

Our Company's Core Values

[PRIDE]

Jack Henry & Associates, Inc.®

D

D stands for **Drive for Results**. A strong drive for results means actively pursuing objectives, displaying an exemplary work ethic, and accepting and overcoming obstacles. It means taking ownership of issues and seeing them through to completion, and providing our customers with a "one company" experience. It means pushing ourselves to go beyond the ordinary, and never giving up.

"Results are not just for a brand, division, team, or individual, but for all of JHA."

- Robert Avie
Applications Analyst, Senior



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E

E stands for **Excellence**, which means understanding that there is always room to grow and improve. Here at Jack Henry & Associates, it's important to not only make sure that we're getting things done, but to make sure we're getting things done well.

"Excellence means never settling for 'good enough.'"

- Kara Church

Technical Editor, Advisory



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I stands for **Integrity**, which means doing the right thing, even though it might not be the easiest thing to do. It means being forthright and fair. It means speaking up. It means refusing to compromise. It means putting in an honest day's work and doing the best job possible for JHA, your fellow co-workers, and the customers you serve.

“Integrity means doing the right thing not just because you are told to, but because it is what's right.”

- Tina Rioux

Customer Relationship Manager, Senior



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P

P stands for **Passion for Customer Service**, which has been a driving force behind Jack Henry & Associates' culture since our founding in 1976. Whether we're staying late to help a customer in need, troubleshooting an issue, or simply making a quick phone call to check in on a customer, it's our day-to-day commitment to always make the customer a priority that sets us apart from the competition.

"Having passion for customer service means making every effort possible to not only meet customers' expectations, but to exceed them."

- Debbie McGilvry
Technical Support Supervisor



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R

R stands for **Relationships**.

Relationships are the pillar on which JHA was built. It takes time and effort to establish the loyalty and trust needed for strong, deep, enduring relationships, but we know it's worth the investment.

Our solidarity as a company translates into exceptional customer service and satisfaction.

People are our most important assets, always.

“Relationships are all about seeing the customer as a person, perhaps even as a friend.”

- Debbie McGilvry

Technical Support Supervisor

