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Fiserv Partners with ChannelNet to Create Enhanced Self-Service Channel for Lenders to Offer Borrowers

- LoanLink allows financial institutions using LoanServ from Fiserv to launch secure, customizable and cost-effective websites that meet customer expectations
- Solution gives borrowers 24/7 access to loan transactions, and the ability to view and update loan information in real-time

BROOKFIELD, Wis.--(BUSINESS WIRE)-- [Fiserv](#), Inc. (NASDAQ: FISV), a leading global provider of financial services technology solutions, announced today that it has partnered with [ChannelNet](#), a multichannel marketing solutions company, to create an enriched version of LoanLink™, a consumer-facing online channel that enables clients of LoanServ™ to quickly roll-out robust self-service websites for their borrowers. LoanServ from Fiserv is a real-time servicing solution that streamlines processes for all retail loans.

The LoanLink offering is built on ChannelNet's patented and scalable SiteBuilder™ software, and provides lenders with the ability to rapidly launch customized websites. Each SiteBuilder website comes with powerful administration features, personalization capabilities and content management tools for the financial institution. For the consumer, LoanLink provides additional self-service features and intuitive account management tools, such as the ability to make payments online, receive loan payoff information, view transaction history and update personal and financial information related to their loans. This flexibility puts more control in the hands of the consumer, which can lead to higher levels of customer satisfaction and retention.

"Borrowers today are seeking the most convenient options for managing their loans. LoanLink brings loan data to the consumer and facilitates online activities – including escrow balances and loan modification options – reducing calls to a customer service department," said Kevin Collins, president, Lending Solutions, Fiserv. "This ability leads to greater efficiency and cost savings for the financial institution and a superior customer experience for the borrower. In addition, our clients have a tremendous opportunity to grow electronic payment usage among their borrowers."

This strategic partnership with ChannelNet enables Fiserv to enhance the LoanLink platform and speed the time to market for banks, credit unions and any other servicing operation using the solution. Consumers have access to multiple accounts through a single sign-on feature and expanded self-service tools for mortgage, installment and revolving credit accounts. LoanLink leverages a broad selection of web services and pulls data directly from the LoanServ platform.

Each institution using LoanLink can customize the website to meet specific branding and function or feature needs. The solution can be used alone or integrated with existing websites. LoanLink also accommodates private label branding for companies that are subservicing for third parties.

“ChannelNet has nearly three decades of experience in the financial services industry and has developed dozens of secure, consumer-facing self-service websites. Our creative design and user experience expertise ensures that the LoanLink solution will be easy-to-use and will meet borrower needs,” said Paula Tompkins, CEO of ChannelNet. “This partnership draws upon the strengths and capabilities of both organizations – one a leader in consumer-based Internet solutions, and the other a superior core system provider for the lending industry.”

Users of LoanLink will receive full life-cycle support, from development to web hosting, and from implementation to ongoing maintenance, eliminating the need for their own web designers or technical resources.

Additional resources:

- ChannelNet - <http://www.channelnet.com/>
- Lending Solutions from Fiserv - http://www.lending.fiserv.com/loan_servicing.asp

About Fiserv

Fiserv, Inc. (NASDAQ: FISV) is a leading global technology provider serving the financial services industry, driving innovation in payments, processing services, risk and compliance, customer and channel management, and business insights and optimization. For more information, visit www.fiserv.com.

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