







Digital Payouts:

Pick up speed to optimize efficiency and transform customer experiences

The on-demand economy is fueled by the instant gratification of digital experiences. Consumers are in control, and they want choice and speed.

This digital wave – accelerated by the COVID-19 pandemic – means people expect companies to pay them the same way – quickly and securely. It's crucial for businesses to embrace technologies that give consumers control and choice over how and when they receive funds.

Digital payouts empower customer choice by delivering:

-  Payments in the blink of an eye
-  Anytime, anywhere payout options
-  Friendly, consistent user experiences
-  Peace of mind and security protection

Source: ¹PYMNTS.com



70%
of U.S. consumers prefer
instant payments¹



How you pay customers is a competitive advantage

Paper checks are inefficient, expensive and increasingly unpopular with consumers. An effective payments plan should include a digital payouts strategy that delivers a superior experience, including the ability for customers to easily pay, and get paid, on their terms.

Today, consumers expect digital payout options and convenience across **all** industries, driving a transformation in non-traditional areas like Insurance, Healthcare and Gaming.

We helped a client be the bright spot in someone's day

Insurer success story:

 **16**
Minutes

Time it took from claim submission to payout²

Source: ²Fiserv data; individual results may vary

Motivating drivers behind digital payouts

Insurance

Reduce the stress of waiting for claim payouts

Policyholders expect quick, secure and efficient digital payout options from their insurance providers. When there's an urgent need, policyholders don't want to wait for their funds.

Healthcare

Eliminate the burden of managing multiple provider platforms

Patients want control and choice over how and when they receive their funds. Healthcare providers need multiple payment options for patients, B2B partners and insurers.

Gaming

Simplify compliance and regulatory requirements

Players and sports bettors expect fast, secure and efficient digital pay-in and payout options. Online gaming operators need to meet this demand, while complying with various regulatory requirements across different markets.



Prepare for success – take action to accelerate digital payouts adoption

The right digital platform enables faster payouts, lowers costs, boosts productivity, reinforces your brand promise and helps drive customer loyalty.

Make digital payouts part of your business practice to deliver fast, easy and convenient payments.

- **Improve Speed to Market:** Replace multiple platforms and vendors with a single, highly-integrated global and scalable omnichannel commerce platform.
- **Enhance Customer Satisfaction:** Provide quick, seamless digital payouts in near real-time along with tailored communications.
- **Expand Payout Options:** Deliver more customer choice with multiple payout options, from debit cards to social payments like Venmo and PayPal®.
- **Simplify Operations:** Standardize your back office, customer service and compliance services.
- **Keep Ahead of Fraudsters:** Apply a multilayer approach to consumer privacy, data security and risk mitigation.
- **Plan for Now and the Future:** Be ready to activate new payout methods like real-time payments and cross-border payouts.

Sources: ³Aite, ⁴Fiserv data; individual results may vary



Digital Payouts Help Reduce Costs



Up to
60%
less expensive than checks and wires³



Up to
25%
reduction in call center inquiries⁴



Insurance
Claim Payout

\$800M Number of Carat
payouts per month⁶

Sources: ⁵Fiserv data; individual results may vary, ⁶Fiserv internal data

Carat is a leader in digital payouts, committed to innovation

Carat from Fiserv is an omnichannel commerce ecosystem that offers unlimited payment opportunities across any channel, executing transactions on any device with any payment method, securely and at global scale.

Carat's Digital Payouts solution enables merchants to provide customers with fast, secure and cost-effective payout options how and when they want – on weekends, holidays and after hours.

Our comprehensive solution delivers:

- Single API or portal-driven integration for instant connectivity
- White-label customer portal for branded experiences
- Single, split or mass payouts disbursed in under five seconds⁵
- Extensive and exclusive payout options, including prepaid, debit, ACH, Money Network®, PDF check and social payments
- Built-in tools to help protect data, mitigate risk and reduce regulatory and compliance burdens
- Connectivity to a global, omnichannel commerce engine to accept, protect and optimize payments

We work with the most successful brands in the world. Trust our people, our technology and our global partner network to help keep you one step ahead.

Start the Conversation >

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