



First Data[®] Enhanced RAPID[™] Card Redelivery

Undeliverable mail costs more than you think.

You rely on first class mail to deliver payment cards and related account correspondence to your customers. That's why undeliverable mail can be so costly — potential lost transaction revenue and impact to customer satisfaction.

First Data Enhanced RAPID Card Redelivery solution tracks, researches, re-mails, and reports or destroys materials returned by the U.S. Postal Service or courier service. Returned payment cards are held securely, and they are checked for change of address or change of status. We also offer secure shredding of card carriers and payment cards, including standard PVC and metal cards.

First Data Enhanced RAPID[™] Card Redelivery is available for all card programs — a secure and effective solution to process your non-deliverable cards.

Benefits to Your Business



Cost Savings

Every undeliverable piece is an opportunity to improve management of postage and card replacement production costs.



Customer Relationships

Your customers expect to receive timely account information, not delayed or lost in the mail.



Security

Our process safeguards confidential customer data and account information.

Menu Approach

First Data Enhanced RAPID™ Card Redelivery is a menu approach solution, giving you control to choose actions taken on your card portfolios.

Tracking and reporting a returned card is a standard option.

We also research new addresses through NCOA (National Change of Address) to match for new addresses.

Additional services include:

- Letter generation
- Online / offline memos
- Daily and monthly reporting

Some services may be limited based on access to the cardholder master file.

Cost Savings

To process new payment cards, you incur substantial costs — labor, card materials, postage and lost / stolen reporting. Our solution helps reduce these expenses, while reducing the need for in-house audit controls.

First Data helps ensure that your card materials reach the customer — while helping you to reduce returned mail costs.

First Data® Enhanced RAPID™ Card Redelivery

ATM / Cash Cards

Our solution also enables you to track returned ATM / cash cards issued by your institution. All returned payment cards are logged and a report generated — providing you with your cardholder's account number, full name, address, and a record of card disposition. Our solution enables you to take timely follow-up steps with your impacted customers.

PIN / Post Mailers

You often don't know whether a cardholder receives their PIN / post mailer, account statements or other correspondence — costing you potential lost transaction or payments revenue.

Undeliverable PIN / post mailers returned to First Data are logged into the system and a report generated to keep you updated. With Enhanced RAPID™ Card Redelivery, you can monitor your customers' non-receipts and take action where necessary.

For more information, contact your Account Representative, or visit FirstData.com.