

Biller Solutions Fast Facts

Balance consumers' demands for multichannel billing and payment options while improving satisfaction and reducing costs with Biller Solutions from Fiserv. Fiserv is the leading provider of electronic billing and payment technologies.



Consumers want to manage their billing and payments how, when and where they want, seamlessly integrating these tasks into their lives. You can meet your customers at their billing and payment point of preference—mobile, online, phone, in-person or mail—while reducing costs, improving customer satisfaction and promoting customer self-service.

Fiserv is the leading provider of electronic billing and payments. Check out the numbers to see how we are helping numerous organizations like yours.

- No. 1 electronic billing and payment provider in the U.S. by Aite Group
- Broadest single-source range of integrated solutions and channels
- Fiserv has the industry's largest bank network. Relationships with all of the top 100 U.S. financial institutions through CheckFree® RXP® from Fiserv
- Largest e-bill network with exclusive access to nearly 4,000 banks, delivering more than 90% of all e-bills available through online bank sites and totaling more than \$10 billion in payments annually

- E-bill delivery into eight of the top 12 U.S. banks, including:
 - Bank of America
 - Citigroup
 - Wells Fargo
 - U.S. Bank
 - Capital One
 - PNC
 - SunTrust
 - TD Bank
- Highest volume processor of walk-in bill payments with more than 23,000 agent locations, accepting more than \$10 billion in payments annually. These are locations where your customers are already shopping and conducting other types of financial transactions, such as Wal-Mart, Kmart, Kroger, Farm Fresh, Fiesta and H-E-B
- The most in-depth consumer behavior knowledge garnered through our two industry-leading annual surveys: Mobile Bill Pay Benchmark Study and the Billing Household Survey

Fiserv is driving innovation in Payments, Processing Services, Risk & Compliance, Customer & Channel Management and Insights & Optimization. Our solutions help clients deliver financial services at the speed of life to enhance the way people live and work today. Visit fiserv.com and fiserv.com/speed to learn more.

Solutions

Fiserv offers the following solutions:

- **BillMatrix®**: Whether you need web, mobile, IVR or agent-assisted payment functionality, BillMatrix from Fiserv provides your customers with one-time, on demand bill payment at their points of preference—while keeping costs under control
- **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 services
- **CheckFreePay®**: Walk-in bill payment convenience and more locations for your customers to pay their bills
- **Consumer Marketing Services**: A complementary service that supports billers at every point in the development and implementation of their electronic billing and payment marketing strategy, including best practices for online and mobile adoption
- **Document Production and Delivery**: A cost-effective way to print and deliver bills and invoices that builds customer loyalty and drives better results
- **eBill Distribution™**: Distribute your bills electronically to customers who prefer to manage bills with their financial institutions' online bill pay services. eBill Distribution is the perfect complement to your biller direct site.

Fiserv by the Numbers

In addition to our focus on financial institutions, Fiserv serves a wide variety of billing organizations with more than 1 billion billing and payment touch points on an annual basis:

- Utilities
 - More than 203 million billing and payment touch points annually
- Insurance
 - More than 82 million billing and payment touch points annually
- Auto Lenders
 - More than 52 million billing and payment touch points annually
- Credit and Retail Card Issuers
 - More than 828 million billing and payment touch points annually
- Telecoms
 - More than 91 million billing and payment touchpoints annually

Connect With Us

For more information about Biller Solutions, please call us toll-free at 800-872-7882 or visit our website at www.fiserv.com/billers.



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