

LET'S SOLVE THE CLIENT JOURNEY



WE'RE LISTENING TO YOU

The FIS Capital Markets Client Charter was shaped by input from hundreds of FIS clients and employees. It addresses key concerns:

Organization level	Key concerns
Users	<ul style="list-style-type: none">• Response and resolution times• Ease of use of ticketing system• Quality and accuracy of communication
Domain Experts	<ul style="list-style-type: none">• Product innovation, depth and quality• Service, support and ticket closure• Response times and urgency
Executives	<ul style="list-style-type: none">• Consistency of service• Coordination across groups within FIS• Overall project management of implementations

THE FIS CAPITAL MARKETS CLIENT CHARTER

Your experience is at the top of our agenda. So we've set a high standard for engagement for our teams across the globe.

An end-to-end cross-functional approach increases your opportunity for success at every stage of your journey with us.



YOUR EXPERIENCE is the sum of your entire journey with FIS.

THE CUSTOMER JOURNEY

A client's perspective

The client charter helps ensure a positive experience at every stage of your journey.



Each team and every colleague within FIS Capital Markets Solutions has a critical role to play in the delivery of a successful **CLIENT EXPERIENCE**.

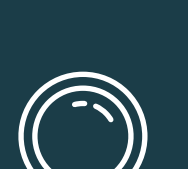
Five guiding principles guide our employees' commitments and actions:

OUR GUIDING PRINCIPLES



Experienced

We have the technical and industry expertise to ensure our clients receive optimal value from our solutions.



Transparent

We communicate clear, accurate and complete information.



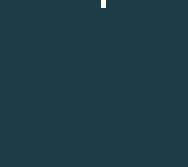
Collaborative

We succeed when our clients succeed. We consistently advocate for them and we deliver on our commitments.



Responsive

We respond quickly and effectively. We meet or exceed all agreed SLAs.



One FIS

We synchronize internally to broaden client resources and harmonize the experience of doing business with us.

OUR COMMITMENT TO YOU

We've applied our **GUIDING PRINCIPLES** to each of the **EIGHT CLIENT JOURNEY STAGES - AND**

CREATED 40 COMMITMENTS AND ACTIONS

to ensure you have the best possible experience.

Want to learn more?

Speak to your account manager or email us at getinfo@fisglobal.com

LET'S SOLVE SOMETHING BIGGER

About FIS

FIS is a leading provider of technology solutions for merchants, banks and capital markets firms globally. Our more than 55,000 people are dedicated to advancing the way the world pays, banks and invests by applying our scale, deep expertise and data-driven insights. We help our clients use technology in innovative ways to solve business-critical challenges and deliver superior experiences for their customers.

Headquartered in Jacksonville, Florida, FIS is a Fortune 500® company and is a member of Standard & Poor's 500® Index.

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