



September 14, 2011

Fiserv to Share Advice, Insights and Strategies at 2011 Sibos Conference

Brookfield, Wis., September 14, 2011 - [Fiserv, Inc.](#) (NASDAQ: FISV), the leading global provider of financial services technology solutions, today announced that Fiserv thought leaders will present two sessions during the [2011 Sibos Conference](#) in Toronto, Canada, September 19-23, 2011. These sessions will cover the evolving landscape of financial services due to consumer-preference and regulatory demands.

Snacks, Lunches and Fine Dining: Understanding Consumer Financial Interactions in a Multi-Channel World

Monday, September 19, from 10:45 - 11:15 a.m. EDT, Theatre Two

[Serge van Dam](#), Vice President, Mobile Solutions, Fiserv

In this session, attendees will learn how to understand and cater to changing customer preferences across multiple channels. Today's customer expects consistent information at every access point, yet their interactions diverge by channel. They "snack" via the mobile channel with fast and frequent interactions. They "lunch" online as they spend time comparing products on the menu. Branch visits are like "fine dining", with conversation that drives high-value decisions.

This session will argue that since customer expectations and behaviors are impacting the way financial services are consumed across banking channels, delivering relevant and consistent information across these channels is essential to retaining profitable payment services.

Liquidity Risk: Basics to Basel III

Thursday, September 22, from 10:45 - 11:15 a.m. EDT, Theatre Two

[Orlando B. Hanselman](#), Education Programs Director, Fiserv

The recent worldwide financial crisis has served as a warning call to many financial institutions regarding liquidity risk. However, even before this crisis, liquidity has always been a real risk. Optionality and funding risk can be prevalent within every balance sheet. Despite unprecedented low cost of deposits, net interest margins remain compressed from past norms. Both the Dodd-Frank Act and Basel III regulations have been designed to force increasingly liquid balance sheets, in-depth contingency planning, greater robustness in measurement of liquidity adequacy and enhanced stress testing. With this session, Fiserv will examine these regulations and the resulting next steps to measure, manage and optimize liquidity.

Economic, social, technology and regulatory changes are forcing financial institutions to reassess and adapt in order to grow. At the 2011 Sibos Conference, Fiserv will exhibit its innovations in Payments, Processing Services, Risk and Compliance, Customer and Channel Management and Insights and Optimization, which are helping financial institutions worldwide respond to this transformation.

Additional Resources:

- | Sibos conference - <http://www.sibos.com>
- | Serge Van Dam LinkedIn profile - <http://linkd.in/pToaYH>
- | Orlando Hanselman LinkedIn profile - <http://linkd.in/qlrZTu>

About Fiserv

Fiserv, Inc. (NASDAQ: FISV) is the leading global provider of information management and electronic commerce systems for the financial services industry, driving innovation that transforms experiences for financial institutions and their customers. Fiserv is ranked No. 1 on the FinTech 100 survey of top technology partners to the financial services industry. For more information, visit www.fiserv.com.

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