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## Merck Sharp & Dohme Federal Credit Union Significantly Expands Relationship with Fiserv

- | Extends Fiserv relationship through DNA account processing platform and a portfolio of solutions focused on deepening member relationships and expanding services
- | Open architecture of DNA integrates digital solutions, CRM and business intelligence and more to drive credit union's sales culture
- | Advanced technology, solution integration and world-class support from Fiserv cited as key factors in credit union's decision

BROOKFIELD, Wis.--(BUSINESS WIRE)-- [Fiserv](#), Inc. (NASDAQ: FISV), a leading global provider of financial services technology solutions, announced today that Merck Sharp & Dohme Federal Credit Union, based in Chalfont, Pennsylvania, has expanded its relationship with Fiserv through the addition of multiple solutions that will support and strengthen the credit union's sales culture. The \$536 million asset credit union will use the DNA™ account processing platform and 19 additional solutions to drive organic growth through enhanced sales and service capabilities, and to better serve its members.

A Fiserv client for more than two decades, Merck Sharp & Dohme FCU (MSDFCU) is a full-service financial institution and one of the largest credit unions in Pennsylvania. By growing its relationship with Fiserv, the credit union will gain an integrated technology foundation to enhance the member experience, support new products and expand digital channels.

"We believe that Fiserv provides the technology platform and integrated solutions we need to increase the value of our most important asset - our member relationships - by increasing our speed to market with products and services and enhancing our ability to provide exceptional member service," said David Whitehead, CEO, Merck Sharp & Dohme FCU. "Our longstanding partnership with Fiserv continues to demonstrate their commitment to helping us realize our vision and deliver solutions that enable us to grow and engage with our members in new ways."

DNA brings MSDFCU a unified, person-centric core platform that provides credit union staff with a 360-degree view of member relationships for more personalized service and more relevant product offerings. The open architecture of DNA enables MSDFCU to integrate a range of additional Fiserv solutions, as well as DNAapps™ that the credit union can create for itself or download from the [DNAappstore](#)™ -- to enhance member service and advance its sales culture.

In addition to DNA, the credit union has added a suite of integrated CRM and business intelligence (BI) solutions, Mobiliti™ mobile banking, DNAweb™ online banking, CheckFree® RXP® online bill pay, Popmoney® personal payments, Nautilus® enterprise content management, Instant Open for DNA to speed online and in-branch account opening, tMagic™ for DNA to enhance teller line interactions, Statement Advantage™, WireXchange®, and several payment processing services from Fiserv. The DNA professional services team will help the credit union implement best practices, and Raddon Financial Group will continue to provide MSDFCU with trusted insights and advice.

"Merck Sharp & Dohme, a longtime client, has taken the next step in its pursuit of growth, and Fiserv will continue to provide the high quality, responsive service they have come to rely on," said Mark Sievewright, president, Credit Union Solutions, Fiserv. "DNA and the many complementary Fiserv solutions that MSDFCU has selected provide an exceptional foundation for expanding their services to members and executing on their growth strategy."

Fiserv is the U.S. market leader in account processing services, and more than one-third of U.S. financial institutions rely on Fiserv for account processing solutions and expertise. DNA has been [recognized by industry-leading analysts](#) for its technology, user experience and breadth of functionality, including two recent awards from CEB TowerGroup for "Best-in-Class" product management and customer-centricity. In addition, CheckFree RXP is the industry's leading electronic billing and payments solution used by more than 4,000 institutions. Javelin Strategy & Research has named Fiserv a top ranked mobile banking provider for three consecutive years.

**About Merck Sharp & Dohme**

Based in Chalfont, Pennsylvania, Merck Sharp & Dohme FCU is a non-profit financial institution offering a full line of financial services and products. Founded in 1950 and celebrating its 65<sup>th</sup> year of operation, MSDFCU serves approximately 28,450 members through its six branches located throughout Pennsylvania. Learn more at [www.msdfcu.org](http://www.msdfcu.org).

## **About Fiserv**

Fiserv, Inc. (NASDAQ: FISV) enables clients to achieve best-in-class results by driving quality and innovation in payments, processing services, risk and compliance, customer and channel management, and business insights and optimization. For more than 30 years, Fiserv has been a leader in financial services technology, and today is among FORTUNE<sup>®</sup> magazine's World's Most Admired Companies and Forbes magazine's America's Best Employers. For more information, visit [www.fiserv.com](http://www.fiserv.com).

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