Integrated Desktop<sup>SM</sup> for Signature<sup>™</sup>
An Information Management Capability that Provides Financial Institutions with Convenient, Easy Access to Applications and Data

With Integrated Desktop from Fiserv, card maintenance transactions completed in Signature from Fiserv or Aperio<sup>TM</sup> from Fiserv are sent real-time to Fiserv EFT Solutions via Web Services.

Integrated Desktop creates tangible service efficiencies for financial institutions. The ability for you to provide outstanding first line assistance creates a positive cardholder experience.

Cardholder Service Capabilities
Integrated Desktop cardholder service features give you the ability to:

• Establish a new card for a customer
• Maintain card account relationships
• Maintain a cardholder primary address
• Maintain individual cardholder limits
• Status a cardholder record “hot” (change a card status to closed, lost or stolen)
• Fulfill replacement card/PIN orders
• Create a new PIN offset when the customer changes the PIN
• Reset PIN tries on a specified card

Key Benefits
Integrated Desktop delivers superior service capabilities to financial institutions and their cardholders through:

• Faster customer service – financial institution staff has uniform access to cardholder information and can quickly and efficiently perform common maintenance requests
• Real-time capabilities – update/add cardholder records in real time without a delay between entering the information on the desktop and updating the cardholder record

Connect With Us
For more information on Integrated Desktop for Signature, please contact us at 407-357-4760 or visit www.signature.fiserv.com.