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First Hawaiian Bank Selects Digital Banking and Payments Suite from Fiserv to Provide Superior Multi-Channel Financial Experience

- Bank chooses Corillian Online[®], Mobiliti[™], CheckFree[®] RXP[®], Popmoney[®], and AllData[®] PFM
- Integrated solutions will help the bank keep pace with customer expectations, ensure a unified experience across channels and increase digital engagement
- Implementation of ASP versions means customers will have access to the latest digital banking and payments functionality with lower total cost of ownership for the bank

BROOKFIELD, Wis.--(BUSINESS WIRE)-- [Fiserv, Inc.](#) (NASDAQ: FISV), a leading global provider of financial services technology solutions, today announced that First Hawaiian Bank, the oldest and largest bank in Hawaii with \$18.7 billion in assets, has selected a suite of digital banking, payments and personal financial management (PFM) capabilities from Fiserv. The integrated services will enable First Hawaiian Bank to keep pace with customer expectations for leading technology, provide a unified banking experience across channels and enhance digital customer engagement.

“Our customers trust us to deliver the financial services they need, when and where they need them,” said Eric Yeaman, president, First Hawaiian Bank. “Engaging our customers through digital channels is increasingly important, and we chose to significantly expand our existing relationship with Fiserv because we trust that they can help us deliver the smart functionality and superior experience our customers expect.”

First Hawaiian Bank selected Corillian Online[®] for online banking, Mobiliti[™] for mobile banking, CheckFree[®] RXP[®] for electronic bill payment, the Popmoney[®] personal payment service and AllData[®] PFM tools. The bank selected the ASP versions of Corillian Online and Mobiliti to deliver best-of-breed functionality with lower overall total cost of ownership. Because Fiserv provides frequent “feature-pack” updates for these products First Hawaiian Bank customers will benefit from access to newly developed and in-demand features on an ongoing basis. Fiserv will integrate the new digital banking and payment solutions into the bank’s existing core account processing platform.

The addition of new capabilities such as enhanced mobile banking via app, browser or SMS (text), person-to-person payments, multi-factor authentication and a PFM tool will equip the bank to attract new customers and increase existing customer engagement in a highly

competitive market. This is significant because the [Fiserv Consumer Trends Survey](#) has shown that digital banking and payments users are more satisfied with and less likely to leave their financial institution than non-users.

Ongoing conversations with clients allow Fiserv to gather information and share ideas for future development and support. First Hawaiian Bank will now become part of that community.

“Life is moving more quickly than ever before, and by bringing a new digital banking experience to their markets First Hawaiian Bank continues to innovate to exceed their customers’ needs and expectations,” said Marc West, division president, Digital Channels, Fiserv. “First Hawaiian Bank has a reputation for superior service, and enhanced digital capabilities will allow them to increase customer satisfaction and engagement.”

In a world that is moving faster than ever before, Fiserv helps clients deliver solutions that are in step with the way people live and work today - financial services at the speed of life. Learn more at [TheSpeedofLife.com](#).

Additional Resources:

- Mobiliti from Fiserv - <http://fisv.co/1t0L2rZ>
- CheckFree RXP from Fiserv - <http://fisv.co/1vJftaj>
- Popmoney from Fiserv - <http://fisv.co/1vjz0MA>

About First Hawaiian Bank

First Hawaiian Bank (www.FHB.com), with \$18.7 billion in total assets, was founded in Hawaii in 1858 and for over 157 years, has been helping generations of personal and business banking customers with their financial solutions. The bank operates 57 branches in Hawaii, three on Guam and two in the CNMI.

About Fiserv

Fiserv, Inc. (NASDAQ: FISV) enables clients to achieve best-in-class results by driving quality and innovation in payments, processing services, risk and compliance, customer and channel management, and business insights and optimization. For more than 30 years, Fiserv has been a leader in financial services technology, and today is among FORTUNE® magazine's World's Most Admired Companies and Forbes magazine's America's Best Employers. For more information, visit www.fiserv.com.

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Media Relations:

Ann Cave

Director, Public Relations

Fiserv, Inc.

678-375-4039

ann.cave@fiserv.com

Additional Contact:

Elizabeth McMillan, APR
Director, Public Relations
Fiserv, Inc.

678-231-3443

elizabeth.mcmillan@fiserv.com

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