



DIGITAL ISSUANCE

Evolve Your Relationship Experience

Accelerating Cardholder Satisfaction

Today, cardholders expect your locations to offer frictionless services to be readily available. With traditional card fulfillment, it can take up to 10 days to issue, mail and activate cards. Such a long period of time is no longer acceptable in today's on-demand society.

The FIS™ Digital Issuance solution, allows the cardholder to provision the card immediately into a mobile wallet. This solution attracts accelerated and increased cardholder loyalty and gives your institution card's "Top of Wallet" status.

On average, cardholders who receive their cards immediately, use their new cards within hours. The sooner they receive their cards, the sooner they spend, and the sooner you generate transaction fees.

It's a win-win situation for everyone. Not only will you receive more revenue, but your institution will have a clear point of service differentiation by having the ability to reissue a card digitally if a card is ever compromised.

Enhance the Consumer Experience

- Attract and retain cardholders
- Improve cardholder satisfaction
- Delivers speed and convenience
- Brand loyalty

Benefits

Improved Experience

Meet new cardholder's instant expectations while retaining existing cardholders by showing the value of instant issuance in emergency card replacement situations.

Competitive Advantage

Digital issuance delivers speed, convenience and value to cardholders.

Revenue Opportunities

Activation at the time of card issuance maximizes activation rates, increases card usage and reduces downtime in re-issuance situations.

Delivery Options

FIS will offer the option for your institution to utilize Code Connect to deliver the cardholder information via secure container. Other options include an end to end solution with the FIS Mobile Application. This solution will restrict the usage of the card to only tokenized transactions until the physical card is activated.

Key Features | Functions for FIS Digital Issuance:

- Provide cardholders with new or replacement digital card on demand
- Lower cost option — no hardware investment
- Maintain the same PAN with the physical card
- Restrict Card Present transactions until physical card is activated
- Automatically order physical card

Brand Loyalty

Digital Issuance helps establish your institutions brand as cardholders come to trust that their card will always be immediately available. As cardholder preferences evolve and new channels emerge, financial institutions must consider the role of locations as it relates to the emergence of digital capabilities. This is a game-changer for financial institutions; digital issuance offers a great opportunity to transform your location into a superior service center, thus improving consumer loyalty and profitability.



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