

CharlotteSM

Leverage Proven Service Bureau Account Processing and Best-in-Class Ancillary Tools



In a competitive environment, you need technology that helps you maximize productivity and bring new products to market fast. Charlotte from Fiserv is an online service bureau account processing platform that integrates with the technology tools you need to work efficiently and stay competitive.

Charlotte offers flexible features designed to help you improve productivity, train employees faster and implement new products and services with ease. Backed by a world-class customer support team that is dedicated to helping credit unions achieve their growth goals, Charlotte delivers all of your essential account processing functions, along with a wide range of integrated add-on tools. Choose from a robust portfolio of advanced solutions for lending, Internet banking, document imaging and other capabilities that can help your credit union boost productivity and streamline business processes.

Why Charlotte?

- Proven Microsoft® Windows® productivity applications give you maximum ease of use and easier staff training
- Continuous system enhancements to help you remain competitive
- Service bureau delivery brings support without the need to hire additional IT resources

Streamline Operations and Improve Business Performance

- Reduce the time required to train your employees
- Stay current with technology requirements and regulatory compliance without increasing staff
- Focus on member service and your credit union's growth goals instead of day-to-day data processing tasks
- Implement new products and services more quickly and easily
- Maximize productivity and member satisfaction with technologies that boost operational efficiency

Efficient and Intuitive

Charlotte leverages a Microsoft Windows environment to provide an intuitive interface with logical navigation and workflows that increase operational efficiency and improve staff productivity.

As technology tools become more advanced, so does the Charlotte solution. Fiserv continues to make timely updates and enhancements to the Charlotte system to ensure that this robust solution remains competitive by using the most up-to-date technologies available. We also leverage expanding Internet delivery channels and our growing portfolio of integrated solutions to deliver optimal system performance and increased business opportunities for your credit union.



Fiserv is driving innovation in Payments, Processing Services, Risk & Compliance, Customer & Channel Management and Insights & Optimization, and leading the transformation of financial services technology to help our clients change the way financial services are delivered. Visit www.fiserv.com for a look at what's next now.

Seamlessly Integrate Add-On Tools

- Integrated share, loan, investment, IRA and HSA account processing
- Web-based lending integration for loan origination
- Wisdom™ financial management suite from Fiserv—a highly integrated, powerful accounting package
- Electronic report and document archiving
- Virtual Branch® Internet banking suite, including electronic bill payment, electronic statements and disclosures, and online lending services from Fiserv
- Online EFT processing, including ATM, debit card and shared services center
- Audio response services
- Ad hoc management reporting
- Disaster recovery and business continuity support
- Advanced firewall services

Connect With Us

For more information about Charlotte, call 800-872-7882, email getsolutions@fiserv.com or visit www.fiserv.com.



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