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Fighting Fraud a Hot Topic at PLUS System Inaugural User's Conference

LAKE MARY, Fla.--Dec. 2, 2004--Fraud management was the key topic as Fiserv Credit Processing Services, a unit of Fiserv, Inc. (Nasdaq:FISV), recently held its first-ever PLUS System User Conference in Lake Mary, Fla.

The conference brought together Fiserv staff and Fiserv Credit Processing clients to discuss industry trends and how the PLUS System is most effectively used by the users' diverse client base. The PLUS System provides a variety of quality credit services geared to help build profitable credit customer relationships.

The conference offered a variety of educational sessions, but the class on fraud management seemed to resonate the most with clients.

Lori Schmidt, director of operations for Reserve Solutions, Inc., said the conference offered a glimpse of some strong deterrents against fraud. "Protecting our customers against fraud is always very important," Schmidt said.

Tim Smith, vice president of client services for Fiserv Credit Processing Services, said the purpose of the conference was to provide in-depth knowledge of the PLUS System to clients.

"The conference allowed all our PLUS System users to work together during focused product sessions for the very first time," Smith said. "New communication lines among our clients were opened and many creative and innovative product use ideas were discussed. These meetings will enable PLUS System clients to stay current on using the product as well as build on their understanding of the underlying technology behind the product."

Clients offered strong praise for the conference.

"I thought that the conference created a wonderful environment for both clients and partners to not only network with each other, but to also learn how each were solving business problems using Fiserv's technology," said Kenneth Pilcher, director of strategic partnerships for Experian-Scorex. "The conference was facilitated in a way that it allowed quality one-on-one time with key customers and partners that was meaningful to the relationship."

Mike Rusk, chief information officer for EduCap, Inc., said he was introduced to new features and functionality of the PLUS System. "I was wowed by every session and will definitely capitalize on the new things I learned," Rusk said.

Plans are already under way for Fiserv's next conference. "We were elated with how well the conference was received by our clients," Smith said. "I was pleased to see all the networking and open dialogue occurring throughout the conference. Many of our users took away additional uses for the PLUS System that will prove to save them both time and money. It was a huge success and we look forward to making it even better next year."

Fiserv, Inc. (Nasdaq:FISV) provides information management systems and services to the financial industry, including transaction processing, outsourcing, business process outsourcing and software and systems solutions. The company serves more than 15,000 clients worldwide, including banks, broker-dealers, credit unions, financial planners/investment advisers, insurance companies and agents, self-funded employers, lenders and savings institutions. Headquartered in Brookfield, Wis., Fiserv reported \$2.7 billion in processing and services revenues for 2003. Fiserv can be found on the Internet at www.fiserv.com.