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Award recognizes the first palm vein authentication solution implementation at a U.S. financial institution

Brookfield, Wis., November 10, 2016 – [Fiserv](#), Inc. (NASDAQ: FISV), a leading global provider of financial services technology solutions, has received the 2016 IDC Financial Insights FinTech Rankings Real Results Award for Customer Engagement for pioneering the use of [Verifast™: Palm Authentication](#) at Gesa Credit Union in Richland, Washington.

The Real Results Awards are published in conjunction with the annual IDC Financial Insights FinTech Rankings, based on 2015 calendar year revenues attributed to financial institutions. Fiserv ranked fourth out of 125 vendors in the latest IDC FinTech rankings.

“We are thrilled to present Fiserv with the IDC Financial Insights FinTech Rankings Real Results Award for the implementation of biometric palm authentication at Gesa Credit Union,” said Karen Massey, senior analyst for banking at IDC. “This implementation demonstrated not only innovation in customer engagement, but also measurable benefits to the credit union and its members.”

The winning initiative centered on a beta program in which Fiserv and Gesa Credit Union worked together to integrate secure palm-vein biometric authentication into the [DNA® account processing](#) platform from Fiserv. This was the first palm vein authentication solution implemented in a U.S. financial institution.

Verifast: Palm Authentication from Fiserv leverages Fujitsu’s proven PalmSecure® technology, using near-infrared light to capture a user’s palm vein pattern and match it against a database of pre-registered customers for authentication, eliminating the need for the customer to present a photo ID or enter an account number. A National Consumer Research Survey conducted by Raddon in April 2016 found that 83 percent of consumers rated palm authentication somewhat to extremely valuable.

During the beta program, Fiserv and Gesa found that the Verifast solution reduced the time it takes to authenticate a member in the branch by 93 percent, providing an improved customer experience, more time for personalized interaction, and enhanced security. On a 1 to 5 point scale with 5 being the best, about 99.9 percent of Gesa members using the solution rated the Palm Vein technology a 5 on both the registration process and use.

“Biometric authentication via palm vein scanning can enhance customer engagement by providing a convenient, fast and highly secure method of identification,” said Chris VanDerStad, senior vice president and chief technology officer, Open Solutions, Fiserv. “As biometrics increasingly becomes part of our daily lives, Fiserv is leveraging these technologies to drive best-in-class results for our financial institution clients and outstanding experiences for their customers.”

Now in its second year, the IDC Financial Insights FinTech Rankings Real Results Awards recognizes IT providers that have enabled a genuine, measurable, and future-enabling change at a client financial institution in the worldwide financial services industry. It is part of the broader IDC Financial Insights FinTech Rankings program that categorizes and evaluates the top global providers of financial technology based on calendar year revenues from financial institutions for hardware, software and/or services. For more information about the FinTech Rankings and Real Results Awards rankings, visit [here](#).

Fiserv is the U.S. market leader in account processing services, and more than one-third of U.S. financial institutions rely on Fiserv for account processing solutions and expertise. DNA is the first open, core banking platform built for collaboration and has been [recognized by industry-leading analysts](#) for its technology, user experience and breadth of functionality.

In a world that is moving faster than ever before, Fiserv helps clients deliver solutions that are in step with the way people live and work today – financial services at the speed of life. Learn more at TheSpeedofLife.com.

About Fiserv

Fiserv, Inc. (NASDAQ: FISV) enables clients to achieve best-in-class results by driving quality and innovation in payments, processing services, risk and compliance, customer and channel management, and business insights and optimization. For more than 30 years, Fiserv has been a global leader in financial services technology. Fiserv is a FORTUNE 500 company and in 2016 was honored to be named a FORTUNE magazine's World's Most Admired Company for the third consecutive year. In 2015 the company was recognized among Forbes magazine's America's Best Employers. For more information, visit Fiserv.com.

About IDC Financial Insights

IDC Financial Insights assists financial service businesses and IT leaders, as well as the suppliers who serve them, in making more effective technology decisions by providing accurate, timely, and insightful fact-based research and consulting services. Staffed by senior analysts with decades of industry experience, our global research analyzes and advises on business and technology issues facing the banking, insurance, and securities and investments industries. International Data Corporation (IDC) is the premier global provider of market intelligence, advisory services, and events for the information technology market. IDC is a subsidiary of IDG, the world's leading technology, media, research, and events company. For more information, please visit www.idc.com/financial, email info@idc-fi.com, or call 508-620-5533. Visit the IDC Financial Insights Community at <http://idc-community.com/financial>.

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