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## **BillMatrix Unit of Fiserv Uses National Customer Service Week to Recognize Excellent Support Teams; Presentation at SOCAP Conference to Highlight Self-Service Technology**

DALLAS--Oct. 3, 2005--BillMatrix Corp., a provider of outsourced telephone and Internet-based payment services and a subsidiary of Fiserv, Inc. (Nasdaq:FISV), today announced plans to celebrate the talented team of customer service representatives (CSRs) that support the company's 120 clients and their 87 million customers. An on-going program will be kicked off during National Customer Service Week (October 3-7, 2005) to select a set of finalists for the best support call, culminating in an award for 2005.

All BillMatrix employees will get the opportunity to listen to the finalist entries and vote for the support call that most thoroughly meets the company's criteria for service excellence. The customer service person that demonstrated such a commitment to outstanding performance will be acknowledged and rewarded by BillMatrix executives.

Clients of the BillMatrix payment service offer their customers convenient telephone and Internet self-service channels to pay their bills using a credit card, ATM debit card or ACH/electronic check without having to register ahead of time. BillMatrix hosts the automated telephone (IVR) and secure Internet payment interfaces, using its proprietary payment engine to authenticate and complete each transaction in real-time. The company provides this outsourced service on behalf of recurring billers in the utilities, telecommunications, insurance and consumer finance industries.

A review of how BillMatrix uses technology to support self-service applications both for its clients and for internal use will be part of a panel discussion at the Society of Consumer Affairs Professionals (SOCAP) Annual Conference that takes place October 9-12, 2005 in San Francisco. Senior Vice President Jerry Portocalis will discuss how the tech-savvy BillMatrix CSRs use an intranet-based information portal to easily access all client-specific implementation details and other key data. This interface, developed by CSRs for CSRs, has created an efficient, paperless working environment and enabled strong customer service. Other innovations for convenient self-service capabilities for clients and their customers will also be presented.

The BillMatrix service is backed up with several groups of personnel to assist both consumers and clients throughout the payment process. The CSRs provide telephone assistance to customers who have questions about making their bill payments. The Client Services team members act as primary liaisons for their assigned clients, ensuring that each gets the maximum benefit from their relationship with BillMatrix. Treasury Services personnel are dedicated to supporting reconciliation processes and address bank issues. An extensive IT support group ensures that the systems are operating at peak efficiency on a 24x7 basis.

### About Customer Service Week

Started by the International Customer Service Association (ICSA) in 1988, National Customer Service Week has become a national event as proclaimed by the U.S. Congress. According to the ICSA, the purpose of National Customer Service Week is to create a positive message that lasts all year long and to provide a productive opportunity to generate an even stronger commitment to customer service excellence.

### About the SOCAP Annual Conference

The premier and longest-running annual event for customer care executives sets the standard for executive level education, cutting edge content and significant networking opportunities with its 32nd annual meeting. For more information or to register visit [www.socap.org](http://www.socap.org).

### About BillMatrix Corporation

Founded in 1994, BillMatrix Corp. provides outsourced alternatives to traditional payment methods using the latest automated technologies. BillMatrix, which became part of Fiserv in August 2005, works with more than 120 companies to supplement paper-based methods of remittance with convenient, efficient and cost-effective electronic payments. Consumers, customer service representatives and other third-party agents are able to make payments via hosted Internet and telephone systems using credit cards, ATM debit cards and electronic check payment options. For more information, visit [www.BillMatrix.com](http://www.BillMatrix.com).

Fiserv, Inc. (Nasdaq:FISV) provides information management systems and services to the financial and health benefits industries, including transaction processing, outsourcing, business process outsourcing and software and systems solutions. The company serves more than 16,000 clients worldwide, including banks, credit unions, financial planners/investment advisers, insurance companies and agents, self-insured 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](http://www.fiserv.com).