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Personix Unit of Fiserv Again Recognized in Best Practices Study

STAFFORD, Texas--Oct. 18, 2005--The Personix unit of Fiserv, Inc. (Nasdaq:FISV) has received the highest rating of participants in a 2005 study of best business practices conducted by Madison Advisors, a Texas-based consulting firm specializing in customer communication technologies. Personix also received the highest rating in the 2003 version of this biannual study.

Madison Advisors' Best Practices Study measures business practices associated with the composition, production and delivery of personalized documents such as statements, transaction summaries and checks for both print/mail and electronic (Web) delivery. The Best Practices Study analyzed 34 participants, with 14 in-house print facilities and 14 independent document service providers, including Personix. The study captured more than 600 data points from each participant to identify leading practices in 21 areas of document production. Personix exceeded the overall average in 20 of the 21 areas measured. A copy of the study can be found on the Personix website at www.Personix.com.

"We are extremely pleased with these results," said Jorge Diaz, president and CEO of Personix. "As in 2003, the study highlights our commitment to technology solutions and to providing innovative products and services and exceptional service excellence to our clients. Our goal is simply to help our clients be successful, and this study is gratifying in that it affirms that our strategy has delivered an industry-leading solution."

Personix' success can be attributed to a number of factors, according to Diaz. Personix is both customer- and results-focused and investments are made with an eye towards client satisfaction. One example of that strategy is the constant capability building through investment in every aspect of business, including investments in the latest printing and mailing systems and software tools, to help clients maximize the quality of their customer communications.

"We have a culture of execution and our business processes are focused on exceeding client expectations," Diaz said.

Madison Advisors is a consulting firm specializing in customer communication technologies, including content management, customer relationship management, e-billing and infrastructure technology. The firm offers context-specific guidance for a range of content delivery strategies, particularly those addressing enterprise output technologies and customer communications. For more information about Madison Advisors, visit www.madison-advisors.com.

Personix, a unit of Fiserv, Inc., is a leading provider of business-critical communications to the financial services, healthcare, telecommunications, investment services and retail markets. Personix provides plastic card manufacturing, personalization and mailing services and high-volume laser printing, mailing and electronic document delivery solutions to more than 9,000 clients worldwide. Personix is on the Internet at www.personix.com.

Fiserv, Inc. (Nasdaq:FISV) is a provider of information management systems and services to the financial and health benefits industries, including transaction processing, outsourcing, business process outsourcing and software and systems solutions. The company serves more than 16,000 clients worldwide, including banks, credit unions, financial planners/investment advisers, insurance companies and agents, self-insured employers, lenders and savings institutions. Headquartered in Brookfield, Wis., Fiserv reported \$3.4 billion in processing and services revenues for 2004. Fiserv was ranked the largest provider of information technology services to the U.S. financial services industry in the 2004 FinTech 100 survey by the American Banker newspaper and the Financial Insights research firm. Fiserv can be found on the Internet at www.fiserv.com.