FIS

FIS CardMod

INCREASE CARDHOLDER ENGAGEMENT WITH SUPERIOR CARD MANAGEMENT EXPERIENCES

Cardholders demand a superior
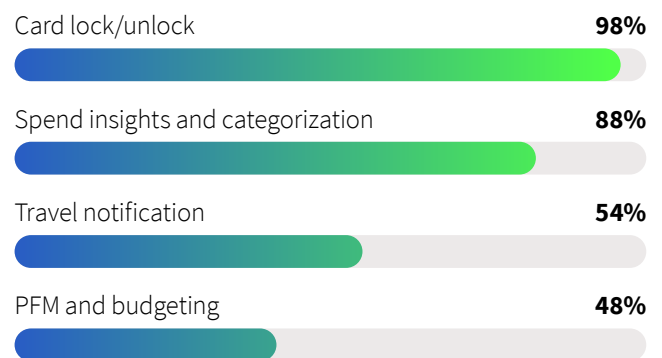financial card management application

YOUR CARDHOLDERS RELY ON THEIR CARD AS THEIR MAIN FORM OF PAYMENT

Whether it's paying for bills, buying groceries or anything that fits their lifestyle, your cardholders expect a seamless experience.
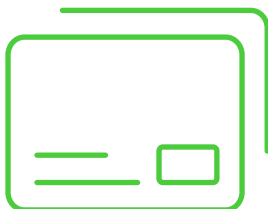
In addition, cardholders would rather have simpler self-service options when it comes to their financial management. Today's cardholders expect immediate access to information and a fast resolution when there is a problem.

To meet rising expectations, organizations are providing a growing number of value-add features to address their cardholders' need for greater control of their personal finances.

Additional value-add features:

Card lock/unlock **98%**

Spend insights and categorization **88%**

Travel notification **54%**

PFM and budgeting **48%**
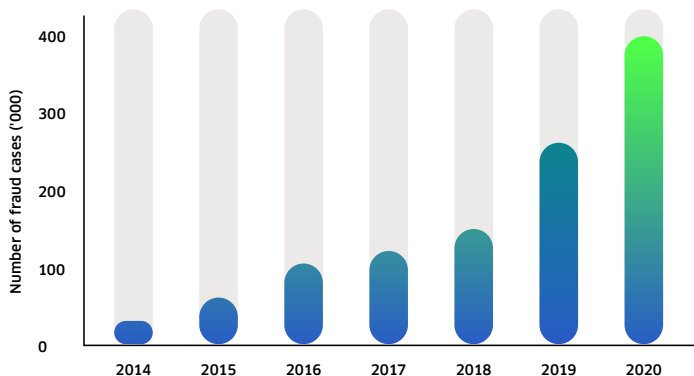
Source: The 2021 US Mobile Banking Benchmark

Meeting your cardholders' expectations for secure and convenient access to their cards and creating a positive experience should be two of the most important considerations for any financial institution.

Allowing cardholders to be the first line of defense

Fraud happens more often than we want. From a cardholders' perspective, it's one of the most frustrating things to go through because of the steps involved. A lot of times, your institution catches suspicious transactions, but often that's not the case. How do you improve on this? One simple way is to allow your cardholders to be the first line of defense when it comes to their financial wellness. If you allow your cardholders to leverage self-service tools to help prevent fraud, it will save them time and effort, but also help your institution to mitigate losses.

According to the Federal Trade Reserve, the rise of card fraud continues each year and it doesn't seem to be slowing down:

Built for bold financial technology

To meet the needs of your current cardholders and to attract new ones, you need a mobile application designed to drive increased customer engagement and better overall financial management though self-service card capabilities. When you combine sophisticated features, flexible functionality and ease of use, it solves one of your biggest pain points within your institution.

Introducing FIS® CardMod

CardMod empowers cardholders by providing a full range of card control capabilities, including the ability to manage their cards anywhere and anytime, freeze and unfreeze their cards, analyze and control spending, and prevent fraud.

To help drive a digital-first experience, CardMod is a feature-rich, all-in-one application that attracts, retains and grows a financial institution's cardholder base all while giving them the power to seamlessly manage their financial card and payment set.

Based on your financial institution's digital strategy, you can choose your delivery channel from standalone application to API, which keeps your institution connected and allows for quick integrations and solution updates.

The clean and simple UI allows for a quick login where your cardholders can view their spending analytics and transactions across multiple cards within your institution. You can use this card management application to assist your cardholders in managing and protecting their financial lifestyle.

When you combine sophisticated features, flexible functionality and ease of use, it solves one of the biggest pain points within your institution.

Key features

Protect with advanced security

- Freeze/unfreeze card
- Block merchant
- Trust/block merchant categories

Manage cards

- Add/remove cards
- Share a card
- Shake-to-Pay to override controls

Protect with transaction controls

- Turn on/off transaction types
- Set spend limits
- Transaction alerts

Protect with location-based controls

- Set location-based controls
- Turn-on region-shield

Cardholder benefits

- **Ease of use** - Single app to manage all your institution's cards
- **Total control** - Manage card settings, limits and set boundary conditions for usage
- **Card sharing** - Share cards with family members and friends while having complete control on usage

Financial institution benefits

- **Increase customer stickiness** through ongoing engagement with the app
- **Instant support, insights and monitoring** through Admin Suite

Administrative office features

- **Report Center**
  - Download 20+ ready to use reports
  - Generate reports related to users, cards and transactions
  - Customize and automate reports delivery

- **Support Center**
  - Find customers easily with smart search
  - Replicate customer experience for simplified support operations
  - Empower customer service execs with customer level view and edit access for app settings
  - Use activity log and integrated feedback system for faster troubleshooting

READY TO GET STARTED?

Contact FIS today to see how CardMod can amplify your relationship with your cardholders.

FINANCIAL TECHOLOGY FOR BOLD IDEAS

About FIS

FIS is a leading provider of technology solutions for financial institutions and businesses of all sizes and across any industry globally. We enable the movement of commerce by unlocking the financial technology that powers the world's economy. Our employees are dedicated to advancing the way the world pays, banks and invests through our trusted innovation, system performance and flexible architecture. 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 member of the Fortune 500® and the Standard and Poor's 500® Index.

www.fisglobal.com

getinfo@fisglobal.com

twitter.com/fisglobal

linkedin.com/company/fis

FIS | **ADVANCING THE WAY THE WORLD PAYS, BANKS AND INVESTS™**