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Fiserv Sees 400 Percent Increase in Enrollment for Risk Office Services

Risk Office from Fiserv delivers positive client experience, 30 percent average fraud savings

Brookfield, Wis., March 11, 2010 - Fiserv, Inc. (NASDAQ: FISV), the leading global provider of financial services technology solutions, today announced that its Risk OfficeSM credit and debit card investigative and consultative service experienced a 400 percent increase in new clients since the beginning of 2009. Risk Office from Fiserv provides clients with expert direction and optimal risk management services designed to protect, detect and respond to their credit and debit fraud risk exposure.

"We were experiencing losses that resulted from another vendor's security breach," said Rodney Lanham, vice president, Information Technology and Data Processing of Farmers National Bank with more than \$1 billion in assets. "We worked closely with Fiserv to set up our subscription to Risk Office and were up-and-running quickly to stop the bleeding. We've found that Risk Office recommendations are supported by fact and professional experience. It's been a real pleasure to work with the Risk Office professionals and we truly appreciate their insights."

Risk Office from Fiserv takes action on a client's behalf and helps them swiftly mitigate risk. "The Risk Office team becomes our clients' virtual office and augments their existing risk management staff," said JB Rambaud, chief security and risk officer for EFT Solutions at Fiserv. "We proactively monitor cases and help them solve fraud issues when they need the most help."

Clients are seeing impressive results, and Fiserv expects considerable Risk Office enrollment in 2010. "Financial institutions that enroll in the Risk Office have seen their fraud loss reduced by approximately 30 percent on average," said Rambaud. "Our clients have experienced an average improvement of almost 50 percent in their Fraud Loss Ratio. The tangible results we're delivering to clients are a great indicator that we'll continue to see a triple digit growth rate for our service in 2010."

Risk Office clients have access to comprehensive insight and support from Fiserv, including investigative services, consultative services, monitoring and reporting services, rule management services, hot carding support services and an annual risk assessment.

Merchants Bank, with an asset size of \$1.3 billion, is a Risk Office proponent. "We recently received our annual report from the Risk Office and our fraud activity was significantly lower in 2009 – we estimate we've saved approximately \$120,000 in possible fraud losses," said Barbara Toof, vice president and deposit operations manager. "That's critically important because we're a small institution where people wear a lot of hats. We can't dedicate full-time staff to look at where fraud is coming from, so working with the Risk Office gives us a significant advantage, and pays for itself in cutting losses and preserving our good reputation."

Part of the Fiserv core competency in risk and compliance, Risk Office from Fiserv is part of a comprehensive risk management toolkit that includes multiple solutions that are proactive, client-focused and integrated. Financial institutions seeking to reduce their fraud losses and obtain well needed staffing support from risk management experts can contact Fiserv at risk_investigations@fiserv.com.

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. Ranked No. 1 on the FinTech 100 survey of top technology partners to the financial services industry, Fiserv celebrated its 25th year in 2009. For more information, visit www.fiserv.com.

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