solutions will grow with their needs, and new capabilities such as integrated AI capabilities will enable them to compete with and exceed competitors in their home markets.

About FirstBank Financial

Founded in 1906 and headquartered in Nashville, Tennessee, FirstBank is committed to bringing financial peace of mind to its customers and unlocking prosperity in its communities. Recognized by BauerFinancial with a five-star superior rating, FirstBank operates 90 full-service branch locations in five fast-growing southeastern states.

About LaserPro

LaserPro, Finastra's market-leading loan document engine, is trusted by over 40% of all US community banks and credit unions, and guarantees state and Federal compliance with an up to \$5 million accuracy warranty. Whether installed on-premise or accessed via the cloud, LaserPro simplifies loan document generation and accommodates any type of loan, borrower, or collateral.

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