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Fiserv Announces Zions Bancorporation to Implement Image Enabled Exceptions Processing

Brookfield, Wis., August 17, 2010 - [Fiserv, Inc.](#) (NASDAQ: FISV), the leading global provider of financial services technology solutions, today announced that Zions Bancorporation has signed on to use ARP/SMS™: Exceptions Workflow, an image enabled exceptions application. Zions Bancorporation has been using the Fiserv ARP/SMS (Account Reconciliation Package/Service Management System) solution for 15 years, and by adding the Exceptions Workflow module it will now be able to streamline its exceptions processing, reduce check fraud risk and service more accounts without adding more staff.

ARP/SMS: Exceptions Workflow provides immediate access to the data required for both research and timely, informed exception actions. With its streamlined workflow, the system also enables financial institutions to handle more positive pay and payee verification accounts and better control exception handling costs. In addition, Exceptions Workflow provides advanced tools to identify potential check fraud incidents earlier in the cycle. The solution is integrated with the ARP/SMS (Account Reconciliation Package/Service Management System) solution from Fiserv.

"We have been using ARP/SMS from Fiserv for positive pay processing and to identify the exceptions and provide the online data," said Frank DiPuma, senior vice president of Strategic Planning, Zions Bancorporation. "However, until now, the image was not available through SMS; our operators had to toggle between applications to gather the information in order to accurately correct the item. Now with Exceptions Workflow, those images will be provided and any subsequent actions and corrections will be integrated right into our ARP/SMS system tightly and seamlessly. By implementing Fiserv's Exceptions Workflow module, we can add more positive pay accounts and reduce the cost of handling exceptions, resulting in a more profitable product."

"By expanding our long-standing relationship with Zions Bancorporation, we will be able to make their exceptions processing even easier and faster," said M.J. Forry, director, Global Payment Solutions, Fiserv. "Exceptions Workflow will allow Zions Bancorporation to make more corrections with a higher degree of accuracy with the same staff and incur less fraud risk."

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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