



# Fiserv, Inc.

D.A. Davidson & Co.

11<sup>th</sup> Annual Financial Services Conference

David Banks, VP-Investor Relations

May 6, 2009

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# Forward-Looking Statements and Non-GAAP Financial Information

The information disclosed in this presentation contains, and during the question and answer session will contain, “forward-looking statements,” including statements regarding integrated sales and operational effectiveness targets and our expected 2009 “adjusted EPS,” “adjusted internal revenue growth,” “adjusted operating margin,” and “free cash flow”. Forward-looking statements are subject to a number of assumptions, risks and uncertainties that may cause actual results to differ materially from those contemplated by such forward-looking statements. Statements can generally be identified as forward-looking because they include words such as “believes,” “anticipates,” “expects,” “could,” “should,” or words of similar meaning. Statements that describe our future plans, objectives or goals are also forward-looking statements.

The factors that may affect our results include, among others: the impact on our business of the current state of the economy, including the risk of reduction in revenue resulting from the elimination of existing or potential clients due to consolidation or financial failures in the financial services industry or from decreased spending on the products and services we offer; our ability to complete, and the timing of and the proceeds from, the sale of the remainder of the Fiserv ISS business, including the risk that the conditions to the completion of the transaction may not be satisfied or the required regulatory approvals may not be obtained timely or at all; our ability to successfully integrate CheckFree’s operations; changes in client demand for our products or services; pricing or other actions by competitors; the potential impact of our Fiserv 2.0 initiatives; our ability to comply with government regulations, including privacy regulations; and other factors discussed in our filings with the Securities and Exchange Commission, including our Annual Report on Form 10-K for the year ended December 31, 2008. You should consider these factors carefully in evaluating forward-looking statements. We caution you not to place undue reliance upon forward-looking statements, which speak only as of the date of this presentation, and undertake no obligation to update forward-looking statements to reflect events or circumstances occurring after the date of this presentation.

This presentation includes the following non-GAAP financial measures: “adjusted revenues,” “adjusted operating income,” “adjusted EPS,” “adjusted operating margin,” “free cash flow,” and “adjusted internal revenue growth.” These non-GAAP measures are indicators that management uses to provide additional meaningful comparisons between current results and prior reported results, and as a basis for planning and forecasting future periods. We believe that these measures are more indicative of our operating performance. **Additional information about these measures and a reconciliation to the nearest GAAP financial measures is provided in the appendix to this presentation.**



# Fiserv Today

## Financial Strength

Over \$4 Billion in Revenue  
Recurring Revenue & Strong Margins  
Consistent Double Digit EPS Growth  
Significant Free Cash Flow  
Long-term Contracts

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## Market Leadership

Payments  
Processing and Services  
Risk and Compliance  
Customer and Channel Management  
Business Intelligence and Optimization

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## By the Numbers

16,000 Clients  
20B Transactions Processed Annually  
6,000 Account Processing Relationships  
20,000 Associates Worldwide

**FINOVATE  
2008**



**CHARTIS  
RISKTECH  
100**

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# Strategic Framework

“A global leader in transaction-based  
technology solutions”

**vision**

**mission**

“To provide integrated technology  
and services solutions that enable  
best-in-class results for our clients”

**1**   
Active  
Portfolio  
Management

**2**   
Client  
Relationship  
Value

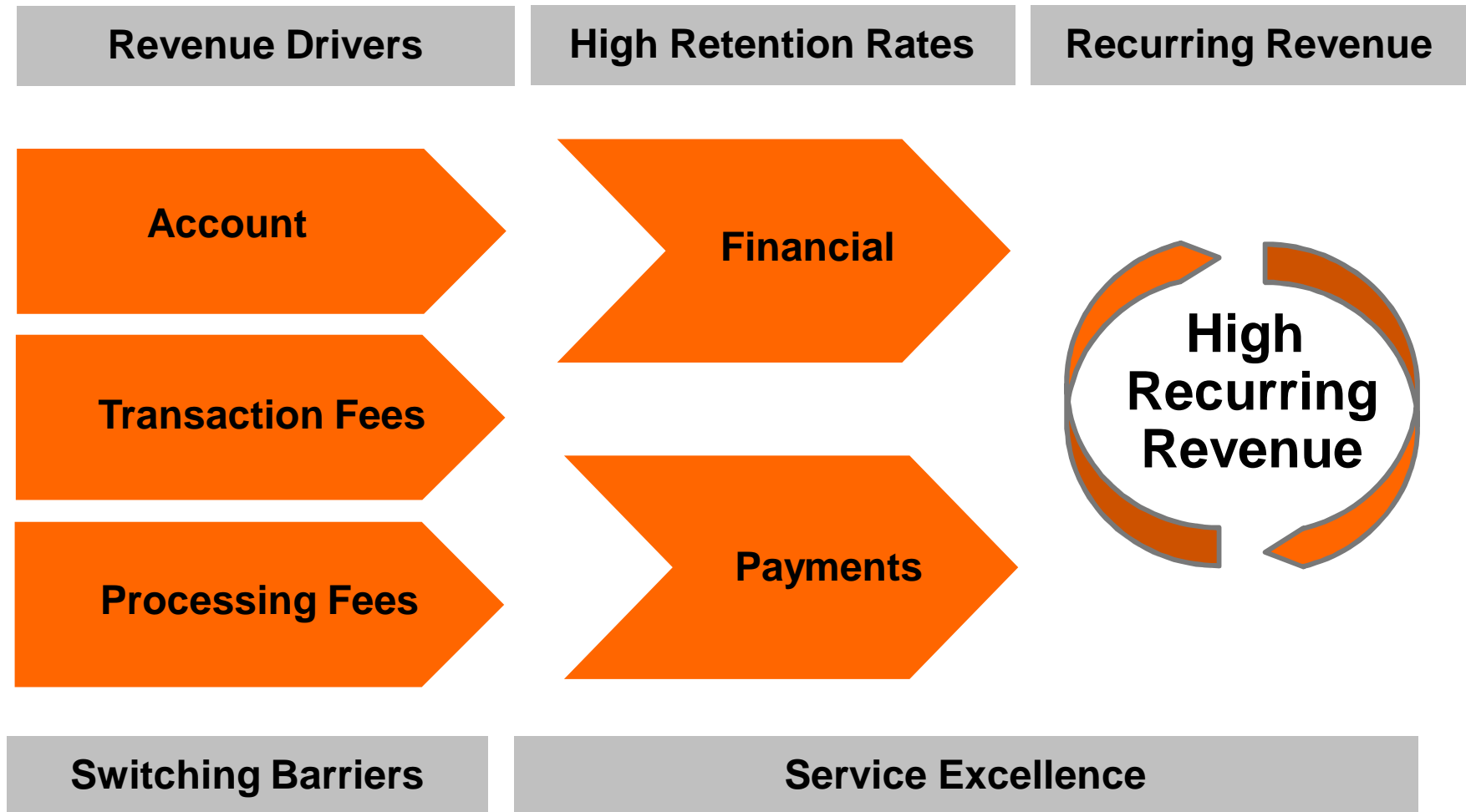
**3**   
Operational  
Effectiveness

**4**   
Capital  
Allocation

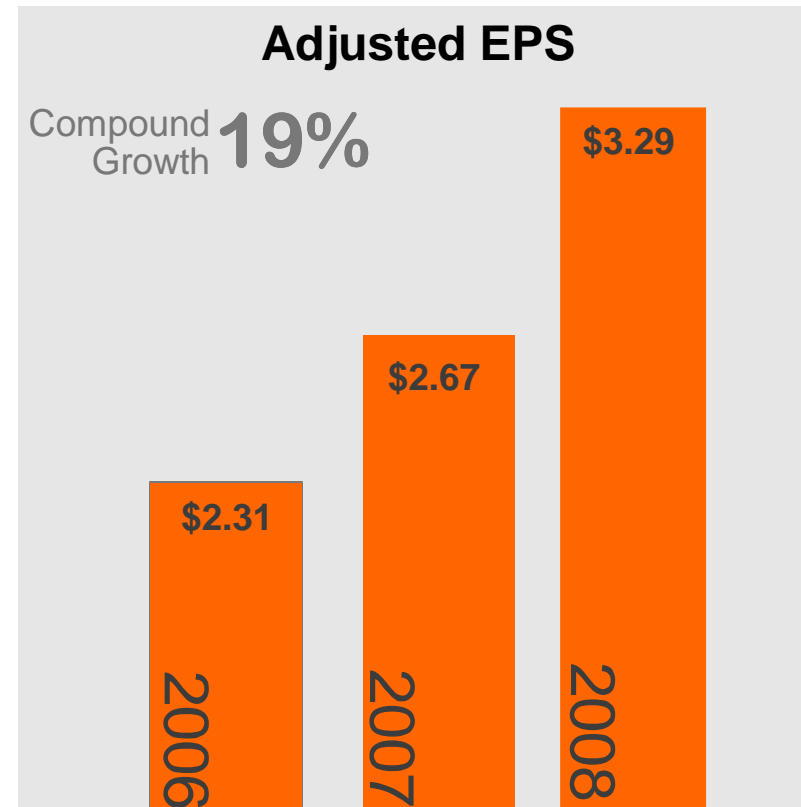
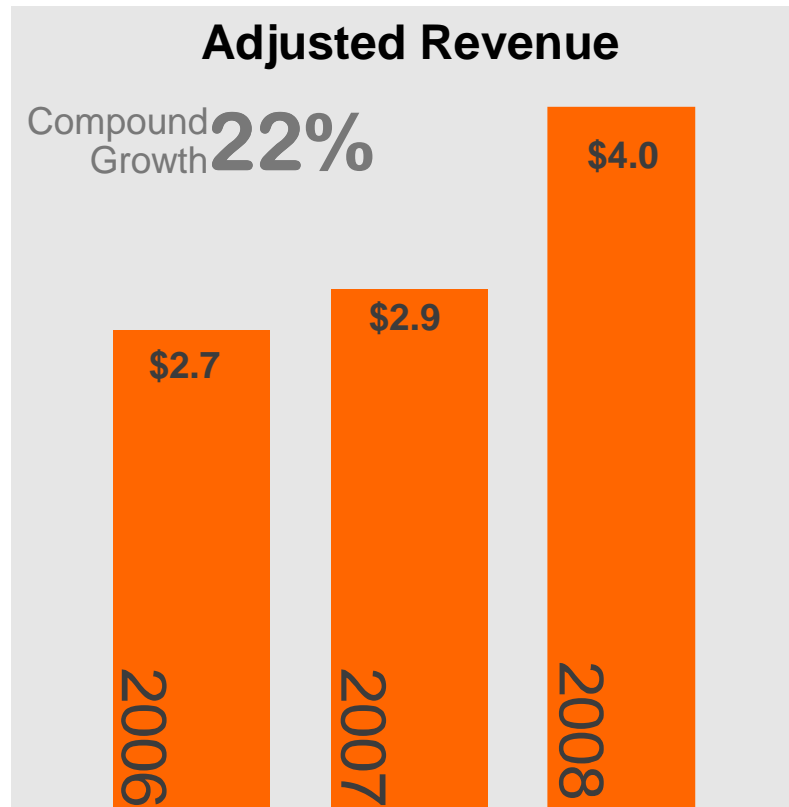
**5**   
Innovation  
Inside

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# Resilient Business Model



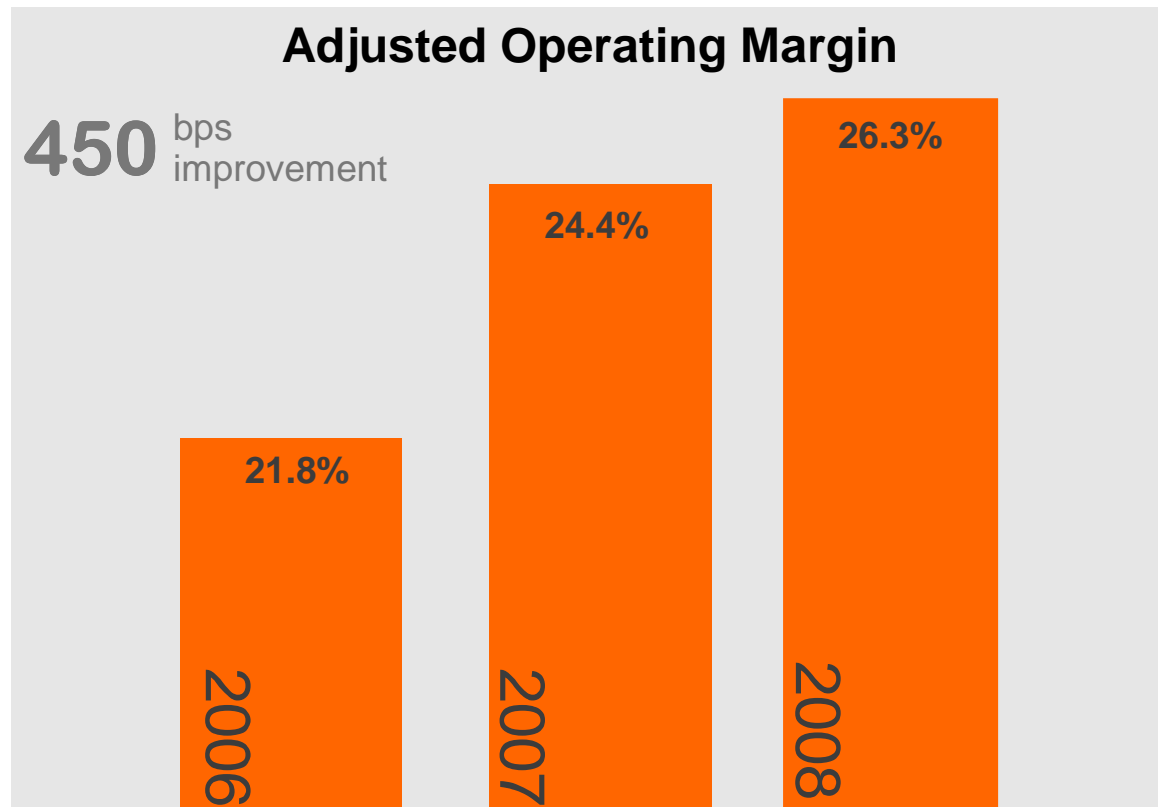
# Consistent Recurring Revenue and Earnings Growth



\$ in billions except per share amounts. See appendix for information regarding non-GAAP measures.



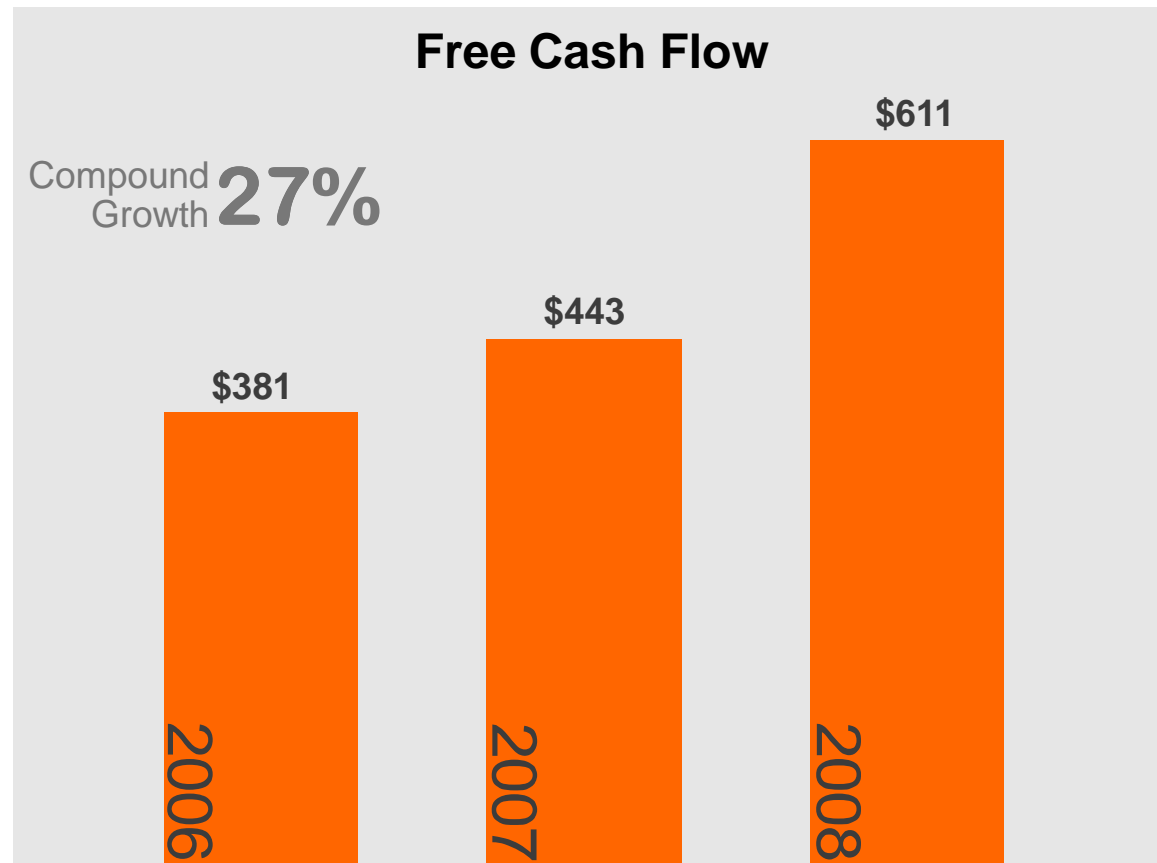
# Strong Operating Margin



See appendix for information regarding non-GAAP measures.



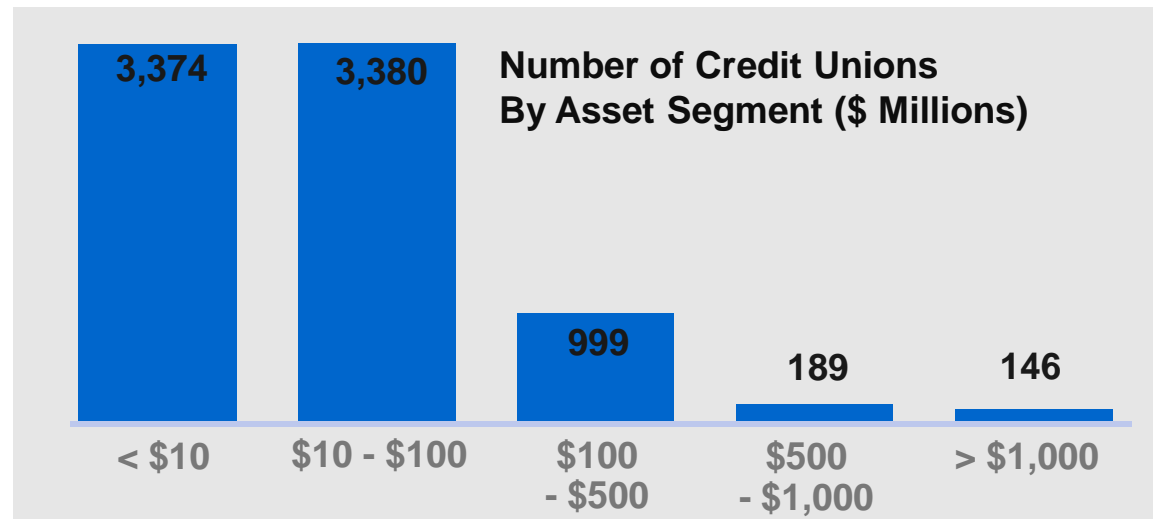
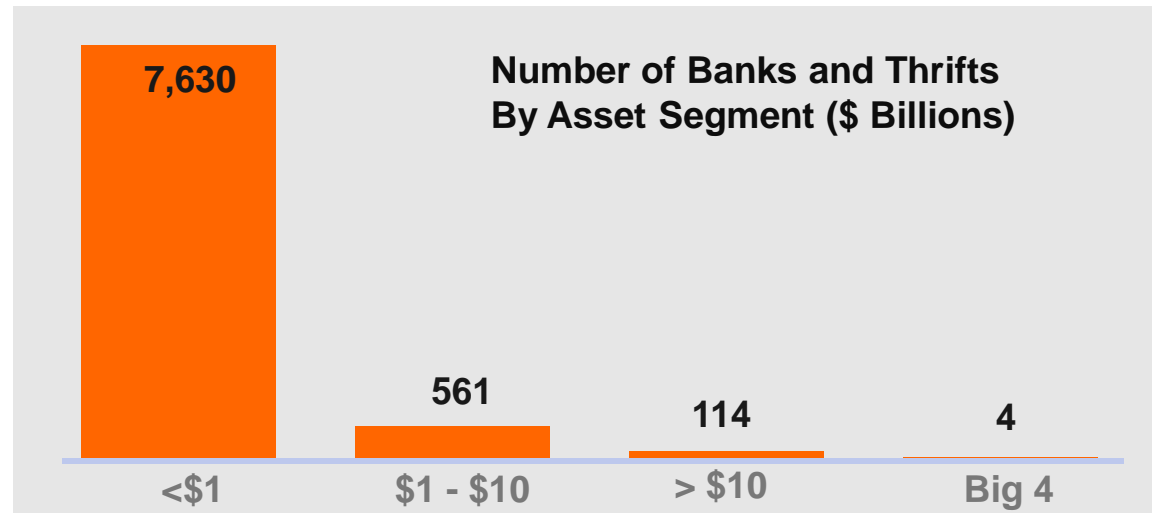
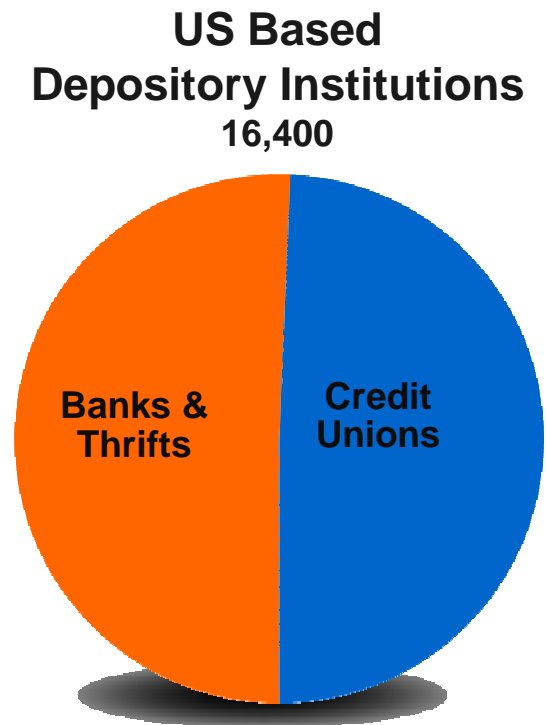
# Strong Cash Flow Generation



\$ in millions. See appendix for information regarding non-GAAP measures.



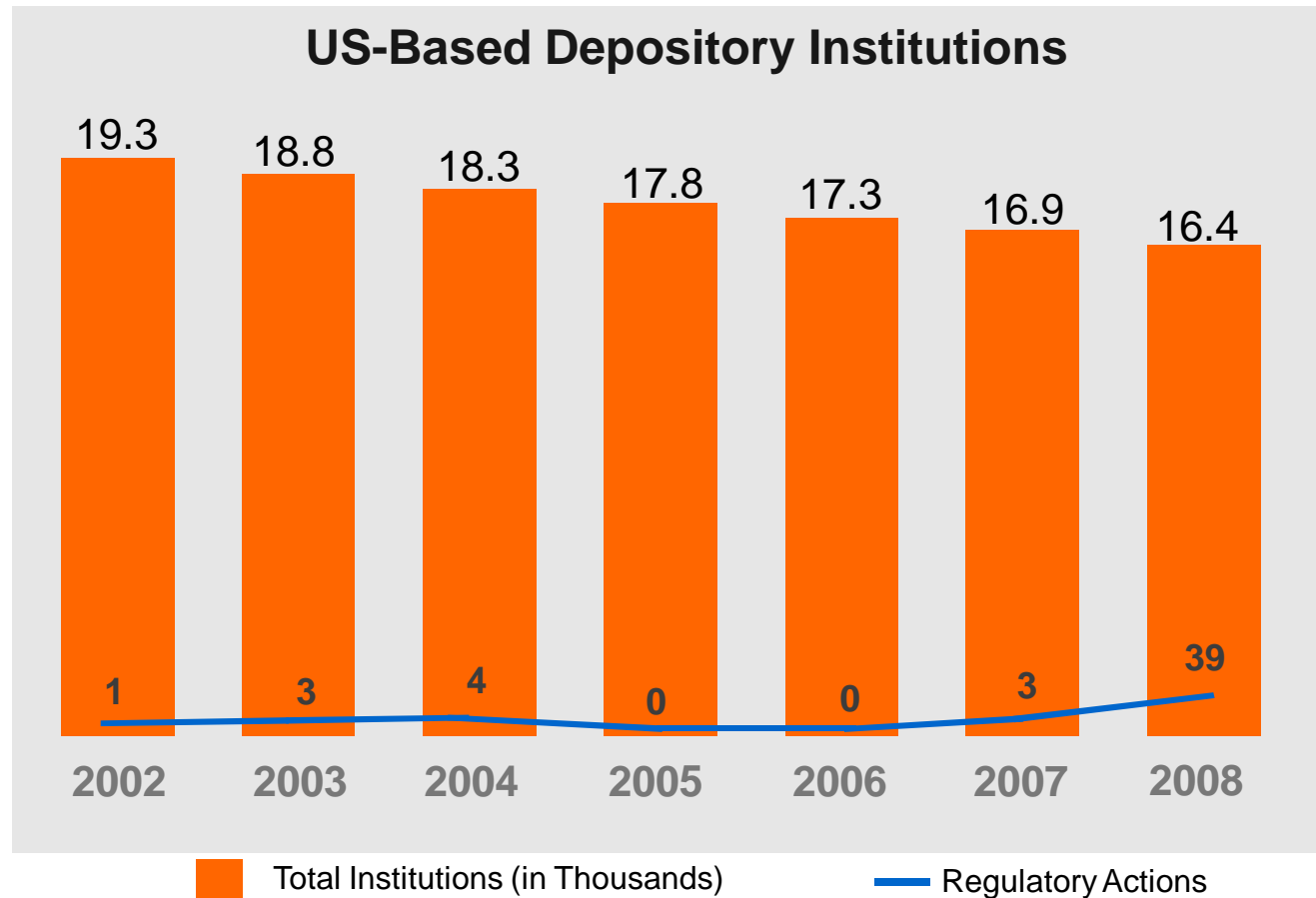
# Market is Large and Diversified



Source: FDIC, Federal Reserve and CUNA as of December 2008.



# Limited Regulatory Actions to Date

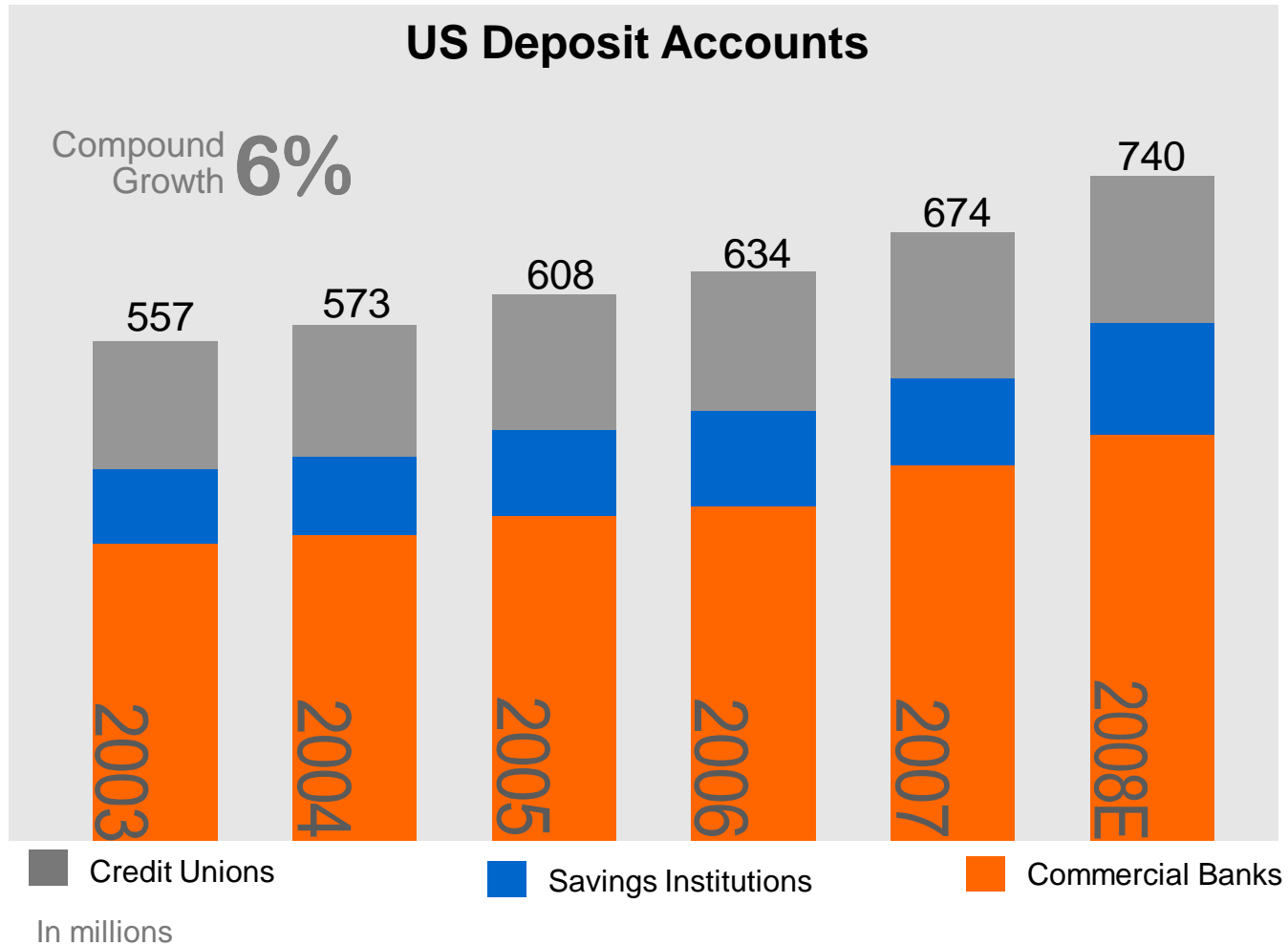


34 closures in 2009 - 1/4 of 1% of all Financial Institutions

Source: FDIC and Federal Reserve as of December 2008.



# U.S. Account Growth Continues



Source: SNL Financial; FDIC Summary of Deposits reported June 30, 2008.

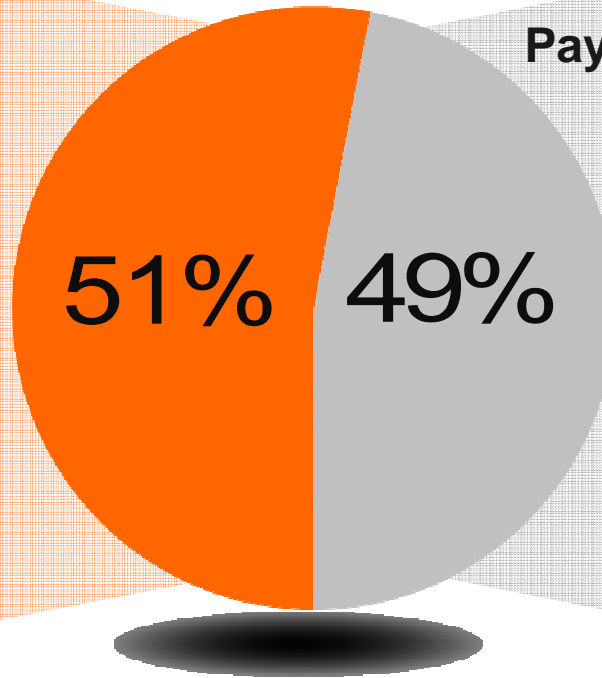


# Primary Businesses

Percent of Revenue  
By Segment

## Financial Services

- Bank, Thrift and Credit Union Account Processing
- Deposit Automation & Item Processing
- Loan Processing and Servicing



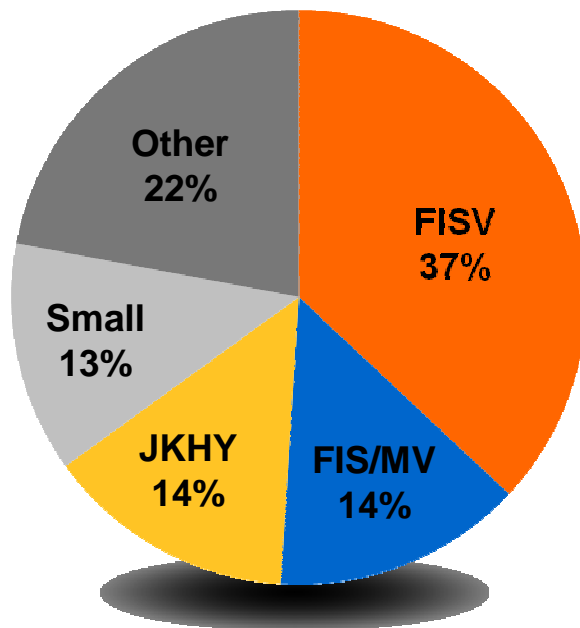
## Payments & Industry Products

- Online Banking
- Electronic Bill Payment & EFT Processing
- Risk Management
- Output Solutions
- Investment



# Fiserv Market Leadership Remains Strong

## Account Processing Market Share by Client



## Market Leadership Across Multiple Fronts

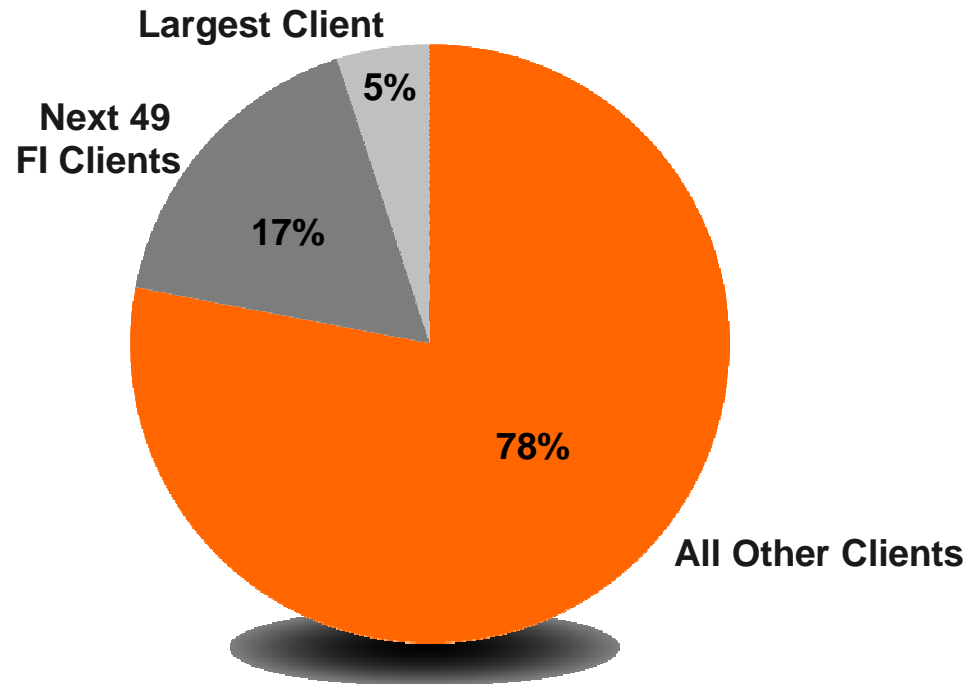
- Online Banking
- Electronic Bill Payment and Presentment
- Debit/EFT
- Source Capture
- Item/Check Processing
- Risk Management
- Business Intelligence

Source: Automation in Banking, 2008.

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# Low Client Revenue Concentration

## Percent of Total Revenue by Client



Revenue is Broadly Diversified Across the Fiserv Client Base





# 2009 Key Priorities

- Meet earnings commitments while maintaining capital flexibility
- Continue integration efforts with increased focus on revenue opportunities and product innovation
- Enhance our go-to-market approach leading to increased sales results to new and existing clients



# 1Q-09 Financial Results

	<b>Adjusted Revenues</b>	<b>Adjusted EPS</b>	<b>Free Cash Flow</b>	<b>Operating Margin</b>
1Q-09	\$ 989	\$ 0.88	\$ 189	27.9%
1Q-08	\$ 1,024	\$ 0.80	\$ 174	25.8%
Change	(3%)	10%	9%	210 bps

\$ in millions except per share amounts. See appendix for information regarding non-GAAP measures.



# Fiserv 2.0 Performance Metrics



See appendix for information regarding performance metrics.



# 1Q-09 Operating Highlights

- Adjusted EPS up 10% to \$0.88
- Adjusted free cash flow up 9% to \$189 million
- Adjusted operating margin expands 210 basis points year over year
- Expanded our payments footprint:
  - Signed 107 clients for electronic bill payment, including 38 competitive takeaways
  - Signed 48 clients for debit/EFT services
- Generated healthy growth in outsourced account processing businesses
- Rolled out new brand identity and market approach



# New Market Approach and Brand Identity



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“Our dynamic new color palette visually separates us from the competitive mass.”

“Fiserv is transforming financial services technology for the benefit of our clients -- period.”

**It's not about what we make. It's about what we make possible.**



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# 2009 Guidance

	<u>Growth Range</u>
Adjusted EPS	10 - 14%
Internal Revenue	0 - 4%
Free Cash Flow	6 - 10%
Adjusted Operating Margin	50+ bps

See appendix for information regarding non-GAAP measures.



# Summary

- Resilient business model positions us well to deliver results in the short and long term
- Fiserv 2.0 momentum continues to produce results
- Enhanced client focus offers significant opportunity to increase share and expand capabilities





## Q & A



# Appendix

# Adjusted Revenues and Adjusted Operating Margin

## Total Company

(\$ in millions)	2006	2007	2008	1Q-08	1Q-09
Revenues	\$ 3,544	\$ 3,897	\$ 4,739	\$ 1,306	\$ 1,044
Fiserv Insurance	(706)	(804)	(513)	(245)	--
Output solutions postage reimbursements	(132)	(158)	(203)	(46)	(57)
Deferred revenue adjustment	--	3	22	9	2
<b>Adjusted revenues</b>	<b>\$ 2,706</b>	<b>\$ 2,938</b>	<b>\$ 4,045</b>	<b>\$ 1,024</b>	<b>\$ 989</b>
Operating income	\$ 667	\$ 739	\$ 890	\$ 230	\$ 218
Fiserv Insurance	(110)	(78)	(44)	(18)	--
Merger costs and other adjustments	9	11	59	16	7
Severance and shutdown costs	--	7	--	--	15
Acquisition intangible amortization	24	39	158	37	36
<b>Adjusted operating income</b>	<b>\$ 590</b>	<b>\$ 718</b>	<b>\$ 1,063</b>	<b>265</b>	<b>\$ 276</b>
Operating margin	18.8%	19.0%	18.8%	17.6%	20.9%
Adjusted operating margin	21.8%	24.4%	26.3%	25.8%	27.9%



# Adjusted EPS

	2006	2007	2008	1Q-08	1Q-09
<b>GAAP EPS – Continuing Operations</b>	<b>\$ 2.20</b>	<b>\$ 2.45</b>	<b>\$ 2.12</b>	<b>\$0.60</b>	<b>\$ 0.65</b>
<b>Adjustments – Net of Tax:</b>					
<b>Merger costs and other adjustments <sup>(1)</sup></b>	<b>--</b>	<b>\$ 0.05</b>	<b>\$ 0.22</b>	<b>0.06</b>	<b>\$ 0.03</b>
<b>Severance and shutdown costs</b>	<b>\$ 0.03</b>	<b>\$ 0.03</b>	<b>--</b>	<b>--</b>	<b>0.06</b>
<b>Acquisition intangible amortization</b>	<b>\$ 0.08</b>	<b>\$ 0.14</b>	<b>\$ 0.60</b>	<b>\$ 0.14</b>	<b>\$ 0.14</b>
<b>Unusual gains and losses</b>	<b>--</b>	<b>--</b>	<b>\$ 0.35</b>	<b>--</b>	<b>--</b>
<b>Adjusted EPS – Continuing Operations</b>	<b><u>\$ 2.31</u></b>	<b><u>\$ 2.67</u></b>	<b><u>\$ 3.29</u></b>	<b><u>\$ 0.80</u></b>	<b><u>\$ 0.88</u></b>

- (1) Merger costs and other adjustments include integration project management, retention bonuses and other expenses associated with the acquisition of CheckFree and deferred revenue adjustments based on the purchase price allocation for the CheckFree acquisition for which the company estimated the fair value of deferred revenue from license fees and other client payments. The deferred revenue adjustments, as reflected on page 26, represent revenue that would have been recognized by CheckFree or companies it acquired consistent with past practices, which the company did not record due to GAAP purchase accounting requirements.



# Free Cash Flow

(\$ in millions)	2006	2007	2008	1Q-08	1Q-09
Net cash provided by operating activities	\$ 541	\$ 565	\$ 775	\$ 219	\$ 224
Capital expenditures	(160)	(156)	(199)	(50)	(45)
Non-recurring items	--	34	35	5	10
Free cash flow	<u>\$ 381</u>	<u>\$ 443</u>	<u>\$ 611</u>	<u>\$ 174</u>	<u>\$ 189</u>
Shares outstanding	177.5	168.8	163.1	165.4	156.0
Free cash flow per share	\$ 2.15	\$ 2.62	\$ 3.75	\$ 1.05	\$ 1.21

Free cash flow represents the Company's continuing operations and has been adjusted for payments related to after-tax merger and severance costs and one-time liabilities assumed on the opening balance sheets of acquired companies. Management believes it is appropriate to exclude these payments from the calculation of free cash flow because they may not be indicative of the future free cash flow of the company.



# Performance Metrics

“Integrated Sales” targets are exclusive of amounts included in the annual sales quota and include sales from a designated list of additional products sold to account processing clients. Dollar value is the amount of recurring annual revenue.

“Operational Effectiveness” targets represent cost savings associated with Fiserv 2.0 and the synergy savings associated with combining CheckFree with Fiserv. The “2009 Objective” is the total amount of savings targeted to be attained in the measurement period which is incremental to the amount attained in 2008.

