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Banco Espírito Santo Implements Fraud Risk Manager™ from Fiserv

Flexible solution will consolidate fight against financial crime and increase efficiency through the reduction of false positives

Brookfield, Wis., May 27, 2010 - Fiserv, Inc. (NASDAQ: FISV), the leading global provider of financial services technology solutions, today announced that Banco Espírito Santo (BES) has implemented Fraud Risk Manager™ from Fiserv to monitor, detect, prioritize and case-manage multi-channel fraud, including internal fraud and unethical employee behavior.

"With Fiserv we now have a stronger toolbox at our disposal that will provide a more accurate focus on fraud alerts, as well as a clear reduction in the number of false positives," said the Chief Audit Executive, Banco Espírito Santo. "With the transactional profiles existent in Fraud Risk Manager, combined with the flexibility of changing parameters and rules, we believe we have enhanced our ability to add scenarios to address new types of fraud and ensure that the department is able to continuously update and respond to innovation in fraudulent activity."

Replacing a legacy in-house solution, BES chose Fiserv because it is already using its award winning anti-money laundering solution, AML Manager, to detect suspected money laundering activities. Utilizing the same transaction database, this holistic financial crime risk management platform will now generate money laundering and fraudulent behavior alerts using sophisticated scenarios that improve risk protection for the customer which can lead to improved trust in the bank.

By having Fraud Risk Manager and AML Manager on a single platform, BES will also be able to take advantage of shared functionality and increased efficiencies through use of common resources and reduced maintenance and hardware costs.

"Since the economic crisis started in late 2008, there has been a significant rise in fraudulent activity alongside an ongoing need for institutions to reinforce customer trust," said John Filby, president, Risk and Compliance Solutions, Fiserv. "Our customers are increasingly asking us to help them paint a holistic picture of financial crime activity across the enterprise, both to prevent losses and protect their reputations. With Fraud Risk Manager, BES will now have daily monitoring of fraud alerts and internal fraud. Combined with their existing AML Manager solution from Fiserv, BES now has a more complete view of its financial crime risk."

Fraud Risk Manager from Fiserv is an end-to-end, scalable environment combining innovative transaction and customer monitoring for highly accurate detection. With a library of more than 300 user-configurable alert definitions from which to select, coupled with the ability for clients to create entirely new alert definitions, the solution is designed to provide extensive coverage to protect against fraud losses and to allow users to quickly adapt to new fraud threats.

Fraud Risk Manager monitors not only transactions, but also customer characteristics, account information and non-financial events, such as an address change, new debit card and PIN requests or change in ownership. The solution also combines multiple monitoring techniques including profiling, predictive analytics, peer group analysis and rules to detect more fraud with lower false positives, thereby reducing both fraud losses and mitigation expenses.

About Banco Espírito Santo

Banco Espírito Santo is one of Portugal's leading banks with more than 700 branches, over 9000 staff and a vast experience of dealing with international clients. The Group's principal activities are retail banking, private banking and asset management, corporate banking and investment banking in Portugal. The Group complements its domestic activity with international business focused in Spain, Angola and Brazil.

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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