



First Data® eMessengerSM Service

Your customers expect anytime, anywhere access to manage their accounts.

First Data **eMessengerSM Service** transforms your consumer's internet experience into an online interactive relationship with your business.

A multi-channel electronic delivery solution, eMessenger converts virtually all of your customer communications to electronic format. It generates and delivers secure, content-rich electronic documents to your customers through multiple delivery channels — including e-mail, mobile devices, and online.

Benefits to Your Business

Customer Relationships



Deepen your customer relationships with an end-to-end solution that delivers documents to your customers' channels of choice — including email alerts.

Cost Efficiencies

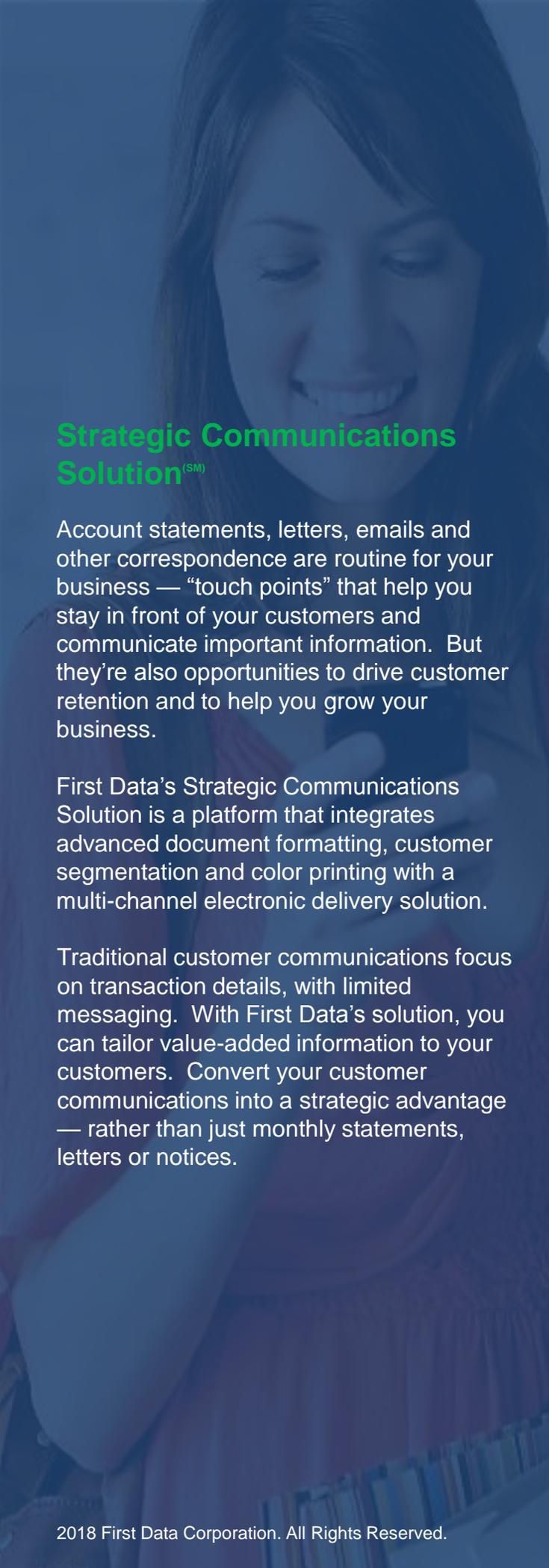


Electronic delivery reduces your print and mail operations costs, which translates to an increase in revenues. Our solution also supports your customer dispute resolution by helping to reduce call center volume.

Drive Revenue



Better engage your customers with targeted up-sell / cross-sell offers, and personalized, interactive marketing initiatives.



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eMessengerSM Service

The Advantages

eMessenger Service provides the features necessary to support e-Sign and other regulatory requirements — from consent and sophisticated statement rendering, to historical archiving capabilities. This eliminates the production and delivery costs for a wide variety of your printed customer communications.

Integrated to our printing capabilities, eMessenger provides message tracking that captures document delivery status and confirmation of delivery. If an e-bill notification is not delivered after multiple attempts, no problem. You automatically can have a paper statement generated and sent out to the customer.

Security Features

eMessenger Service provides industry leading security features, and it's easy to integrate into your operations. Internet standard digital signatures and encryption technology help ensure your documents:

Authenticity — authored by you.

Integrity — it hasn't been tampered with.

Privacy — only the intended recipient can view contents.

Phishing and spoofing concerns are mitigated with eMessenger.

Fully Integrated Solution

eMessenger is fully integrated with our **Strategic Communications SolutionSM** product suite to ensure that your communications are consistent across all channels. A multi-channel approach to your communications helps you to improve customer satisfaction, retention, and help to increase the response rates of your marketing efforts.

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

Strategic Communications SolutionSM

Account statements, letters, emails and other correspondence are routine for your business — “touch points” that help you stay in front of your customers and communicate important information. But they're also opportunities to drive customer retention and to help you grow your business.

First Data's Strategic Communications Solution is a platform that integrates advanced document formatting, customer segmentation and color printing with a multi-channel electronic delivery solution.

Traditional customer communications focus on transaction details, with limited messaging. With First Data's solution, you can tailor value-added information to your customers. Convert your customer communications into a strategic advantage — rather than just monthly statements, letters or notices.