



First Data® eCustomer Service-Mobile

Mobile convenience for the people that matter most — Your customers

Your customers expect access to their accounts at virtually anytime, anywhere. First Data's eCustomer Service-Mobile gives your customers access to their account information and payment options — right from their smartphone.

Help drive customer satisfaction and retention, while saving time and operational costs. First Data will work with you to customize this service, incorporating your brand into the customer interaction.

eCustomer Service-Mobile provides your customers with real-time account information and payment convenience — right in the palm of their hand.

Benefits to Your Business



Customer Relationships

Our service provides you with another communications “touch point” to keep your brand and messaging in front of your customers.



Cost Savings

Help reduce your operational expenses while delivering an exceptional customer experience.



Easy Integration

We support you and your customers with end-to-end integration — from handset to mobile carrier, to firewall, to data source.

eCustomer Service-Mobile

Sample Mobile Screens

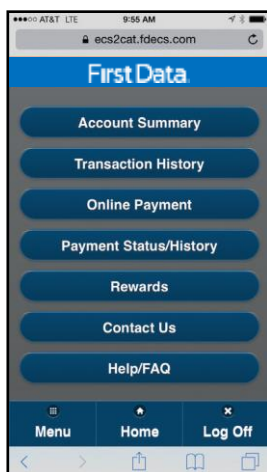
Screen colors can be customized to accommodate your brand standards.

Features & Functionality

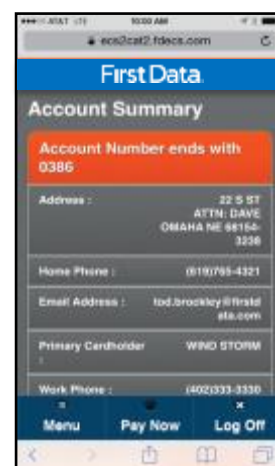
Provide your customers with a range of account functionality using virtually any smartphone browser or internet-capable mobile phone:

- Secure Login
- Account Information
- Account Balance
- Account Details
- Transaction History
- Account Payment
- Rewards
- FAQ's and Contact Information

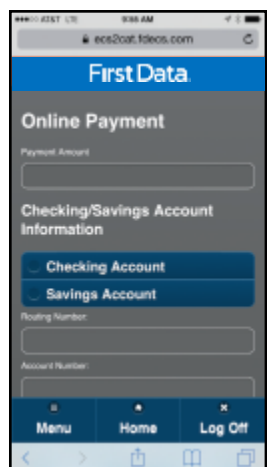
For more information, contact your Account Executive or visit FirstData.com



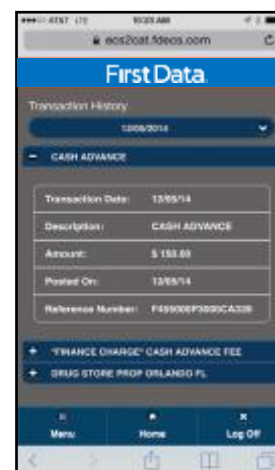
The menu screen navigates your customers to various functions.



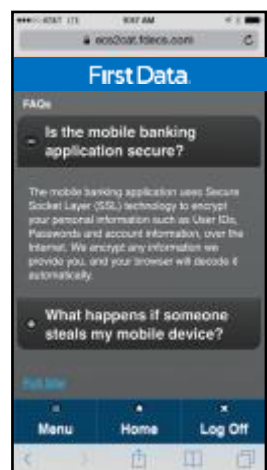
The Account Summary Screen is your customers' landing page.



Both Standard and Enhanced Payments are supported through this application.



The Transaction History page allows cardholders to view transactions from previous statement cycle periods. Each transaction can be expanded to display more details for that transaction.



The FAQ page provides client-defined questions with each topic being expanded to display additional verbiage.

First Data