

Carat

Optimization

Card Account Updater

Reduce credential-on-file payments declines

Optimize revenue and increase approvals by reducing declined credential-on-file and subscription/recurring payments transactions due to out-of-date account information, as well as lower the costs associated with maintaining card data.

Card Account Updater from Carat enables online businesses to proactively manage credential-on-file databases which helps minimize service cancellations that can impact profit, customer experiences and loyalty.

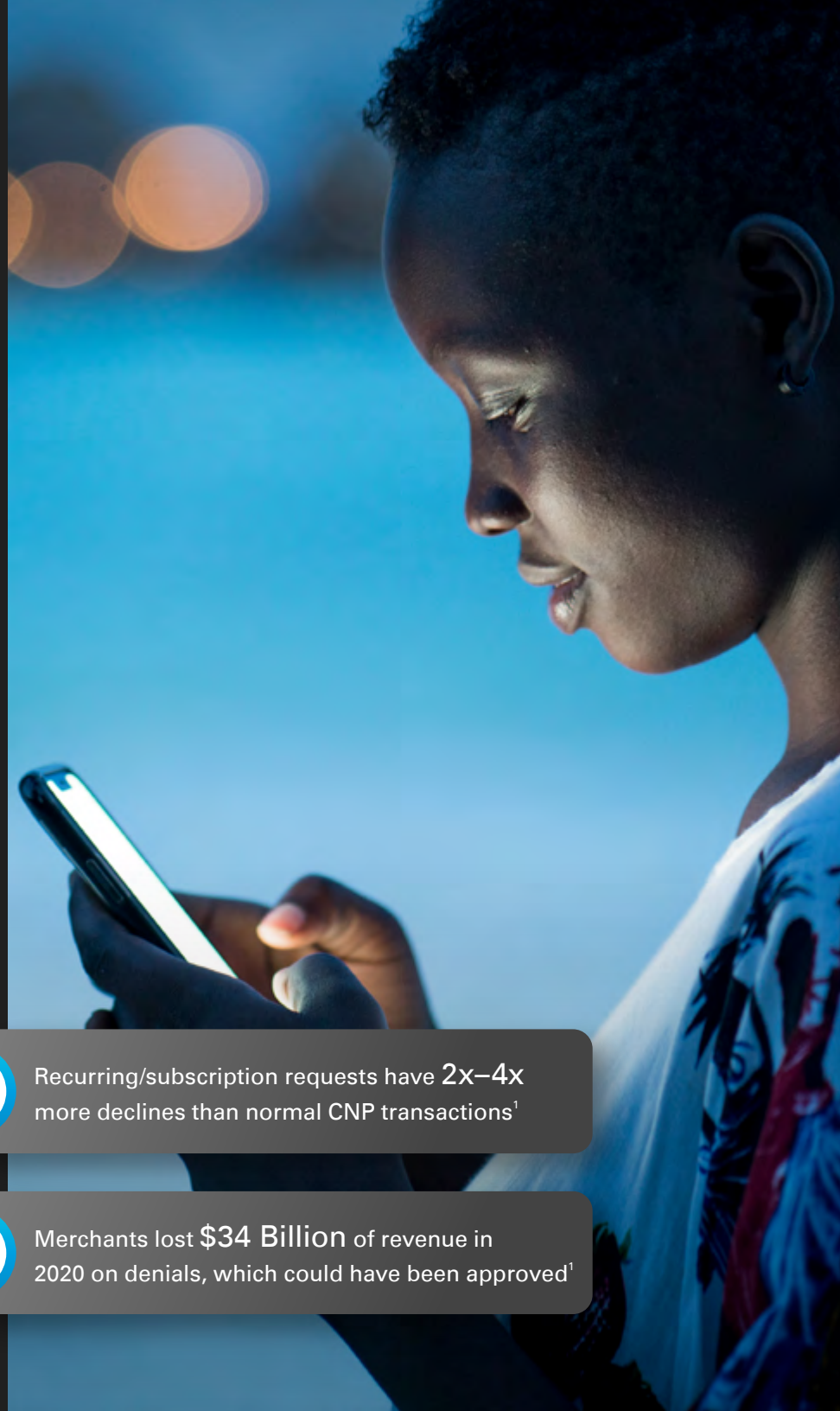
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Merchant Benefits

- Revenue growth from more approved transactions
- Less declined transactions due to out-of-date account information
- Increased customer retention and satisfaction
- Decreased costs associated with maintaining card data
- Reduced processing expense from attempts on out-of-date account data

Source:

¹Fiserv data; individual results may vary.



Recurring/subscription requests have **2x–4x** more declines than normal CNP transactions¹



Merchants lost **\$34 Billion** of revenue in 2020 on denials, which could have been approved¹



Optimize the accuracy of your customer's account data

Update card information such as expiry date, card number and status so that recurring payments continue without having to reach out to the cardholder for updated information.

New Expiry Date Receive updated expiry date (month, year) information from associations (through Fiserv) when renewed

New Card Number Receive new card number and associated new expiry date from associations (through Fiserv), if card is reissued with new number

Closed/Contact Status Receive account closed/contact customer advice, if account is closed and associations do not have new information available

Brand Conversions Receive new card information, if card is part of a portfolio that was converted/sold from one card brand to another

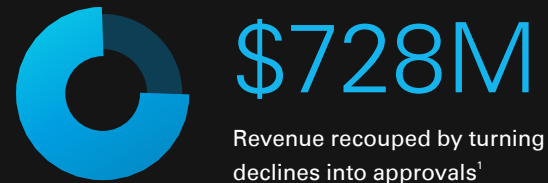
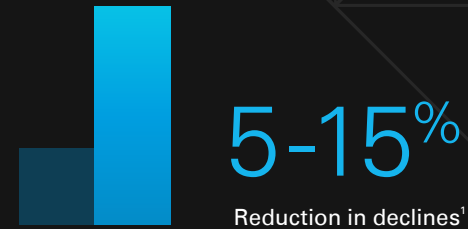
Updates on TransArmor® Multi-Use Tokens Receive updates above for a TransArmor (TA) token instead of a card. Merchant sends update request for TA token; Fiserv sends back new information for corresponding card and new token, if card number has changed.

*Availability of new information/updates depends on the issuer participation in this program. Visa and Mastercard have mandated 100% issuer participation since Oct 2016.



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Card Account Updater Results



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