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Fiserv Expands Contact and Servicing Center into Florida to Support Client Growth

Expansion marks third facility in the United States focused on business process outsourcing, continuity planning for automotive lenders and financial institutions

BROOKFIELD, Wis.--(BUSINESS WIRE)-- [Fiserv, Inc.](#) (NASDAQ: FISV), a leading global provider of financial services technology solutions, has opened its third Contact and Servicing Center, expanding its business process outsourcing capacity by 22 percent into Lake Mary, Fla. to meet the growing demand of automotive lenders and financial institutions for customer care, collateral management and back office functions.

Fiserv has provided comprehensive BPO services to reduce clients' operational costs for almost 30 years from Amherst, N.Y. Today, the Contact and Servicing Centers in Amherst and Lake Mary are the human touch points for more than one million accounts and even more borrowers, handling more than 1.7 million inbound and outbound calls annually. Multiple locations also better support business continuity planning.

"As regulatory and technology landscapes continue to change, successful businesses are focusing on their core competencies and engaging a trusted partner to handle both routine interactions and functions and more comprehensive business continuity support," said Steve Bissett, vice president, Client Services, Lending Solutions, Fiserv. "By providing a layer of operational coverage, Fiserv enables its clients to focus on growth strategies, planning for how to better serve the borrowers of today and the needs of borrowers in the future."

In 2016, Fiserv expanded its first Contact and Servicing Center from one location to two. In addition, the facilities began supporting webchat and can accommodate seven languages to more conveniently meet borrowers where they prefer to do business in the language they natively speak.

The Contact and Servicing Center also provides deposit and conversion support to financial institutions, processing more than 4.7 million lockbox payments in 2016.

In a world that is moving faster than ever before, Fiserv helps clients deliver solutions that are in step with the way people live and work today - financial services at the speed of life. Learn more at [TheSpeedofLife.com](#).

Additional Resources

Business Process Outsourcing from Fiserv - <https://www.fiserv.com/processing-services/lending-solutions/business-process-outsourcing.aspx>

Lending Solutions for Automotive Markets - <https://www.fiserv.com/resources/lending-solutions-automotive-markets-brochure.aspx>

About Fiserv

Fiserv, Inc. (NASDAQ: FISV) enables clients worldwide to create and deliver financial services experiences that are in step with the way people live and work today. For more than 30 years, Fiserv has been a trusted leader in financial services technology, helping clients achieve best-in-class results by driving quality and innovation in payments, processing services, risk and compliance, customer and channel management, and insights and optimization. Fiserv is a member of the FORTUNE® 500 and has been named a FORTUNE World's Most Admired Company for four consecutive years. For more information, visit [Fiserv.com](#).

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Media Relations:

Elizabeth McMillan, APR
Director, Corporate Communications
Fiserv, Inc.
678-231-3443
elizabeth.mcmillan@fiserv.com

or

Additional Contact:

Mark Jelfs
Manager, Public Relations
Fiserv, Inc.
414-218-4019
mark.jelfs@fiserv.com

Source: Fiserv, Inc.

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