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Fiserv Clients Recognized by Retail Banker International for Strategy and Innovation

- | **Client honorees include Westpac Banking Corporation, HSBC Mexico, PNC Bank, N.A. and Broadway Bank**
- | **Achievements include product and IT innovation, mobile banking and branch strategies, and regional success**
- | **Awards demonstrate the role Fiserv plays in enabling the ongoing success of its clients**

Brookfield, Wis., June 29, 2015 - [Fiserv](#), Inc. (NASDAQ: FISV), a leading global provider of financial services technology solutions, today announced that four of its clients received recognition at the Retail Banker International Awards 2015 for initiatives executed in conjunction with Fiserv. The successful banks and their winning categories include: Westpac Banking Corporation for IT Innovation of the Year, HSBC Mexico for Latin American Retail Bank of the Year and PNC Bank, N.A. for Product Innovation of the Year. In addition, Fiserv client Broadway Bank was named a runner-up in the Best Branch Strategy category.

The Retail Banker International Awards are highly regarded within the industry, highlighting the achievements of organizations that have gone to great lengths to deliver excellence for their customers. Winners of these awards demonstrate excellent performance and results that were realized throughout the last year.

"Having worked closely with each of these financial institutions, we are proud to see their achievements recognized. Our clients' successes reflect a reimagining of the financial services landscape for the digital era," said Travers Clarke-Walker, Chief Marketing Officer, International Group, Fiserv. "Fiserv helps enable our clients to flourish and succeed in the retail banking space based on their unique market and definition of success."

Further details of the winning entries are included below:

- | **IT Innovation of the Year - Westpac Banking Corporation**
Westpac launched its multi-year Online Transformation Programme for retail banking in 2014. Working with Fiserv, Westpac simplified and unified its digital banking service, moving to a single platform for online, tablet and mobile banking. The retail banking capabilities were deployed to over 2.6 million active digital consumers in the third quarter of 2014.
- | **Latin American Retail Bank of the Year - HSBC Mexico**
Contributing to its overall performance in 2014, HSBC Mexico worked with Fiserv to overhaul its cash management processes at branches and ATMs. By implementing the Integrated Currency Management Solution from Fiserv and streamlining processes across the bank, HSBC Mexico was able to increase cash availability for their customers and reduce expenses by lowering the number of cash shipments per ATM.
- | **Product Innovation of the Year - PNC Bank**
PNC Bank embarked on a project to deliver a "one-stop" shop for treasury management services for its merchant customers. With implementation of CorPoint from Fiserv, a corporate web cash ordering solution, PNC integrated internal systems to provide a seamless customer experience. As a result, PNC's merchant customers rapidly adopted the new model and were able to increase back office productivity.
- | **Best Branch Strategy - Runner-up, Broadway Bank**
When Broadway Bank, based in San Antonio, Texas, expanded into the highly competitive Austin, Texas, market, the \$3-billion organization saw an opportunity to reimagine its customer experience and redesign its banking centers. With a modern floorplan and staff of personal bankers, the bank embraced technology from Fiserv that lets bankers perform more transactions from a single system. With its customer-centric approach, the bank has improved its branch efficiency and overhead while engaging customers.

Additional Resources:

- | Retail Banker International Awards - <http://www.retailbankerinternational.com/event/retail-banking-london-2015/awards/>

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® magazine's World's Most Admired Companies and Forbes magazine's America's Best Employers. For more information, visit www.fiserv.com.

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