

eMessengerSM Service

Today's Internet-savvy consumers demand more than just the ability to view an image of a paper document. Consumers expect features such as convenient online capabilities, anytime/anywhere access and complete account management.

First Data's eMessengerSM solution provides all of these features, which will transform your consumer's Internet experience into an online interactive relationship with you. eMessenger is a multi-channel electronic delivery solution capable of converting virtually all customer communications to electronic format. It generates and delivers secure, content-rich electronic documents to your customers through a variety of delivery channels, including e-mail, Web and SMS. And with integrated payment support features, you can provide a convenient way for customers to pay bills right from their desktop computer.

eMessenger Advantage

The eMessenger solution provides the robust features necessary to support E-Sign and other regulatory requirements, from consent and sophisticated statement rendering to historical archiving capabilities. This can lead to enormous savings by eliminating the production and delivery costs for a wide variety of printed customer communication. eMessenger provides message tracking that captures document delivery status and proof of delivery. It's even integrated to our printing capabilities, so if an e-bill isn't received or opened on time by a customer, you can automatically have a paper statement generated and sent to that customer.

Security Features

The eMessenger service provides industry-leading security features combined with an ease of use offered nowhere else. Internet standard digital signatures and encryption technology ensure a document's authenticity (authored by you), integrity (it hasn't been tampered with) and privacy (only intended recipient can view contents). Phishing and spoofing concerns are virtually eliminated with eMessenger.

Fully Integrated Solution

eMessenger is fully integrated with our Strategic Communications Solution product suite, ensuring that your communications are consistent across all channels. Best yet, by using a multi-channel approach to communicating with your customers, you can improve customer satisfaction and dramatically increase the response rates of your marketing efforts.

eMessengerSM Service

eMessengerSM Benefits

Deepen Customer Relationships

- Direct delivery of documents via consumer channel of choice
- SMS and e-mail alert/notification delivery
- Provides electronic solution set for every size of client

Reduce Delivery Costs

- Decrease costs associated with print, postage and dispute resolution
- Reduce call center volume

Drive Top-line Revenue

- Create personalized, interactive marketing initiatives
- Target cross-sell/up-sell offers that engage consumer

Exceed Regulatory Compliance

- Fully supports GLB and HIPAA regulations for privacy
- Exceeds requirements for E-Sign Act and Can-Spam Acts

A Global Leader in Electronic Commerce

First Data powers the global economy by making it easy, fast and secure for people and businesses around the world to buy goods and services using virtually any form of payment. Serving millions of merchant locations and thousands of card issuers, we have the expertise and insight to help you accelerate your business. Put our intelligence to work for you.

**For more information, contact your
First Data Sales Representative
or visit firstdata.com.**