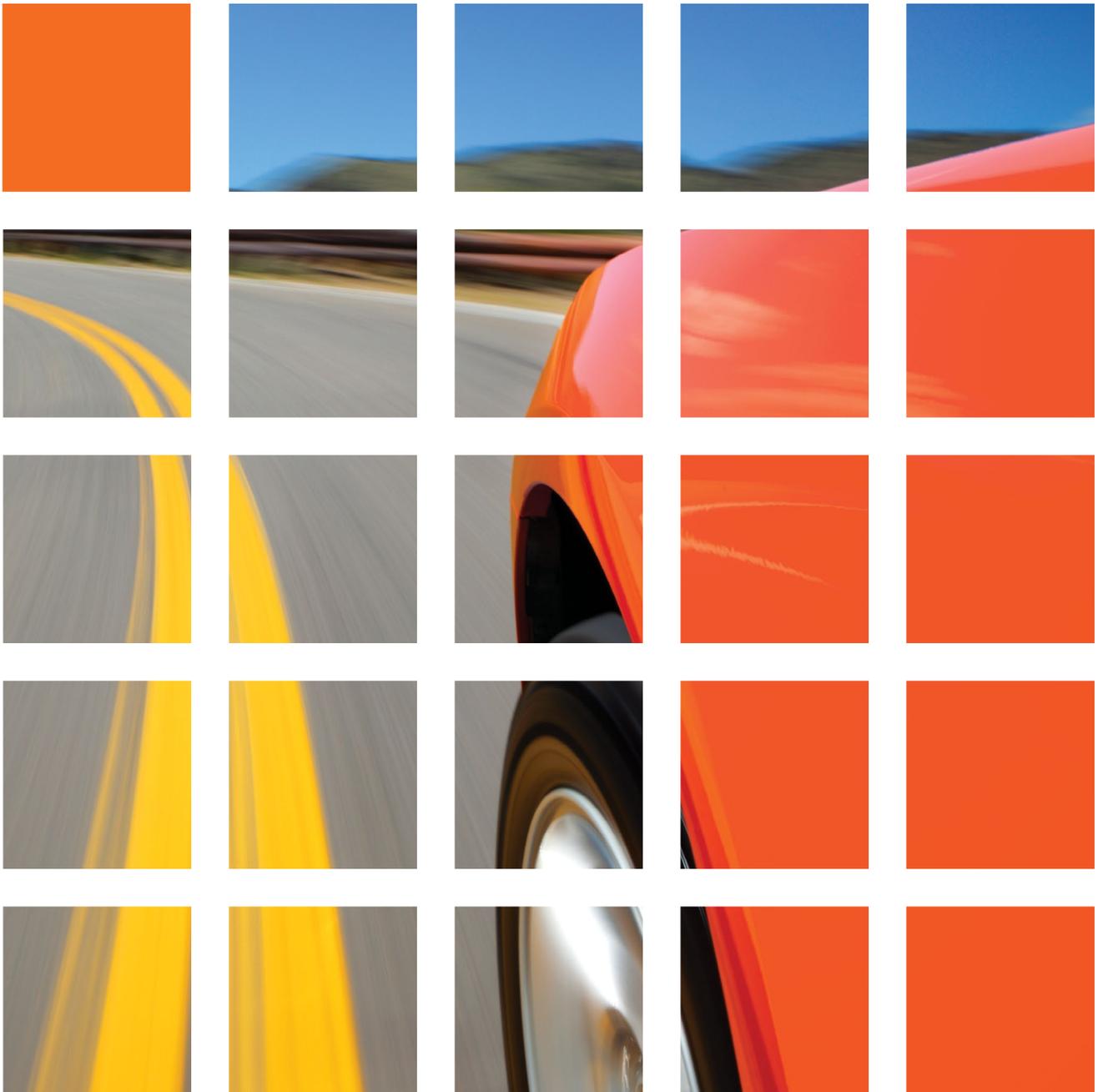


Solutions



Lending Solutions for Automotive Markets

Robust Automotive Lending Solutions to Increase Borrower Engagement, Grow Revenue and Improve Operational Efficiency Across the Enterprise





Solutions

As the complexity of auto lending has grown, so has the need to streamline business processes to manage assets effectively. With Lending Solutions from Fiserv, you manage the complete lending life cycle through a single solutions provider—while minimizing risk, expediting vehicle sales, maintaining compliance and meeting consumer expectations.



Automotive Lending Expertise From Fiserv

Our unique automotive lending approach includes software solutions, consultative expertise and business process outsourcing (BPO) services designed to support all of your automotive lending and leasing needs. From application and payment through vehicle disposition, our scalable systems and flexible delivery options provide an effective solution for clients ranging from community banks to the largest originators and servicers of auto loans and leases in the United States and Canada. In addition to offering our solutions as standalone technology, core functions within each of our origination, servicing and BPO solutions can be deployed modularly as your lending needs evolve.

Fiserv works hand in hand with clients to maximize the configurability and scalability built into our solutions to ensure they meet individual business objectives. Our ability to meet a lender's specific workflow and business requirements is a differentiator in the market. Our delivery approach for this model is a hands-on engagement between your IT staff and Fiserv consultants to help define and implement the correct system configuration. Once deployed, the solution can automate many of the tasks previously done manually, allowing lenders to reallocate personnel on tasks more focused toward growing revenue and building customer satisfaction.

Rapid Implementation With Loan Advantage

For lenders that need a comprehensive, proven lending solution with fast deployment and low initial investment, Fiserv offers Loan Advantage. Built from more than 30 years of automotive lending expertise, Loan Advantage delivers a tailored, expedited implementation experience leveraging the most commonly used rules and interfaces in our origination and servicing solutions. Loan Advantage delivers a new set of capabilities to the market, including preconfigured tool sets, built-in support and BPO services. These integrated tools enable us to bring clients live within weeks without the need to hire additional IT staff to support the solution. With Loan Advantage, lenders benefit from real-time data processing through an integrated solution, greater automation of tasks and powerful lending capabilities without the overhead cost of additional resources for ongoing support of the application.

One Source to Help Manage the Complete Automotive Lending Life Cycle



A Robust Originations System

Automotive Loan Origination System from Fiserv delivers comprehensive auto loan and lease originations capabilities from application capture through booking. This highly automated system supports all dealer-sourced indirect lending and can lower processing costs without sacrificing quality for quantity. Automotive Loan Origination System ensures a fast and efficient origination process, enforces process compliance, mitigates risk and promotes profitable growth within your auto lending organization.

Automotive Loan Origination System enables lenders to be more responsive to dealers and vehicle buyers. The browser-based solution is highly configurable with enhanced contract-funding data management controls that allow lenders to tailor their credit policy, pricing and procedures for indirect lending portfolios—while controlling and minimizing risk. Data integration between system components enables credit and funding support within a single platform, resulting in an enhanced user experience throughout the origination process.

Fiserv offers end-to-end software and services that support all of your indirect automotive lending and leasing needs, from application through vehicle disposition.

Other modules within Automotive Loan Origination System include:



Credit Processing

Incorporates business rules management technology for more streamlined workflow tasks, better credit policy enforcement and exception tracking and audit controls throughout the life cycle of the credit application process. This feature minimizes credit portfolio risk exposure for both the lending organization and its dealer network.



Contract Validation

Streamlines post-approval contract acquisition and enforces tasks and process compliance in the booking of prime and subprime loans and leases. It expedites the validation of contract packages and their calculations and rapidly communicates the status of both pending and booked deals back to the dealer.



E-Contracting

Further reduces costs by executing paper-free contracts that shorten the time needed for dealer funding. Automating the exchange and storage of electronic data and document images through boarding to a servicing platform enhances the borrower and dealer experience; provides for the electronic transfer and control of contract ownership as loan portfolios are pooled and securitized for sale to investors; and results in significant ROI.

Faster Credit Decisions

For users of Automotive Loan Origination System, Fiserv works directly with strategic business partners to provide clients with automated integration of value-added products and services. For instance, dealer portal integration allows the submission of credit applications via the internet—with decisions available within seconds. We also incorporate the third-party partner data into our integrated scoring, pricing and business rules engines to drive up auto-decision rates while managing risk and increasing pricing precision. Collectively, our business partners are industry leaders on many fronts, providing clients with the ability to leverage their technologies for optimized efficiencies and cost-effective operation.

Pre-Configured Automotive Loan Origination System

There is an emerging consumer demand for new loans and leases in the marketplace. Lenders that want to quickly begin originating an auto portfolio or replace homegrown, underperforming, manual systems can leverage LoanOriginate Advantage from Fiserv. This preconfigured version of Automotive Loan Origination System provides lenders with the base origination tools needed to efficiently capture and fund new buyers. Through automation, LoanOriginate Advantage enables lenders to execute more effective risk and pricing programs that drive profitability without the need to increase staff. Offering quicker implementation (approximately six weeks)

and low up-front costs, LoanOriginate Advantage seamlessly connects your lending operation to the key industry partners, defines a common set of business rules and offers the flexibility for solution modifications as your business evolves.

Efficient Loan Management With Automotive Account Servicing

Auto Account Servicing from Fiserv places borrower focused, life cycle loan management at the center of your lending operation. The solution helps clients remain compliant with regulatory demands, optimize portfolio management with proven best-practice management controls, and be responsive to customer needs to bring a better total cost of ownership.

Once a deal is funded, loan data from the origination platform is channeled to the accounting system in real time. The system automates key account servicing workflows from payment posting, through default and recovery management. For even greater flexibility, the system can configure portfolios into unique general ledger groupings so that accounts are segregated by investor, brand, locality or other classifications. This integration promotes consistent compliance with your specific business processes; offers best-practice portfolio management controls; and streamlines access to account data without logging in and out of multiple systems.



Automotive lending solutions from Fiserv enable you to minimize risk, expedite vehicle sales, maintain compliance and satisfy borrowers.



Built on a services-based framework, our fully integrated account servicing modules may be deployed in phases or as business needs dictate. Easy access to account data and rigorous content management capabilities help better support compliance initiatives. Key modules in the solution include:

- Core accounting, which facilitates full support of retail, balloon and lease accounting; automating a robust system for account administration, payment processing, cash management, closeout termination and asset disposal
- Customer care, offering a modern, intuitive, user interface allowing service representatives to easily view borrower account details, respond to customer account inquiries and make field-level changes. Efficiently records, executes and tracks transactions using lender-defined work queues and parameters. A self-service web portal gives borrowers the option to make one-time and recurring ACH payments, view account history, statements and check payment status through any device
- Collateral management, providing greater control and visibility of your assets from title management and status updates to end-of-term, vehicle grounding, inspection data and auction activity. Streamlines and automates your processes, pricing strategies and communication by leveraging integrations with third-party partners for greater returns
- Default management, which automatically identifies and places delinquent accounts in lender defined work queues for collection

agents to address. This maximizes collector effectiveness by allowing them to concentrate on the accounts that need intervention and ensures regulatory compliance. Further, it automates the production of “Reminder to Pay” notices to speed collection

Integrated Billing and Statement Solutions

Billing and statement solutions are a critical piece of a lender’s playbook for managing the life cycle of a lease or loan. And through targeted marketing, the right solution can even provide opportunity to capture a borrower’s next need for financing. Fiserv integrated billing and statement solutions for automotive lending can speed revenue collection, drive cross-sell opportunities and reduce regulatory risk—while optimizing cost and efficiencies, and maintaining a laser focus on the customer experience.

Fiserv offers unparalleled choices for payment through our integrated billing solutions, including debit, ACH, check and even cash at our more than 20,000 walk-in locations. A consumer self-service web portal, optimized for mobile, offers another convenient channel to make payments. Notifications and alerts functionality from Fiserv also helps consumers stay on track and lenders collect payments.

Leveraging statements, whether print or electronic, provides an opportunity for lenders to customize relevant messaging about new offerings to increase cross-sales

revenue. Using the statement as another touchpoint, you can enhance your brand messaging. Further, e-bills have the added value of reducing copy expenses and warehouse costs, and ensuring contact with borrowers is effectively communicated regarding past due notices.

Business Process Outsourcing That Extends Your Lending Resources

The need to streamline business operations and manage assets effectively is more

important than ever. Fiserv offers strategic BPO services for the management and accounting of indirect automotive lease and loan portfolios, with customized programs to help organizations support their unique business needs. Our servicing center uses Fiserv origination and servicing technology to process millions of consumer and indirect auto transactions. The volume and speed we can offer exceeds the processing capabilities of many organizations—allowing you to quickly react to marketplace changes.



Key services lenders can take advantage of through our contact center include:



Loan boarding support for loan package validation and quality review, data verification and loan audits, and file imaging.



Operations support for portfolio administration and maintenance, cash management, vehicle remarketing services, document review, verification and follow-up, insurance and title tracking, document and image management, consulting services, data analytics and performance reporting.



Customer care support for inbound and outbound call support, contact center overflow and afterhours calls, sales campaigns, direct mail follow-up calls, customer surveys, helpdesk support (Level I) including webchat, lease maturity management, and collections and recovery.

BPO and IT Solutions Help Support Your Automotive Lending Strategy



Whether we provide a complete business solution or perform select services to augment your back-office lending operation, Fiserv delivers high-quality, integrated IT and BPO solutions as a seamless extension of your brand. Seasoned auto finance portfolio management professionals with deep knowledge of all automotive processes for both leases and loans support your business goals and protect the profitability of your portfolio.

Although many businesses cannot imagine releasing the client contact function over to another entity, outsourcing through Fiserv allows your organization to focus on its lending operation and its customer-experience strategy. Today's customers expect immediate, accurate interactions. Our extensive BPO services deliver in multiple ways through multiple channels. Our lease and loan servicing program can act as an invisible extension of your company, or private label to assist you in managing your indirect portfolios.

Comprehensive and customized options can be quickly deployed—allowing you to level the playing field against competitors and capture marketplace opportunities. Choose from a wide array of services to meet your organization's specific needs.

Clients can take advantage of our unique implementation capabilities that promote:

- Quick market entry
- Rapid growth possibilities
- Consolidated regulatory compliance
- Minimum staffing and IT responsibilities
- Minimal capital expenditures
- Access to state-of-the-art technologies
- First party or private label service
- Unmatched service levels and response times

Services include:

- Accounting management
- Arbitrage to enhance sale results
- Dealer direct sales
- Disposal management
- Document imaging
- Full-spectrum customer service
- Inventory/disposal and repossession management
- Lockbox and payment processing
- Plate and registration cancellation
- Portfolio risk analysis
- Predictive portfolio segmentation
- Propensity modeling
- Property and sales/use tax administration and filings
- Risk mitigation, including bankruptcy processing, collections and recovery of end-of-term liabilities
- Title/collateral management and processing
- Title warehouse

Scalability for Today and Tomorrow

With our BPO services, you directly benefit from our constantly evolving approach to account management and software upgrades. And when the time is right, you can transition from business process outsourcing to in-house operations or to BPO-specific functions, while keeping your focus on your core competencies. We also offer the solution for clients that wish to exit indirect lending but want to retain optimal control of their portfolio.





The Fiserv Advantage

In order to address business and profitability challenges, lenders must be efficient, innovative and responsive to both auto dealers and their customers. Fiserv has focused on the automotive finance marketplace for more than 30 years. Our technology and BPO services have supported millions of loan and lease transactions for banks, credit unions, captive finance companies and independent auto finance organizations. A business partnership with Fiserv provides scalable solutions, a variety of delivery options and world-class consulting services that will help make your lending operation more versatile and position you for future growth.

Connect With Us

For more information about Lending Solutions for Automotive Markets, call 800-872-7882, email getsolutions@fiserv.com or visit www.fiserv.com.

About Fiserv

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](https://www.fiserv.com) and [fiserv.com/speed](https://www.fiserv.com/speed) to learn more.



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