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Caja Popular Mexicana Achieves Efficiency and Growth with Fiserv Solutions

Latin America's largest credit union has relied upon Signature™ from Fiserv during five years of expansion

Brookfield, Wis., August 11, 2010 - [Fiserv](#), Inc. (NASDAQ: FISV), the leading global provider of financial services technology solutions, announced today that Mexican credit union [Caja Popular Mexicana](#) now serves more than 1.7 million members using Fiserv solutions. CPM credits Fiserv core account processing, front-office and middleware solutions with its rapid growth and improved operational efficiency leveraging multiple channels to serve member customers.

Since 2005, Fiserv core, consumer relationship management, and Teller solutions have allowed the credit union to create and market new products in days rather than weeks, provide greater member access via an extensive branch and a growing ATM network, increase efficiency and lower IT costs. Caja Popular Mexicana has utilized the [Signature™](#) bank platform for account processing with Communicator for Signature for flexible, SOA-enabled middleware.

Over the past five years, Caja Popular Mexicana has experienced significant growth in membership from close to 1 million to 1.7 million members with 408 branches in 22 Mexican states. The largest credit union in Latin America by asset size, number of branches and membership, Caja Popular Mexicana focuses on providing financial services and helping to improve the quality of life of its members.

With key products of deposits and savings accounts, Caja Popular Mexicana seeks to educate the Mexican population about the need for savings. It also offers its members multiple options for credit and loans, while coaching its members on how to use credit facilities responsibly. In areas such as credit, deposit and branch operations, Fiserv solutions have made financial services more accessible and easier to use for Caja Popular Mexicana members.

"One of the main factors contributing to our growth is the ability to define products based on member needs and make them available quickly. Before moving to the Signature platform, it took almost six months to get a new product in the market. Now, we can do it in two to three weeks," said Rene Vasquez, Chief Information Officer of Caja Popular Mexicana. "Our IT goal is to improve our operations, services and procedures and allow our employees to be more effective. We look to Fiserv to advise us on tools that will help us achieve these results. With Fiserv, we have been able to centralize our operations and reduce operational costs."

Caja Popular Mexicana has also implemented a more rapid credit approval process combining third party and Fiserv solutions. The time taken to approve a credit application has lowered from three weeks to an average of 72 hours in most cases. Some credit applications are approved immediately. Communicator for Signature provides a bridge to Caja Popular Mexicana's third party credit approval system to streamline the process and offer instantaneous credit to members.

"While growth is important to us, our purpose is to serve the lower income population of Mexico, more than 15 million people, and provide them with choice. We want to facilitate access to financial services for our members and help to improve their quality of life by exactly meeting their financial needs. It is one of our challenges, but it is what makes us different," said Vasquez.

"Our relationship with our clients is vital to helping them achieve their goals. We have an ongoing partnership with Caja Popular Mexicana to understand their unique needs and a shared strategy to take them to the next level," said Tony Catalano, division president, Bank Solutions, Fiserv. "The success of our clients is the true measure of Fiserv solutions' effectiveness. With institutions such as Caja Popular Mexicana, we show the value of investment in best-in-class solutions to deliver financial services with innovation, while maintaining cost efficiencies."

Signature is a flexible, service-oriented architecture (SOA) based solution that supports savings and term deposits, current accounts, loans, sophisticated overdraft and agreed credit arrangement (ACA) processing, mortgages, collections, trade finance, treasury, insurance, imaging, document management and card products. Fully integrated with industry leading solutions from Fiserv, including Aperio and Teller, Signature provides financial institutions with a complete end-to-end solution.

About Caja Popular Mexicana

Caja Popular Mexicana provides services to more than 1,700,000 members, across 22 states in Mexico over 408 branches. Caja Popular Mexicana has increased its membership 10 fold, since its inception in 1994. On a daily basis they average around 3,000 loans and the credits are directed to support all of the members needs, whether its purchasing, health, education, housing, or others. It is an entity regulated and supervised by the federal authority, and operates based on the juridical Sociedad Cooperativa de Ahorro y Prestamo. www.cpm.coop.

About Fiserv

Fiserv, Inc. (NASDAQ: FISV) is the leading global provider of information management and electronic commerce systems for the financial services industry, driving innovation that transforms experiences for financial institutions and their customers. Fiserv is ranked No. 1 on the FinTech 100 survey of top technology partners to the financial services industry. For more information, visit www.fiserv.com.

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