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Charter Mortgage Selects Fiserv UniFi PRO Mortgage eX LOS for Flexible, Integrated Mortgage Automation

LAKE MARY, Fla.--May 31, 2005--Fiserv Lending Solutions, a unit of Fiserv, Inc. (Nasdaq:FISV), announced that Albuquerque, N.M.-based Charter Mortgage has selected the Fiserv UniFi[®] PRO Mortgage eX loan origination software (LOS) system to take its mortgage business to new levels of flexibility and integration.

Founded in 1976, Charter Mortgage is New Mexico's largest mortgage company and is the only company originating and servicing residential and commercial mortgages in the state. Charter Mortgage is also the state's largest originator of FHA, VA, and other affordable home-loan programs. Charter Mortgage is an affiliate of Charter Companies, which also owns Charter Bank, New Mexico's sixth-largest financial institution.

"Charter Mortgage is an existing user of our MortgageServ[®] loan servicing system, so we're pleased they have selected the UniFi PRO Mortgage eX solution as their LOS," said Ed McWilliams, Senior Vice President of Loan Management Products for Fiserv Lending Solutions. "The efficiency they will gain from integrating UniFi PRO Mortgage eX with MortgageServ will benefit their entire lending business from origination all the way through servicing."

According to Lyle Greenberg, Charter's Vice President of Mortgage Operations, the company found itself needing to take better advantage of modern technology, especially in the areas of databases, the Internet, and integration with other systems and services.

"We especially needed more and better interfaces to our current business partners. The integration of our first- and second-mortgage loan processing was also important to our operation," Greenberg said. "We are very impressed with Fiserv's solid customer base and strong financials."

As a long-term customer of the MortgageServ system, Charter already has a good relationship with Fiserv, according to Greenberg.

"We've been a MortgageServ client for about 12 years," Greenberg said. "We're very pleased with the way MortgageServ meets our loan-servicing needs, so in 2004 we signed another extension on our MortgageServ contract. When we began thinking about a new LOS, we liked the synergy of having Fiserv solutions on both the front end and the back end."

After deciding to evaluate LOS solutions, Greenberg and his team gathered information on several vendors' solutions. Charter then invited a select group of vendors to submit RFPs. "From there we made on-site visits with several system users," Greenberg said, "culminating in a visit to the UniFi PRO Mortgage eX development team in Florida. We were impressed with the Fiserv staff we dealt with. We asked a lot of questions, and Fiserv really stood out during our evaluation by providing thorough yet clear answers.

"We selected UniFi PRO Mortgage eX because it offers the best combination of solid functionality, good technology, and a strong parent company," said Greenberg. "We liked not only its out-of-the-box feature set--so we can get it up and running quickly--but also its flexibility. We need an LOS that we can customize as we see fit, and UniFi PRO's Power Tools toolkit will enable us to add data fields, change screens and modify system workflow to meet our changing needs."

Greenberg anticipates good things as he and his team begin the LOS implementation process. "We want to use our new LOS to not only improve our retail origination process, but also establish a more robust and technologically sophisticated broker and correspondent network," Greenberg said. "Overall, we're looking forward to using UniFi PRO Mortgage eX to enhance our workflow and improve our operational efficiency."

UniFi PRO Mortgage eX is a highly customizable, enterprise-wide lending solution of unlimited scalability for larger, highly sophisticated, multi-channel lenders. Currently in use at dozens of innovative mortgage-lending operations nationwide, UniFi PRO Mortgage eX is a complete and comprehensive LOS solution that automates every phase of mortgage and home-equity loan origination, processing and closing. MortgageServ provides on-line, real-time solutions for the advanced servicing of mortgage and home-equity loan products. Details about UniFi PRO Mortgage eX and MortgageServ are on the Internet at www.fiservlendingsolutions.com.

UniFi PRO Mortgage eX and MortgageServ are part of Fiserv Lending Solutions, a suite of products and services for mortgage, consumer, and commercial lenders. The comprehensive lending solutions set from Fiserv includes loan origination and servicing software; lead management and customer loyalty services; document management solutions; automated lending services such as credit, flood, and valuations; field services such as appraisals, inspections, and broker price opinions; closing services; and default management solutions.

Fiserv, Inc. (Nasdaq:FISV) provides information management systems and services to the financial industry, including software solutions, transaction processing, outsourcing, and business process outsourcing. The company serves more than 16,000 clients worldwide, including banks, thrifts, credit unions, lenders, financial planners/investment advisers, insurance companies, and self-funded employers. 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. For more details, visit www.fiserv.com.