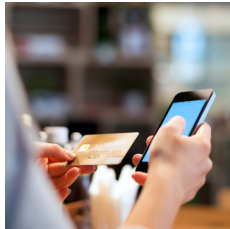


Digital Disbursements

Send Customer Payments Faster and Easier



The process of sending mass payments to your customers or business partners can be paper-intensive and time-consuming, often taking days for the payment to reach your customer and settle. Digital Disbursements from Fiserv gives you an efficient and flexible digital solution for sending payments quickly and securely.

Many businesses need to send high volumes of payments to their customers, clients or business partners. These include mass payouts such as insurance claims payments, merchant refunds and rebates, and payouts for digital economies. Several of these payments are still sent via check, but printing, mailing and tracking check payments takes time and money. Most digital solutions are costly, slow and do not have broad reach.

Digital Disbursements is a highly flexible solution that makes it profoundly simple for you to send electronic payments to your customers. Sending mass payouts is a simple and secure process that requires only basic information to facilitate a payment. You can send customer payments directly to their bank account or debit card, or you can send a payment using their email address or mobile phone number (if you don't have their account information).

Digital Disbursements is fast and secure. Organizations can send mass

customer payments that can be settled into receiver accounts in seconds instead of days, while benefiting from the proven risk management and security measures delivered by Fiserv to thousands of financial institutions. Digital Disbursements leverages the same networks and rails that Fiserv uses today to move over \$1.5 trillion across 30 billion digital payments every year.

Multiple Methods for Sending Money

Digital Disbursements gives you the flexibility to send payments in multiple ways. The solution supports payments to bank accounts, debit cards, social tokens including email addresses and phone numbers, and even paper checks. You choose how to send the payment based on your preferences or the information you have on your customer.

- Bank account—Send payments directly to a bank account via ACH or NOW[®] Network from Fiserv. This method can settle same day, next business day or instantly to real-time enabled bank accounts.
- Debit card—Send payments faster over electronic funds transfer networks such as Visa[®] and Mastercard[®] as well as Accel[®] debit payments network from Fiserv, STAR[®] Network or PULSE[®]. Payment is typically delivered instantly through these card networks.
- Email address or mobile phone number—Send payments using nothing more than the recipient's email address or mobile phone number, when you don't have account information for your



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 to learn more.

customers, and/or they prefer not to share it. Digital Disbursements leverages the powerful social token directory of Fiserv that securely maps millions of customers to their financial accounts.

- Check—You may have customers who prefer to receive funds via check. Digital Disbursements offers a check option, delivered by the same Fiserv print/mail capabilities that deliver over 250 million checks per year.

How It Works

Your organization can be up and running quickly with Digital Disbursements. Once implemented, you can send thousands of payments at a time using the Digital Disbursements application programming interfaces (APIs) or leveraging our file-transfer capabilities. You provide the key payment information, including payment timing, delivery speed and send method, and Fiserv manages all aspects of payment processing and security.

When you provide an account number, Fiserv automatically posts the money to the receiver's account. When social tokens are used, Digital Disbursements notifies the recipient of the payment along with instructions on next steps. Digital Disbursements communications are always branded with your organization's information, so your customers have an intuitive experience.

Build continued trust and security with your consumers through a custom branded payee portal experience. Digital Disbursements delivers an effortless user experience – making it easy for consumers to collect money through their preferred method with access to relevant information all within the portal. Consumers receive these funds efficiently, cost effectively and securely; driving higher satisfaction and increased retention.

Digital Disbursements also makes tracking payments easy. Payment and reconciliation reports are available through a web-based tool, via API or via batch files for easy electronic tracking and reconciliation.

Industry-Leading Risk Management

Digital Disbursements leverages Fiserv risk management leadership, using a unique three-phase monitoring approach to prevent, detect and shield organizations from payments-associated risks. Some of the risk services that are built into the solution are intelligent limits, receiver token validation, and automated handling of notifications of change and returns.

Key Benefits

- Easy and flexible—Multiple payment options and rails for payment delivery
- Fast—Instant, same-day or next-day settlement
- Frictionless payment experience – Consumers or business partners get fast access to funds in crucial situations
- Cost-efficient—Less paper and mail costs
- Easy to track—Track payment activity and perform automated reconciliation, reducing manual effort
- Simple – Integrates into your existing processes using APIs or file transfers
- Bank-trusted security—Proven risk management and security measures accepted by thousands of financial institutions



Fiserv, Inc.
255 Fiserv Drive
Brookfield, WI 53045

800-872-7882
262-879-5322
getsolutions@fiserv.com
www.fiserv.com

Connect With Us

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