



First Data[®] Output Services

Your customers demand more personalized, convenient services.

Every customer “touchpoint” is an opportunity for you to drive customer engagement, retention, and to help grow your business. First Data supports your customers throughout the entire account lifecycle.

We provide end-to-end card fulfillment services that put purchasing power into the hands of your customers. Our communications options leverage your account statements, letters and digital correspondence to help you stay in front of your customers. And First Data also provides seamless, automated remittance services — processing paper-based or electronic customer payments.

It's a big capital investment and staff commitment to manage these customer support services in-house. With First Data company-wide resources, you benefit from comprehensive billing and payment solutions under one roof — holistic customer support that helps save you time and money.

Output Services Benefits



Customer Engagement — Our solutions help you meet the demand for more personalized customer services.



Holistic Support — Customer services throughout the entire account lifecycle — from card fulfillment to payment processing, all supported by targeted customer communications.



Flexible — Outsource all or part of your in-house operations to help reduce your expenses and staffing commitment.

Card Personalization Capabilities

Take payment card customization to the next level with First Data's variety of personalization capabilities:

- Embossing
- EMV[®]
- Ultragraphics
- Magstripe encoding
- Braille cards
- Flat cards
- Vertical cards
- Laser personalization
- Photo cards
- Digital printing (VHD)
- Card guard
- Front / rear indent
- Tipping color

Our Operational Scale

200M Plastics personalized and mailed annually

2B+ Documents mailed annually

8,000 Plastic styles managed

120M Cards warehoused

114M Cards procured

First Data[®]

Card Production Solutions

First Data combines efficient Card Production Solutions with our powerful processing platform to meet your specific business needs. We offer EMV[®] enabled, credit, debit and private-label card production services. But First Data doesn't stop there — our services also include procurement, inventory management, warehousing and optimized delivery.

Get creative and personalize your payment cards with quality embossing, digital printing or laser etching. Our end-to-end card fulfillment also provides you with diverse card carriers, cost-effective mailings, tracking and returned mail management.

Our Services and Support

An industry leader, First Data offers card production accuracy, flexible design options, data security safeguards and continuous innovation to help you achieve your business goals.

Getting payment cards into the hands of your customers is easy and efficient with our production capabilities and issuance services:

PlastiCard Management

- Procurement services
- Inventory management

Payment Card Production

- Embossed, etched or flat
- EMV[®] chip card technology

Marketing

- Digital or Design-Your-Own-Card
- Customized card carriers

Delivery

- Special handling
- Onsite mail presort

Customize your payment cards to help build customer loyalty — while enhancing your brand identity.

Services and Support

Document Composition

- Advanced document formatting
- Targeted customer messaging

Print Production & Delivery

- Full color printing
- Select perforation capabilities
- Dynamic coupon offers
- Multi-channel delivery options

e-Correspondence

- Electronic messaging and delivery
- Customer self-directed options

Voice Services

- Inbound and outbound services
- Automated systems solutions
- Agent-direct service solutions

Our Operational Scale

5.1B Printed pages produced annually

70% Documents produced are printed in color

#1 Largest mailer of First Class Presorted Mail from one location in the U.S.

2.2B Mail pieces processed

Customer satisfaction and loyalty have a major impact on your revenue and profitability. One key factor is the relevance and clarity of your customer communications. Your customers expect to access and receive information about their accounts and services 24 / 7 — whether by mobile device, online or through traditional channels like print, mail or a live agent.

First Data helps keep you in front of your customers through a superior set of both paper and electronic correspondence tools — clear and consistent communications at virtually any time, across multiple channels.

With our holistic view across the full payments cycle, First Data brings exceptional insight and intelligence to your document production — including flexible design options and inventory management.

Our Print Capabilities

We help you provide your customers with the account information they need in the format that they want.

First Data's customer document design, variable messaging, and decisioning-based offers are all delivered through state-of-the-art composition tools. Our document formatting options include enhanced layout and design capabilities:

- Flexible messaging
- Full color print capabilities with selective perforation for dynamic coupon and check offers
- Two dimensional QR bar codes
- Weight management
- White space management
- Mail piece thickness management
- Data-driven charts and tables
- Credit bureau score information

Convert your customer communications into a strategic advantage — rather than just monthly statements, letters or notices.

Remittance Services

Working With Us

Dedicated Project Team

- Proven data processes and project management
- Operational program governance

Dedicated Support Team

- Consultative support
- Technical consultants for training
- Implementation and delivery managers

Continuous Operational Support

- On-site client services and escalation
- IT development / ongoing support

System and Data Security Capabilities

- Information Security — ISO 17799 compliant program
- PCI Certified — Level 1 Service Provider
- SOC 1 annual audit
- Disaster recovery / Business continuity

Our Operational Scale

400M

Payments processed annually through our national network

25

Years experience in lockbox processing

3,400

Remittance processing clients across various industries

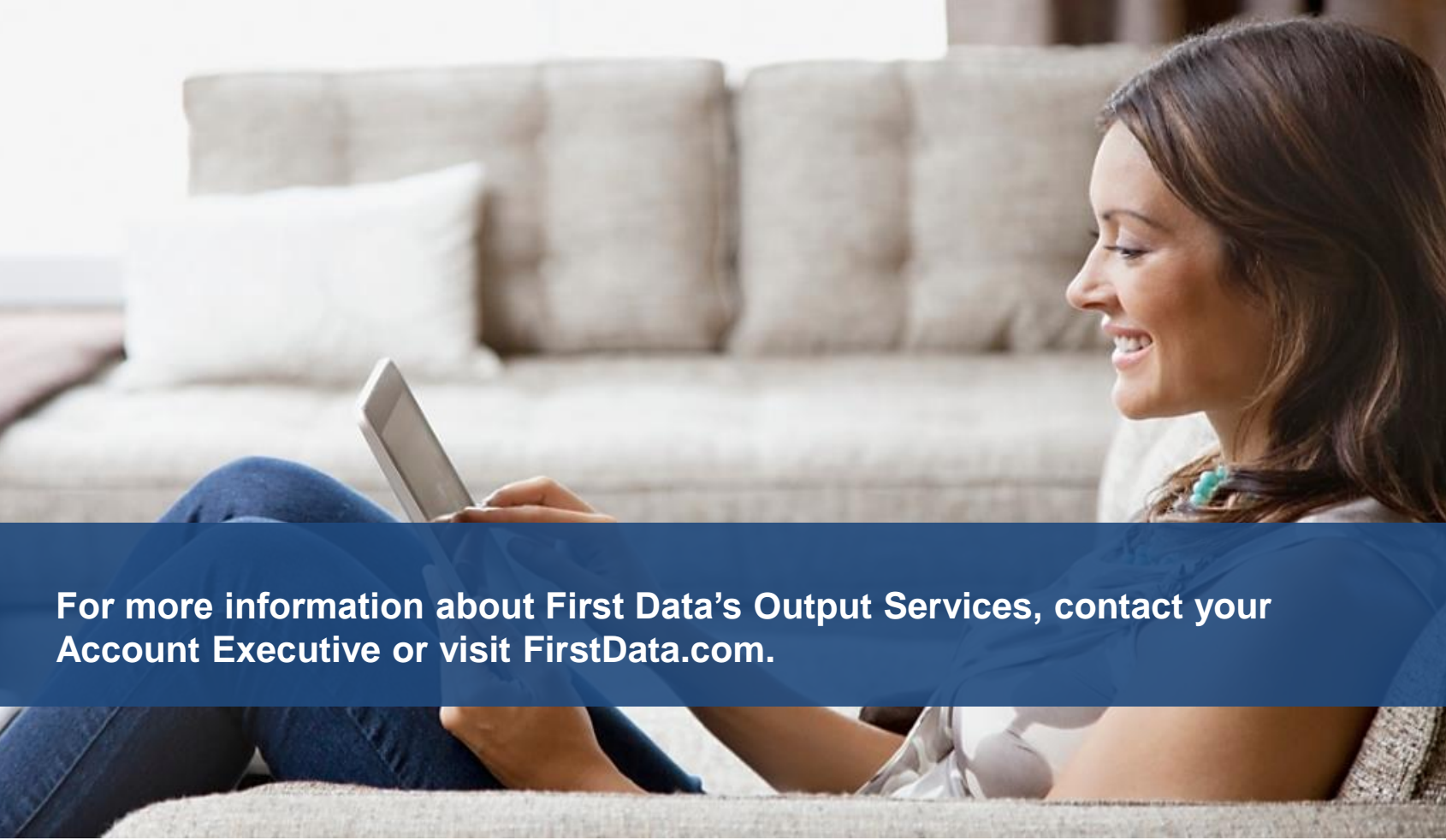
First Data provides comprehensive payment receivables management and remittance processing services across multiple industries. Our Remittance Services help improve your operational efficiency, reduce costs and improve funds availability. We maximize conversion to electronic processing — providing visibility and control across the remittance workflow.

Our national network processes the full range of lockbox transactions. We capture images of checks and documents, deposit your customers' funds, create image cash letters for electronic clearing, and efficiently report detailed payment information on-line.

Our Services and Support

First Data meets your business needs through multiple remittance processing services:

- Payment processing
- Customized workflow
- Customized receivable reporting
- Deposit preparation
- Check electronification
 - Image Cash Letter (ICL)
 - Accounts Receivables Conversion (ARC)
- Specialty Data Entry
 - Municipal or tax data
 - Client invoice information
- Multi cutoffs / deposits per day
- Onsite paper storage
 - Iron Mountain certified destruction
- Return item processing
- A / R payment reversals
- Reporting
- Image archive
 - Single comprehensive view
- Client Decisioning Module (CDM)
- Digitized Image Transmissions
- Account Look Up capability
- MICR Match capability
- Stop / Accept File capability
- File Consolidation



For more information about First Data's Output Services, contact your Account Executive or visit FirstData.com.

Your Financial Institution, Only Better.

Working with financial institutions and payment card issuers, First Data delivers consumer and commercial card processing, management, payment electronification and cash management — the products and services designed to drive overall operational efficiency and help increase your customer retention. Our solutions are flexible to meet the unique business needs of global and national financial institutions.

Benefits to Your Business



Flexibility — Configurable, fully customizable platform allowing you to plug in new products and services quickly and efficiently.



Security — Best-in-class technology-driven security solutions that help protect your business (and your customers) from fraud and loss.



Controls — Offer your customers more control over their banking experience, and a broader view of their personal financial picture.



Engagement — Marketing-driven products built to increase relevance and engagement with users, to help drive customer loyalty.



Innovation — Omni-channel, leading-edge digital and mobile payment solutions that can enrich the customer experience, making it easier and faster to make purchases.



Savings — Payment options that help streamline operations and reduce costs.