

Value Added Service: Cardholder Website

In today's fast-paced society, consumers have come to expect instant access, improved security and access to their accounts. Metavante Technologies provides a white-label website that enables you to give your cardholders instant access to up-to-the-minute account information. Based on tried and tested functionality, the website is modular in design, handling the needs of all types of prepaid card programmes. The website can be customised so images, colour scheme, content areas, customer contact details and processing parameters all reflect your own product definitions and design.

Key features and benefits

- **Customer self-service** – gives your cardholders access to their card account details 24x7, 365 days a year, reducing the overhead on your call centre resources and thereby reducing your costs
- **Speed to market** – the modular design means we can have your cardholder website up and running within weeks, saving you the time, money and inconvenience of developing and maintaining your own website
- **Full support for all card types** – from closed-loop gift cards to open-loop general purpose cards, our website accommodates all your prepaid programme needs
- **Flexible website design** – you can configure the website to reflect your brand standards
- **Hosted service** – the website is a hosted service residing on our secure servers to reduce your ongoing maintenance and support costs
- **Simple pricing model** – you pay a one-time fee for setup and then a monthly fee based on the number of active users. This covers ongoing usage, hosting, maintenance and support.

Functional overview

Every card programme is different. Our white-label website allows you to define the options that suit your cardholders. The following core modules are available:

CORE MODULES:

- **Register and activate card** – for personalised cards, key details are validated to guard against intercept fraud. For anonymous cards, the cardholder's personal details are captured as part of the website registration process. In both cases, if the card is inactive, it is then activated
- **Real-time financial information** – cardholders can view their card balance and financial details
- **Lost or stolen** – cardholders can report their card as lost or stolen, allowing it to be blocked immediately
- **Cardholder details** – cardholders are able to view and amend personal details online.
- **Website password and login ID** – cardholders can change their website password online or request a new password to be e-mailed
- **FAQs** – use your own FAQs to explain the unique features of your programme
- **Terms and conditions** – display your terms and conditions for the card
- **Contact us** – when a "contact us" request is received or a card is reported lost or stolen, an e-mail alert is sent to your specified customer service e-mail address
- **E-mail** – as an integral part of the website, e-mails can be sent to your cardholders when certain key events occur, such as when website registration is successful, a card is loaded via the website or a password is requested

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- **Comprehensive administration tool** – this easy to use back-office module allows you to:
 - access website performance information and statistics
 - manage cardholder website accounts
 - update the website text in real-time

OPTIONAL MODULES

- **Top up** – your cardholders can load additional funds onto their reloadable prepaid cards from credit or debit cards using an integrated payment gateway. Payments are authenticated using 3-D Secure when possible
- **Card application processing** – enables consumers to apply for your cards online via the website. We can integrate this functionality with ID verification services for compliance with KYC regulations. Functionality also exists to recover card issue fees through a payment gateway before the application is accepted and the card details are sent to the Cortex system
- **Multi-language** – provides multi-language support to deliver the best experience for your cardholders.

About Metavante Technologies

Metavante Technologies is a major financial technology provider and payments processor for financial institutions and merchants across Europe, Middle East and Africa. Passionate about delivering excellence for our clients in prepaid and debit card technology, processing and management services, the team at Metavante drive innovation and development through their commitment and expertise.

Contact us

For more information about this or any of our products and services, please visit our website: www.metavantetechnologies.com, or contact us at info@metavante.eu or +44 (0) 207 292 2400.