

 Solution

## Notifi<sup>SM</sup> Alerts

Real-Time Alerts Enable Consumers to Take Quick, Appropriate Action

Consumers expect financial information on demand – when it is important and useful to them. With Notifi Alerts from Fiserv, you can deliver real-time financial alerts to help consumers take immediate action to address a specific need.

Consumers expect access to their financial information on their terms, including on their mobile devices. Notifi Alerts changes the messaging landscape by enabling digital communication through multiple banking channels. Relevant financial events, such as a low balance, pending loan payment or suspicious transaction, automatically trigger the delivery of real-time alerts. Accountholders control their communication preferences and can choose to receive alerts through email, text or push notifications.

Real-time notification technology helps you meet consumer demands, increase engagement, lower costs and ensure compliance.

### Empower Consumers to Take Action

Notifi Alerts is an innovative events and alerts solution that automates financial tasks and delivers real-time alerts about opportunities, exceptions and confirmations. Deepen accountholder engagement and control, ultimately increasing satisfaction.

Notifi Alerts simplifies consumers' busy lives while helping your organization build stronger, more valuable relationships.



Notifi Alerts delivers:

- Greater self-service productivity, reducing support calls and branch visits
- More time for your staff to focus on higher value interactions, such as loan requests and new account openings
- Reduced fraud exposure and fraud losses through real-time alerts
- Revenue opportunities through increased transactions and enrollments in overdraft protection plans because of real-time alerts for nonsufficient funds
- Enhanced engagement and retention through more frequent exposure to your brand
- Reduced complexity, expense and risk
- Simplified regulatory compliance and lower compliance costs through a single set of audit trails

## Meet a Constant Need

Financial events occur all day, every day for consumers, from point-of-sale transactions for the morning latte to repaying a coworker for concert tickets using Zelle®. Each event represents an opportunity for your financial institution to strengthen the relationship. Alerts are the cornerstone for increased engagement.

Access to information for financial events inside your institution is no different. Whether it's a wire transfer confirmation, an ACH payment status or a mobile banking deposit, consumers want to know in real time about their finances.



## Powerful Simplicity

Notifi Alerts publishes and processes events in real-time to a centralized events hub. That eliminates the batch-processing challenge, allowing your accountholders to receive alerts and take action at the precise moment action is needed. It also ensures all personal information (email addresses, phone numbers and client alert preferences) is stored in a single alert database for instantaneous delivery with less information redundancy across multiple channels.

## Connect With Your Consumers When They Need You Most

As the digital universe expands to meet consumer demand, Notifi Alerts enables you to connect with your consumers on their mobile devices through the message option of their choice. The adoption of texts and push notifications is increasing, and Notifi Alerts helps you grow engagement, increase revenue and cross-sell opportunities, and differentiate your financial institution in the market.




### Key Benefits:

- **Broadcast Alerts** – Allows financial institutions to send electronic messages with general information to all online banking users or any defined list of users
- **Commercial Alerts** – Enables financial institutions to send alerts on commercially focused activity, including wires, ACH and positive pay
- **Internal Alerts** – Allows employees of financial institutions to subscribe to the same alerts end users receive, enabling them to stay informed about posted transactions and account changes
- **Scheduled Alerts** – Allows accountholders to manage their finances by scheduling alerts, such as daily balance and weekly transaction summary

# Connect With Us

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 [fiserv.com](https://www.fiserv.com)

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