

Success Story



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- **Joseph Andrews, VP,**
Commercial Lending



National Penn Bank grows during 17-year relationship with Shaw

This year marks the 17th anniversary of Shaw Systems' relationship with National Penn Bank. The bank first licensed Shaw's **COLLECTIONS™** product in June 1993. More recently in 2007, National Penn merged with KNBT Bancorp, with National Penn surviving the merger and remaining headquartered in Boyertown, Pennsylvania. After a thorough internal study, National Penn chose Shaw's product over the existing KNBT collections system.

“Shaw Systems stood out as the clear winner in my mind,” said Joseph Andrews, National Penn's Vice President of Commercial Lending.

“Shaw **COLLECTIONS** has become an integral part of our daily work lives,” said Andrews. “Our last upgrade has allowed us to utilize some of the advancements in the product. We look forward to many more years working with Shaw Systems, and we appreciate their support.”

National Penn Bancshares, Inc., with \$9.2 billion in assets, is the fourth-largest bank holding company based in Pennsylvania. It has 127 offices in Pennsylvania, Maryland, and Delaware. The bank is the fifth-highest ranking Mid-Atlantic bank in terms of customer satisfaction, according to the J.D Power and Associates 2010 Retail Banking Satisfaction Study. The bank scored 781 and ranked among the top banks in Delaware, Maryland, New Jersey, New York, Pennsylvania, Virginia and Washington, D.C. The scores are based on a 1,000-point scale.

Andy Reynolds, Shaw Vice President and Relationship Manager said, “We are proud of longstanding partnerships like the one we have with National Penn. It's satisfying to see how our organizations have both grown over the past 17 years.”