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Fiserv Document Solutions To Become Fiserv DirectSource; Change Reflects New Service Strategy toward Clients

BROOKFIELD, Wis.--Aug. 1, 2005--Fiserv, Inc. (Nasdaq:FISV) announced today that Fiserv Document Solutions will change its name to Fiserv DirectSource to better represent the expanding role the business unit has taken in providing strategic sourcing services for Fiserv and its 16,000 financial industry clients. DirectSource assists clients in effectively managing procurement of essential business services as diverse as business cards, office supplies and over-night air and ground delivery services, bringing the benefits of effective supply-chain management to Fiserv client financial institutions and other organizations.

"Fiserv DirectSource supplies an essential component in the Fiserv service-oriented culture, assisting our company and our clients to more effectively procure products and services essential to operating our respective businesses," said Tom Neill, president of Fiserv's Credit Union & Industry Products Group.

Fiserv DirectSource will expand beyond Document Solutions' original business and operational forms supply business to assist clients in becoming more efficient by reducing the time, effort and costs associated with effectively purchasing products and services. By leveraging the buying power of Fiserv, client companies can save money, be assured of consistent product quality and reduce the pull on existing staff charged with this function, freeing them for more important duties.

"Studies show that businesses spend nearly half of every dollar they earn on external goods and services," said Richard Fitzgerald, president of DirectSource. "Any reduction in procurement costs translates into dollar-for-dollar improvements in bottom-line profits."

Many organizations lack the focus and expertise to effectively manage the procurement process across all spending categories. Fiserv DirectSource provides effective supply-chain management techniques and responsiveness to client needs in helping organizations better focus on their business goals.

"Our strategic relationships provide major improvements in both service quality and price when compared to traditional buying relationships," said Fitzgerald. "We're especially proud of our people and the high level of customer care they provide clients on a daily basis, resulting in one of the highest customer service ratings within Fiserv."

Fiserv DirectSource can be found on the Internet at www.fiservdirectsource.com.

Fiserv, Inc. (Nasdaq: FISV) provides information management systems and services to the financial and health benefits industries, including transaction processing, business process outsourcing and software and systems solutions. The company serves more than 16,000 clients worldwide, including banks, credit unions, financial planners and investment advisers, insurance companies and agents, self-funded employers, lenders and savings institutions. Headquartered in Brookfield, Wis., Fiserv reported \$3.4 billion in processing and services revenues for 2004. Fiserv was ranked the largest provider of information technology services to the U.S. financial services industry in the 2004 FinTech 100 survey by the American Banker newspaper and the Financial Insights research firm. Fiserv can be found on the Internet at www.fiserv.com.