

Transaction Enrichment Services from Fiserv

Reduce Call Volumes, Unnecessary Disputes and Chargebacks by Making Transactions Easier to Recognise for Consumers

Consumers are frequently confused by unrecognisable or incorrect merchant information on their purchases. This leads to unnecessary card-related service calls, false disputes of legitimate purchases, and a poor user experience. These are expensive issues and concerns for financial institutions.

Transaction Enrichment Services from Fiserv transforms vague and inaccurate purchase data into clear and recognisable information. Added and enriched details include merchant location and contact data, other involved parties such as payment facilitators and digital wallets, transaction category and more, with the goal of making both pending and settled transactions easily identifiable by customers.



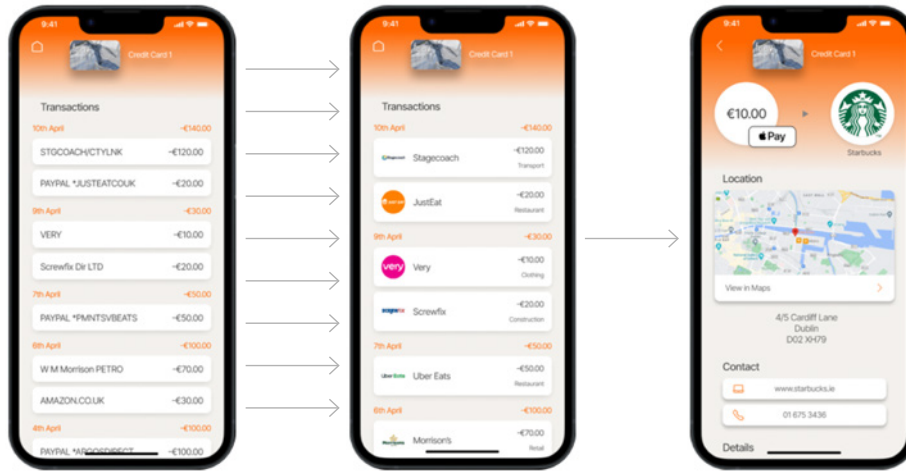
Key Insights

- Accuracy is the single most important enrichment KPI; the Fiserv solution is > 99% accurate
- We have a comprehensive and localised data privacy solution that protects banks subject to local privacy requirements such as GDPR and Sole Trader restrictions
- Our scheme-agnostic solution supports all scheme and transaction types, including but not limited to: Visa, Mastercard, Credit, Debit, POS and eCommerce
- Utilising machine learning, the Fiserv solution grows and adapts over time, enabling the delivery of these capabilities with superior accuracy and robust scalability



Curated Data

Fiserv applies adaptive learning and intelligence to a combination of data sources, authorisation-stream data (such as merchant, store and POS terminal attributes) and third-party/aggregated inputs to create a reliable and consumer-recognisable set of data.



Benefits to Issuers

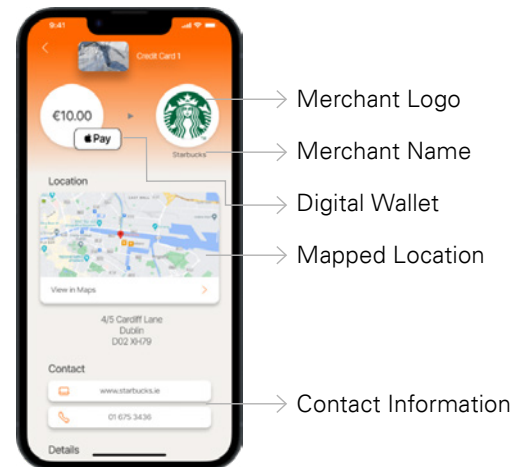
- Significantly reduced call volume
- Fewer disputes and chargebacks
- Improved fraud prevention
- More satisfied consumers and higher Net Promoter Score
- Improved top-of-wallet usage for your cards

Benefits to Your Cardholders

- Increased purchase recognition at a glance, with less need to call the issuer for confusing transactions
- Quicker fraud detection
- Reduced worry associated with fraud
- Improved overall experience that helps drive card choice

Exceeding Consumer Expectations

Fiserv delivers real-time, digital-first experiences to cardholders that drive engagement – leading to increased activity, loyalty and growth for you. Consumers are expecting an easy and seamless experience. Fiserv provides this with a growing set of features.



Connect With Us

For more information about Transaction Enrichment Services from Fiserv:
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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) to learn more.