

Thriving in the Omnichannel Auto Lending Billing and Payment Landscape

Americans are receiving and paying their bills in more ways than ever before. On average, households use nearly four different bill payment methods each month. Offering choices has never been more important. More than 70 percent of consumers say offering more options increases their customer satisfaction with that service provider, up from 43 percent last year.

As a result auto lenders are faced with the complexity of supporting emerging payment methods alongside traditional ones. Auto lenders that successfully embrace omnichannel billing and payments will realize a return on their investment in terms of reduced costs, enhanced operational efficiencies and improved customer relationships. In fact, J.D. Power allocates up to 70 percent of its auto lending customer satisfaction score to billing and payment offerings and experiences.

Auto Loan Payments Need to Be Speedy!

The Need For Speed

70 percent of consumers expect same-day credit for bill payments.

That figure rises to 90 percent when considering those who expect credit no later than the following day



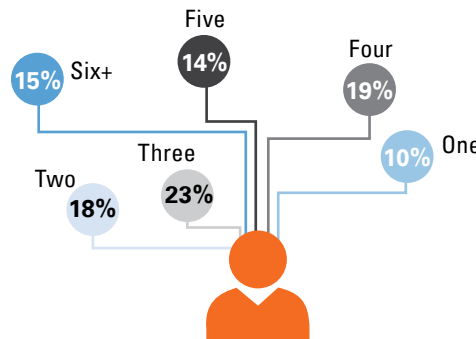
36% of auto loan bills are sent electronically

48% of auto loans are paid automatically by recurring payment

88% of recurring auto loan payments are paid by debiting checking

Americans Use Multiple Methods to Pay Their Bills

Number of bill payment methods consumers use monthly as a percentage of all U.S. households



21 Million Households Change Bill Payment Methods Monthly, Mostly Because of Amount Due and Due Dates

Multiple Billing and Payment Options Positively Impact Customer Satisfaction



Offering multiple billing and payment options

Impact of Offering Emergency Payments on Customer Satisfaction

Increases 59%
No Change 40%
Decreases 1%



Sources: Eighth Annual Billing Household Survey, Fiserv Inc., 2016; Fourth Annual Mobile Bill Pay Benchmark Study, Fiserv, Inc., 2016

To learn more about how Fiserv can partner with you to thrive in the new auto lending omnichannel billing and payment landscape visit [Fiserv.com/billers](https://www.fiserv.com/billers)

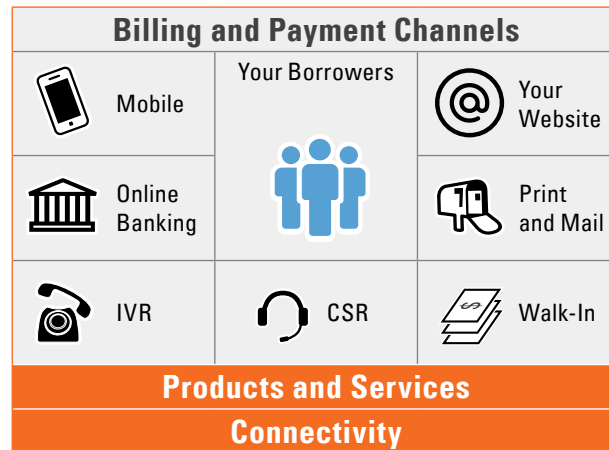
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Gain a Competitive Edge Through Optimized Billing, Payments and Technology

In a customer-centric, complex and omnichannel landscape, securely delivering your bills and payments where and when borrowers want them in a cost-efficient way is more important than ever before. Fiserv offers the broadest range of single-source solutions and channels. That is why auto lenders have been relying on our award-winning solutions and expertise to help reduce costs, drive revenue and increase customer satisfaction for more than 30 years.

An Omnichannel Approach to Billing and Payment

The Fiserv approach to billing and payment starts with your borrowers, who use different billing and payment channels to satisfy their unique needs.



Proven Auto Lending Solutions From Fiserv

- Originate and service loans and leases more quickly and efficiently while minimizing risk to your lending operations. Fiserv offers superior loan processing solutions that reduce costs, generate revenue, allow you to stay focused in an increasingly competitive landscape and position you for future growth.
- BillMatrix® Next: configurable, multichannel electronic billing and payment solution. Accepts debit, credit and ACH, and supports enrolled and guest payment flows. Offers flexibility with easy implementation and maintenance for billers of all sizes. Includes industry-leading, best-practice consumer adoption marketing support.
- BillMatrix®: whether you need web, mobile, IVR or agent-assisted payment functionality, BillMatrix from Fiserv has the solutions to provide your customers with one-time, on demand bill payment at their points of preference.
- eBill Distribution™: vast network of consumers, financial institutions and billers offers many benefits including remittance services and paperless.
- CheckFreePay®: highest volume processor of walk-in bill payments with thousands of retail locations.
- Flexible, services-oriented mobile infrastructure including: mobile-first design, notifications and payment reminders, expedited and card-funded payment options, and full PCI compliance.
- Fully scalable solutions including interactive voice recognition (IVR) and agent-assisted models.
- Single source for print and digital document delivery for customer communications; includes sophisticated composition and targeted messaging for delivery of relevant content through the preferred channel resulting in greater engagement, improved experiences and reduced costs.
- Reduce risk and boost IT performance by engaging Fiserv to manage your technology infrastructure for you or your agencies.
- Fiserv offers comprehensive receivables management, remittance processing and lockbox services.

More than **24 million**
bill payment users

#1

Electronic Bill Payment,
Biller Direct and Walk-In
Bill Payment Provider.
– Aite Group

More than **24 billion**
digital payment transactions

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