

## Module



### Card Care Center: Debit Comprehensive Support to Meet Cardholder Needs

Card Care Center: Debit from Fiserv is a flexible and affordable solution that lets you service your cardholders when and where they need you most, and it is easily customized to meet the unique needs of your financial institution.



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](http://fiserv.com) to learn more.

Meeting cardholder needs is a daily balancing act. With Card Care Center: Debit, you can increase responsiveness without sacrificing service levels. Our seasoned team is based in domestic call centers, delivers an array of card-related services and has multilingual capabilities. With full- and part-time coverage options available, Card Care Center: Debit helps to reduce overhead expenses and increase consumer satisfaction. In addition, the scalability of resources means there's no need to worry about fluctuations in call volume negatively impacting cardholder experience.

#### Peace of Mind

Reporting and compliance are an integral part of Card Care Center: Debit. Key metrics, such as call type, service levels, call volumes and actions taken on your behalf are all tracked and reported on a monthly basis – giving you the confidence of knowing that your cardholders are well taken care of. The safety and security of your cardholders' data is always of the utmost importance. All processes are in strict accordance with the latest security standards and compliance requirements.

#### Comprehensive Support

Card Care Center: Debit offers a range of service options, acting on your behalf to address various cardholder needs:

- General account inquiries
- Lost/stolen cards
- PIN resets
- Transaction inquiries
- Card production inquiries
- Card replacements
- Temporary limit increases
- Travel exemptions

#### Key Benefits

- Reduce overhead expenses
- Improve the cardholder service experience
- Seasoned and multilingual staff
- Free up resources for revenue-generating activities
- Thorough compliance management
- Detailed reporting on key metrics



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#### Connect With Us

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