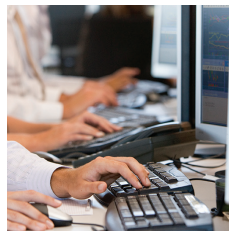


Product



RemitStream® Wholetail Lockbox

Build Relationships and Revenues With Hybrid Remittance Processing Solution for All Types of Payments



Using a state-of-the-art integrated infrastructure, RemitStream Wholetail Lockbox from Fiserv delivers third-party remittance processing designed to improve the cash flow from the collection and processing of both business and consumer payments.

Would you like to supplement fee-based revenues with no capital expenditures and, at the same time, expand your customer relationships? RemitStream Wholetail Lockbox, a customized mix of wholesale and retail lockbox services, offers your customers a robust solution to accelerate accounts receivable processing and information delivery for both business-to-business and consumer-to-business payments.

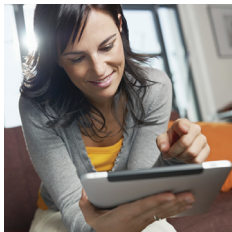
RemitStream Wholetail Lockbox efficiently collects and processes check payments on behalf of your lockbox customers and deposits them in the bank accounts your customers designate.

How It Works

RemitStream Wholetail Lockbox follows the same basic workflow as other lockbox processing services from Fiserv.

- Payments are mailed to one of our remittance processing centers and picked up from the post office throughout the day

- We retrieve, open and sort the payments on our high-speed equipment
- Operators review your customers' specific processing instructions online, inspect the checks received and enter the dollar amounts on our system; our sophisticated verification review process results in 99.9 percent processing accuracy on major production measures
- Check images are captured and digitized, and exceptions are corrected; front-end imaging is performed for checks and remittance documents that meet our standards
- Depending on the processing instructions, we print and either reassociate or batch check photocopies with their corresponding remittance documents
- An account batch listing of all the items is created
- Customer-requested data is keyed or captured automatically; qualified documents benefit from Intelligent Character Recognition (ICR)-assisted keying, and ICR enables a computer to learn different fonts and handwriting in order to capture data automatically from a form
- Payments are quickly processed and deposited to ensure that your customers benefit from maximum availability of funds; after processing is complete, we send image cash letters to your clearing agent of choice – local branch, correspondent or Federal Reserve



- To assist your customers in maintaining accurate records, we may return the remittance documents, check images and deposit information according to their instructions
- Critical data may also be transmitted directly to your customers' systems at the end of the day in multiple formats; in response to increasing industry concerns about data protection, we encrypt all output including emails, CD-ROMs, DVDs and data transmissions

Document Imaging With RemitStream Image Lockbox

RemitStream Image Lockbox from Fiserv provides a "green" solution for lockbox payments. As an alternative to receiving a traditional paper remittance package, your customers can choose to receive electronic images of all checks, envelopes and other remittance documents processed in our lockbox facilities.

Remittance document images are made available to your customers on the same day the remittances are processed. You and your customers benefit from a complete image environment.

RemitStream Image Lockbox offers online access to images and an image archive, giving your customers a convenient, fast and reliable way to store and research payment information. They can reduce their storage costs and improve cash application, exception processing, customer service and credit research.

Image Archive

Images are retained in our standard image archive for 180 days and can also be stored in our long-term image archive for up to seven years for an additional fee. The images are accessible online within hours of processing. Archive users reduce paper handling and storage costs, no longer needing to search through stacks of paper to locate transactions.

After processing, we create an image cash letter or X9.37 file of your customers' check data and images and transmit the file to your clearing agent to clear the checks electronically. Images are made available through RemitStream Receivables Online from Fiserv. You or your customer can also choose to receive images on a CD-ROM/DVD (daily, weekly or monthly). Alternatively, an image transmission can be sent directly to your customer for an additional fee. To protect the data, we encrypt these delivery vehicles. We work with you to determine the best imaging option for your customers' payment research and customer service needs.

Robust Image Access and Reporting

RemitStream Receivables Online is a secure Web-based application that provides same-day access to check and document images, as well as reporting. You and your customers can view and print images of check and remittance documents on the same day that they are processed.

Users enter a secure password to log into RemitStream Receivables Online in their Web browser. They choose the functionality that they want to use – reports, transactions or data search – and then specify their particular criteria. They can select the date and type of report and the format in which they would like it delivered for a particular lockbox.

You or your customers can streamline the cash application process by retrieving check and remittance information images online. Specific customer payments can be viewed on the same day that they are processed, enhancing your customer service through faster access to payment information. By accessing your remittance data and images over the Internet, you and your customers can reduce the need for paper retrieval and storage.

Streamlined Exception Management

RemitStream Exception Handling: Online Decisioning from Fiserv is an exceptions processing enhancement to RemitStream Receivables Online. RemitStream Exception Handling: Online Decisioning enables you and your customers to improve the efficiency of accounts receivable processing. You receive email notifications that exception items have been placed online for decisioning, such as questionable payees or stale-dated items. Any items you approve for processing are deposited on the same day based on client-specific cut-off times.

Benefits to Your Financial Institution

- Enhanced fee-based revenues
- Expanded lockbox services
- Increased deposits
- Consistent, high-quality processing
- Advanced, image technology
- Enhanced customer relationships
- No capital expenditures
- Variable costs tied to volume

Benefits to Your Customers

- Faster collections process
- Reduced mail float
- Accelerated cash flows
- Flexible, customized service
- Access to Web-based images on the same day they are processed with RemitStream Receivables Online
- Access to an image archive for online storage and research through RemitStream Receivables Online
- Timely reporting with a variety of delivery options



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.

By receiving email notifications of unbankables, you can make decisions to deposit or reject these exception items on a more timely basis. This process can improve exception processing efficiency by shortening your receivables posting.

RemitStream Property Management Lockbox

RemitStream Property Management Lockbox from Fiserv enables remittances for multiple associations to be sent to one lockbox in order to reduce the cost of maintaining separate lockboxes for each property. Separate deposits are then made into separate banking accounts. The service automates remittance collection and can improve the cash flow for property management companies.

RemitStream Healthcare Lockbox

Health care providers may streamline their revenue cycle management through our all-payer health care lockbox service. RemitStream Healthcare Lockbox provides automated Explanation of Benefit (EOB) and electronic remittance advice processing integrated with denials and exceptions management and secondary billing services. The comprehensive service is designed to reduce administrative costs and free up time for patient care by automating EOB posting, improving reconciliation and accelerating cash application.

A Trusted Partner for Your Remittance Processing

RemitStream Wholetail Lockbox offers your institution and your customers a proven remittance solution from a trusted partner in financial services. With an accuracy rate of more than 99 percent and customer recommendation rates near the top of the scale, you can be confident that Fiserv can meet the needs of your customers and your organization.

Connect With Us

For more information about RemitStream Wholetail Lockbox, call 800-872-7882, email getsolutions@fiserv.com or visit www.fiserv.com/remittance.



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