



## Katie Whalen Named a Most Influential Woman in Payments by American Banker

February 27, 2024

*Whalen recognized for her role as a financial technology leader modernizing card programs for Fiserv clients*

**BROOKFIELD, Wis., February 27, 2024** — Katie Whalen, Senior Vice President and Head of North America Issuer Processing at [Fiserv, Inc.](#), has been recognized as one of the [Most Influential Women in Payments](#), a prestigious group of 25 industry leaders selected by *American Banker*. Whalen was recognized for her leadership in transforming the North America issuing business at Fiserv, where she is redefining the issuer value proposition and partner engagement model for leading issuers and fintechs.

Whalen leads the team at Fiserv responsible for the investment in and delivery of credit card account processing technology and value-added solutions in the United States and Canada. Whalen has driven significant growth in the business through new client partnerships and brought new product capabilities to market via the market-leading card issuing platform, Optis<sup>SM</sup> from Fiserv. Optis represents more than 1.2 billion accounts across credit, commercial, debit, private label, and healthcare benefit cards and installment loans.

Optis serves as the system of record for accounts and enables issuers to deliver the most important aspects of the cardholder relationship. Whalen has focused on modernizing the platform's capabilities, including rewards and loyalty, credit risk, originations, fraud detection, digital, wallet and mobile-first solutions, for a cohesive cardholder experience.

In addition, Whalen is part of an enterprise team bringing embedded finance solutions to market by connecting Fiserv clients and partners to firm-wide capabilities across banking, issuing, and acquiring. Embedded finance is enabling businesses to deliver financial services to their customers via non-traditional channels, such as software platforms, marketplaces, and merchant wallets.

"Katie is a catalyst for innovation at Fiserv, and her work has been instrumental in empowering our clients with capabilities they need to deliver new and engaging experiences to cardholders," said Andrew Gelb, Head of Issuer Solutions at Fiserv. "This is a well-deserved honor for Katie."

In a world moving faster than ever before, Fiserv helps clients deliver solutions in step with the way people live and work today – financial services at the speed of life. Learn more at [fiserv.com](#).

### About Fiserv

Fiserv, Inc. (NYSE: FI), a Fortune 500 company, aspires to move money and information in a way that moves the world. As a global leader in payments and financial technology, the company helps clients achieve best-in-class results through a commitment to innovation and excellence in areas including account processing and digital banking solutions; card issuer processing and network services; payments; e-commerce; merchant acquiring and processing; and the Clover® cloud-based point-of-sale and business management platform. Fiserv is a member of the S&P 500® Index and has been recognized as one of Fortune® World's Most Admired Companies™ for 9 of the last 10 years. Visit [fiserv.com](#) and [follow on social media](#) for more information and the latest company news.

FISV-G

### Media Relations:

Chase Wallace  
Director, Communications  
Fiserv, Inc.  
+1 470-481-2555  
[chase.wallace@fiserv.com](mailto:chase.wallace@fiserv.com)

### Additional Contact:

Ann S. Cave  
Vice President, External Communications  
Fiserv, Inc.  
+1 678-325-9435  
[ann.cave@fiserv.com](mailto:ann.cave@fiserv.com)