



Billers Can Boost On-Time Payments and Streamline Operations with Enhanced Billing and Payment Communications from Fiserv

April 30, 2024

New call-to-action notifications and alerts maximize customer engagement

MILWAUKEE, April 30, 2024 – [Fiserv, Inc.](#) (NYSE: FI), a leading global provider of payments and financial technology, is equipping billers with integrated communication capabilities to enhance the customer experience and increase on-time payments while streamlining their own operations.

The new capabilities will allow billers to incorporate call-to-action notifications and alerts into existing workflows to deliver personalized bill payment reminders or messages via email, SMS (text), outbound phone calls, or interactive voice response systems. These notifications and alerts are enabled via an integration of [BillMatrix® from Fiserv](#), a single solution for billing and payments that allows billers to provide choice and convenience while reducing costs and minimizing operational complexities, and [Tilli](#), a multi-channel communication platform provider that enables consumers and organizations to interact effectively throughout the customer journey.

“Billers are seeking effective ways to engage their customers to encourage on-time payments, drive eBill adoption and digital payment usage, and provide proactive communications such as reminders and service updates,” said Jackson McIntosh, Head of Biller Solutions at Fiserv. “Call-to-action notifications and alerts enhance our proven billing and payment capabilities with intuitive, modern, and cost-effective communications that are easily integrated with our clients’ ERP systems.”

Consumers increasingly demand relevant communications that help them manage their financial lives. A Datos Insights survey of U.S. cell phone owners who pay bills, conducted in Q3 2023, found that of those cell phone owners who sometimes make late bill payments due to forgetfulness, 68% would have found a text reminder to pay the bill either extremely valuable or very valuable. The same study also found that among U.S. cell phone owners who received a reminder to pay bills such as mortgages, utilities, auto loans, cable bills, cell phone bills, medical bills or major credit card bills, the majority took action to pay using links in reminder text messages they received.

Washington Gas, a natural gas utility serving Washington, D.C. and the surrounding region, turned to Fiserv and Tilli for an all-in-one platform with easy bill presentment, payment processing and customer engagement. Washington Gas has seen a 140% increase in eBill enrollments and a 20% increase in digital payments since rolling out notifications and alerts.

"Today's consumers expect tailored, effortless experiences that span multiple channels. Recognizing this, businesses are enhancing their ability to connect with customers wherever they are, on any device, ensuring minimal disruptions in business or system operations. Our platform, Nudge, delivers precisely this potent and personalized communication that integrates seamlessly with the most widely used ERPs, CRMs, and other systems of record," said Ali Saberi, Founder & CEO at Tilli. "Through our collaboration with Fiserv, a trusted

partner for many billers, we are poised to further enhance customer experiences and significantly improve return rates."

About Fiserv

Fiserv, Inc. (NYSE: FI), a Fortune 500 company, aspires to move money and information in a way that moves the world. As a global leader in payments and financial technology, the company helps clients achieve best-in-class results through a commitment to innovation and excellence in areas including account processing and digital banking solutions; card issuer processing and network services; payments; e-commerce; merchant acquiring and processing; and the Clover[®] cloud-based point-of-sale and business management platform. Fiserv is a member of the S&P 500[®] Index and has been recognized as one of Fortune[®] World's Most Admired Companies[™] for nine of the last 10 years. Visit [fiserv.com](https://www.fiserv.com) and [follow on social media](#) for more information and the latest company news.

About Tilli

Tilli is transforming customer communication for a globally connected business world. We're devoted to creating a global consumer environment that feels more personalized and connected than ever before. Through cloud-based, customer-centric tools, we're revolutionizing CPaaS and payment processing landscapes to create avenues that help businesses and people connect, collaborate, and make payments in real-time.

#

FISV-G