

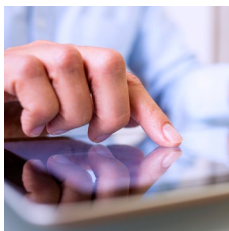
Module



Nautilus® Efficiency Manager: Reg E Disputes

Electronically initiate, resolve and track Reg E disputes within your organization from a single intuitive platform

Nautilus Efficiency Manager: Reg E Disputes from Fiserv greatly simplifies the manual resolution process for disputed electronic transactions by building automation and efficiency into the entire operation.



Managing Reg E disputes is often a manual or semi-manual process. The demands of dispute initiation, tracking, resolution and notification can stretch your resources and monopolize your focus. And whether the process occurs in your local branch, call center or your operations department, the challenges are felt across the organization.

Paper or electronic file documentation and dispute statuses are not always readily available to all users. This fractured approach creates an inefficient work environment that negatively affects customer satisfaction. Ultimately, your resolution processes can become untimely and error-prone, which only amplifies your compliance and fiscal risk.

There is a better way.

Intelligently Manage Compliance with Ease

Nautilus Efficiency Manager: Reg E Disputes greatly simplifies and expedites the administration of disputed electronic transactions (debit card, ATM, ACH, and remittance transfers), promoting more structured fiscal and compliance policies from a single, integrated platform. The application delivers full-featured case management designed to boost operational efficiency, enhance record keeping and

strengthen compliance controls. The end result is simplified dispute management that streamlines your operations while elevating the customer experience.

Benefit Your Organization, Satisfy Your Customers

The bottom-line test for any solution is how well it solves operational challenges, and how well it enhances the experience for your customers.

Nautilus Efficiency Manager: Reg E Disputes:

- Eliminates the costly and inconsistent manual processing of claims while increasing productivity
- Reduces error rates by leading associates through every step of the EFT error resolution procedures with automated case management
- Minimizes risk of civil or regulatory action and losses related to non-compliance
- Provides Reg E dispute case and supporting documentation for a more informed staff and greater customer satisfaction
- Delivers speedier dispute resolutions through process automation



Fiserv is driving innovation in Payments, Processing Services, Risk & Compliance, Customer & Channel Management and Insights & Optimization. Our solutions help clients deliver financial services at the speed of life to enhance the way people live and work today. Visit fiserv.com to learn more.

Intuitive Features

Nautilus Efficiency Manager: Reg E Disputes delivers all the tools you need to effectively manage the entire resolution process, including:

- Pre-configured dashboards and workflows based on user role and claim type
- Letter generation for effective, consistent customer communications
- Regulation E deadline alerts sent via email and online
- Additional deadline alerts based on payment or claim type
- Integrated rules, workflows and letters based on payment or claim type
- Integrated document management for safe storage of all documents in one place
- Reporting and full audit capabilities for all dispute resolution activity

Robust Functionality

Nautilus Efficiency Manager: Reg E Disputes delivers comprehensive and user-friendly functionality for quick, compliant dispute resolution.

- Dispute tracking for debit card, ATM and ACH cases
- Multichannel dispute initiation via branch, call center or online
- Management reporting by case and category
- Automated generation of general ledger and application transactions, with the ability to create reversals as needed
- Automated creation of form letters required in the resolution process
- Customizable letter capabilities
- Multiuser functionality

The Intelligent Difference

Fiserv delivers smart solutions to help you meet your organization's unique business challenges and maximize the experience for your most valuable asset – your customers. Where intuitive design meets inspiration, Fiserv is enabling the delivery of insightful, tightly connected services for an on-the-move, real-time world.

Connect With Us

For more information about Nautilus Efficiency Manager: Reg E Disputes, call 800-872-7882, email getsolutions@fiserv.com or visit www.fiserv.com.



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