

**1980** and **2000** 

88 million

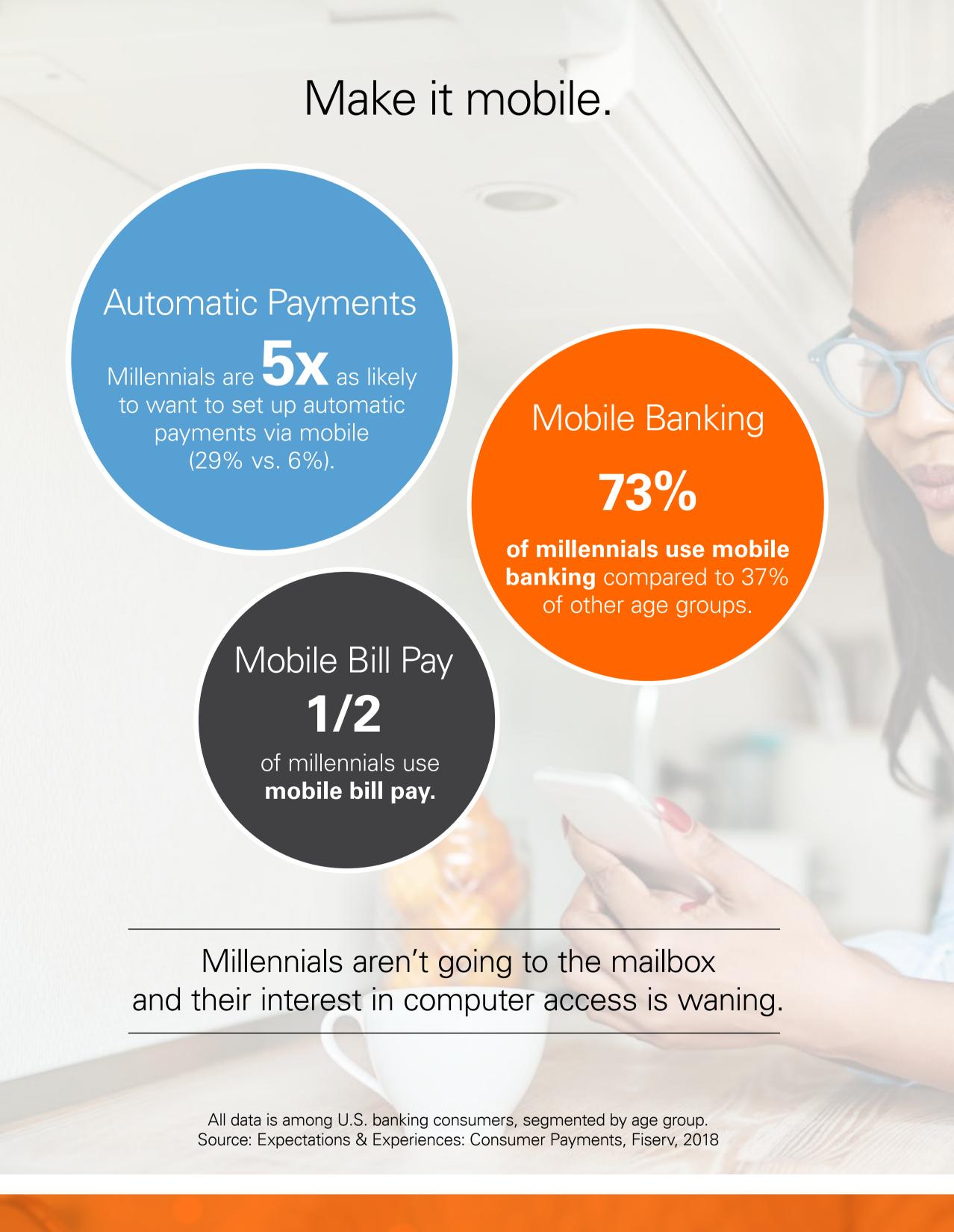
Source: American Fact Finder, U.S. Census Bureau, 2016

And their insurance needs are significant.

of millennials receive insurance bills (auto, home, health, etc.).

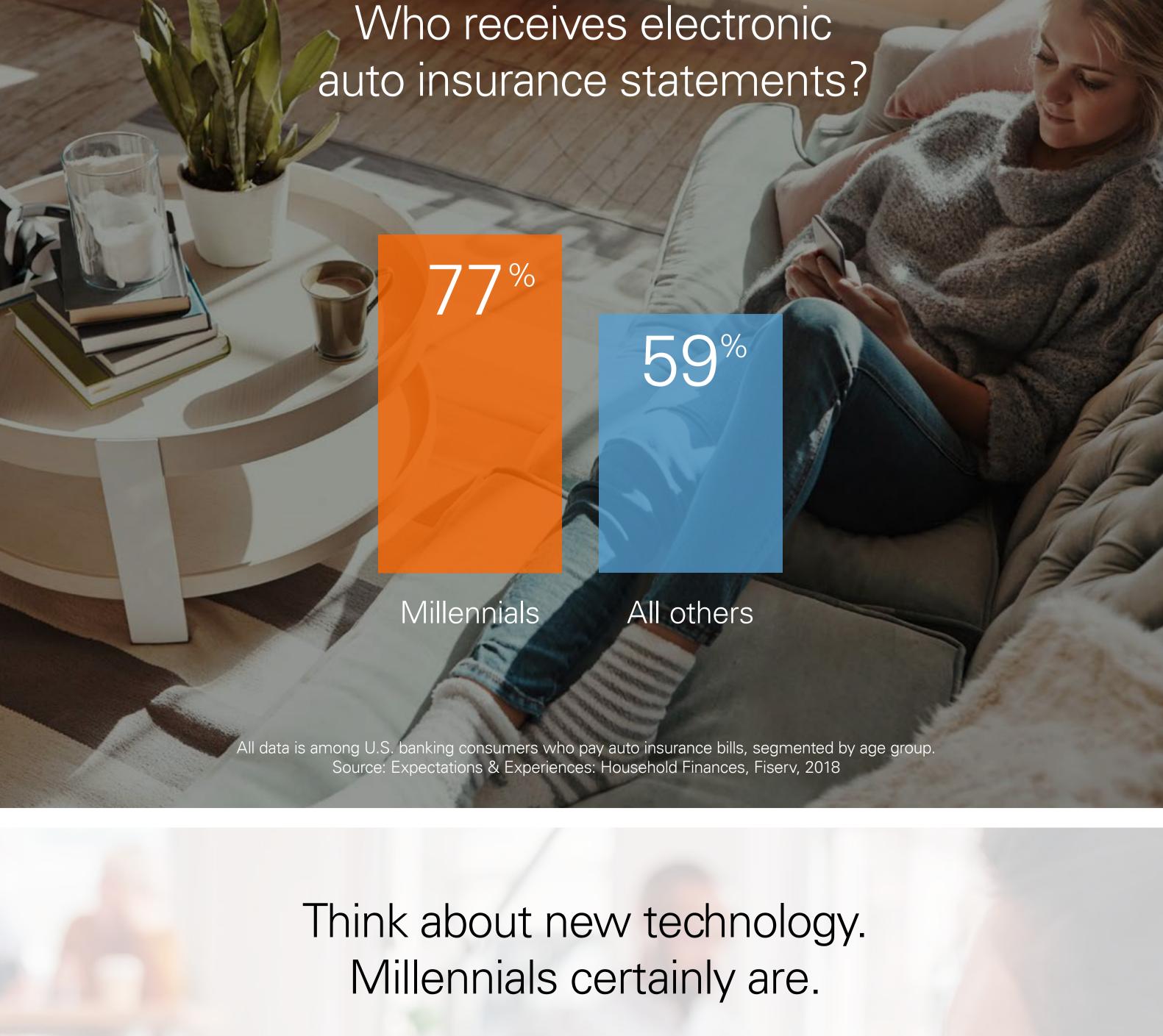
All data is among U.S. banking consumers, segmented by age group. Source: Expectations & Experiences: Consumer Payments, Fisery, 2018

The key is delivering what they want.



Keep up with electronic billing

and payments options.



Millennials are 2.6 times

Millennials are

Millennials are

Millennials are 4.3 times

VS.

2.6x



**65% 70% 78%** 

Bills optimized for

mobile viewing

Bill pay

reminders

Same-day

posting of payment

Bills optimized for

computer viewing

Chatbot

**Digital** 

disbursements

**Online banking** 

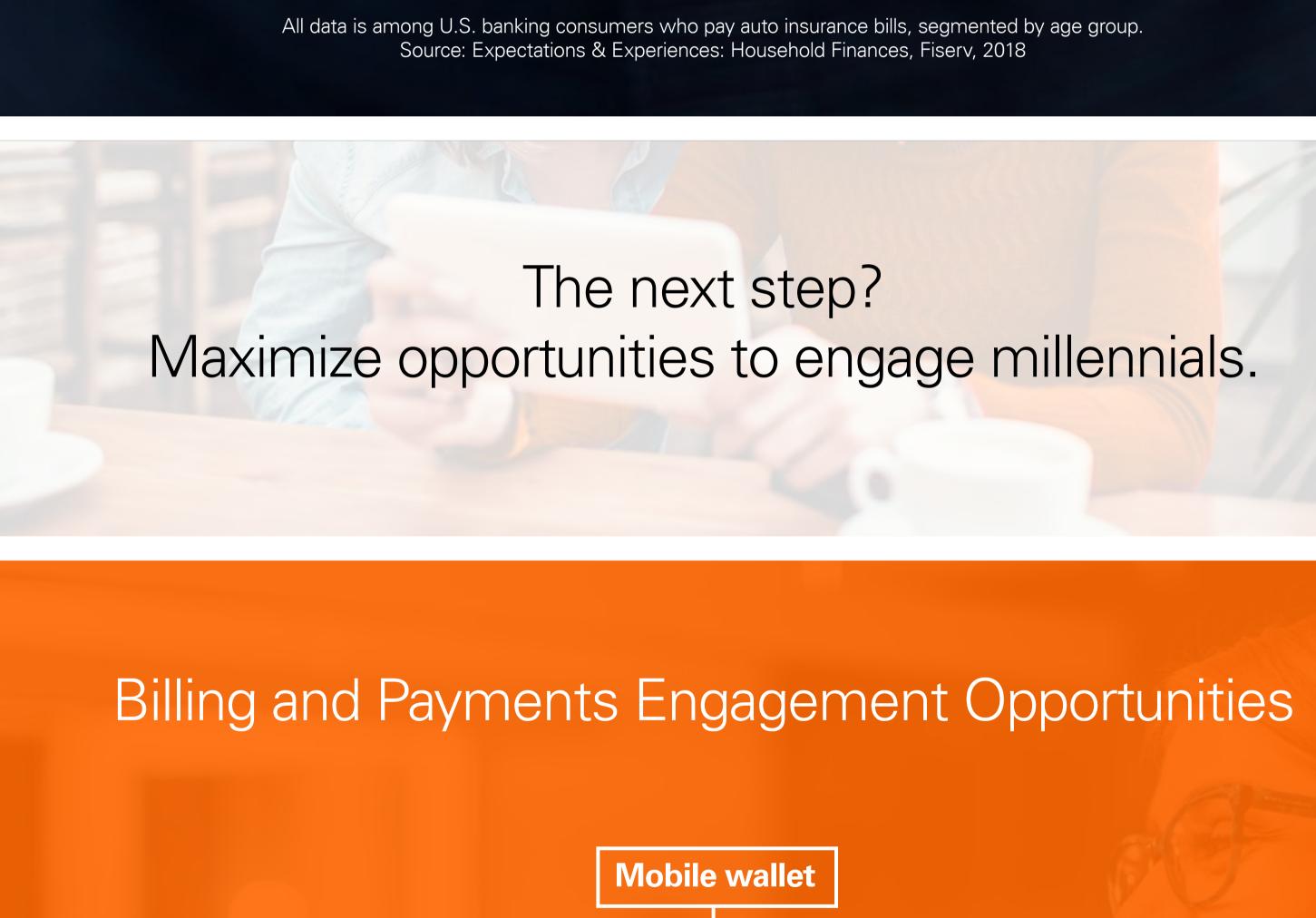
**Customer service** 

Ability to set up

autopay

Ability to see bills on

bank's website

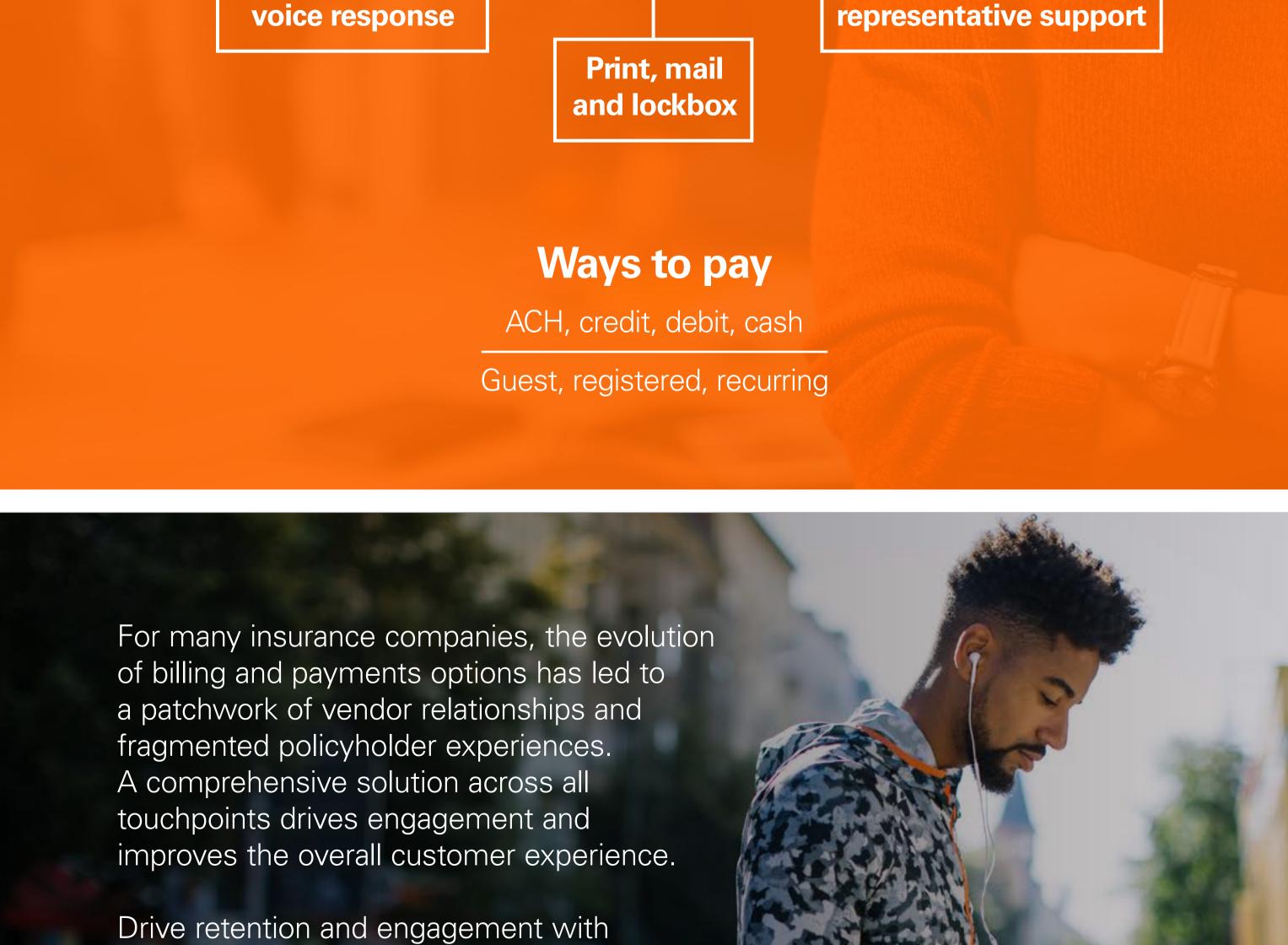


Pay by text

Your website

Walk-in

Interactive



Your

customer

fiseri

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800-872-7882

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The full survey methodology for Expectations & Experiences is available at https://www.fiserv.com/expectations-experiences-research.aspx

intelligent experiences that exceed

customer expectations.

For more information about billing options,

call 800-872-7882, email getsolutions@fiserv.com

**Connect With Us** 

or visit fiserv.com.

More information is available upon request.

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