Client Training Sessions - 2009 for Full-Service Mainframe Credit Card Programs

This issue includes training opportunities for the second half of 2009.

Whether you are a new card issuer, have new staff that require training, or would just like to brush up on the card industry and FIS system knowledge, we have a class for you!

We invite you to review our course outlines, and recommend education as an investment in the future of your card program.

“You don’t know what you don’t know.”

Fill in the gaps and experience the benefits of in-person, hands-on training at our Saint Petersburg facility!

Full-Service TBS Mainframe Introductory

Fee: $30/Attendee

This 3-day classroom session is intended for all staff responsible for the day-to-day operation of the credit card program using the TBS mainframe system. It is offered in a classroom setting to provide ample opportunity for hands-on practice using the system, and for discussion of the many facets of credit card program operation.

Core topics include:

- Card Processing Overview
- Account Inquiry and Maintenance
- Adding New Accounts
- Authorization Overview
- Monetary Data Entry
- Reports

2009 Full-Service TBS Mainframe Introductory

Fee: $30/Attendee

St Petersburg, FL

July 22-24, 2009
September 28-30, 2009
November 16-18, 2009

Full-Service ClientLink™ Introductory

Fee: $30/Attendee

If your institution has upgraded to the new point-and-click ClientLink interface, and you have a new staff person responsible for the day-to-day operation of the credit card program, then this 3-day session is for you. Attendees will learn the basics of credit card processing, along with participating in hands-on practice.

Core topics include:

- Card Processing Overview
- Statements and Authorizations
- Account Inquiry and Maintenance
- Adding New Accounts
- Monetary Data Entry
- Reports

Note: Experienced staff with existing card program and system knowledge will not need to attend the ClientLink Introductory class to learn about the new interface. ClientLink Web sessions will be provided in a separate communication once your institution is notified of your upgrade date.

Full-Service ClientLink Introductory

Fee: $30/Attendee

St Petersburg, FL

August 12-14, 2009
September 23-25, 2009
October 28-30, 2009
December 9-11, 2009

“An investment in knowledge always pays the best interest.”

Benjamin Franklin

Webinar Solutions: Interactive, live training via your computer.

Special Web Pricing – See Registration Page

“The great aim of education is not knowledge, but action.”

Herbert Spencer

NOTE: The following Web sessions are offered for those topics not covered in the Mainframe or ClientLink Introductory sessions. If you are starting a new card program, many of these Web sessions are a “must” in your first year of operation.

Full-Service Accounting & Settlement

Fee: $99/Location

Staff responsible for making entries and balancing the credit card loan portfolio will find this Web session helpful in understanding how transactions post, where to find the numbers, how to make daily entries, and reports used for research.

Core topics include:

- General Ledger Setup
- Transaction Life Cycle
- In-Process Accounting
- Sample Daily Entries
- Reports

Full-Service Accounting Webinars

Approx. 1.5-hour sessions
All webinars held at 2:00 p.m. ET

August 4, 2009
October 8, 2009
November 4, 2009
December 8, 2009

Issuer Reports

Fee: $99/Location

What do you do with all of the reports you receive? Have you wondered why you should be looking at them? Attend this Web session to learn more about the variety of important information received, and discuss how best to use this information at your institution.

For example:

- Delinquency
- Account Maintenance
- Reissue
- Plastics Inventory
- Managing Risk
- Management-Level Information

Issuer Reports Webinars

Approx. 1.5-hour sessions
All webinars held at 2:00 p.m. ET

September 9, 2009
December 2, 2009

System Program Options

Fee: $99/Location

Have you ever wondered what can be done to update your card program? Are you looking for ways to make your job easier? How about ways to grow your card program? Attend this Web session for ideas on all of this and more!

System Program Options Webinars

Approx. 1.5-hour sessions
All webinars held at 2:00 p.m. ET

September 10, 2009
November 3, 2009

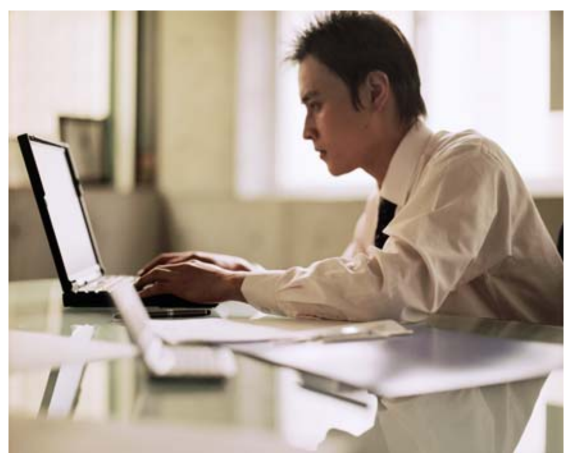
TBS Business Card Program**

Fee: $99/Location

Attendees of this Web session are responsible for day-to-day operation of your institution's business credit card program.

Topics covered:

- Overview of the Business Card Product
- Setting Up Companies
- Establishing Individual User Accounts
- Reports



TBS Business Card Program Webinars

Approx. 1.5-hour sessions
All webinars held at 2:00 p.m. ET

July 16, 2009
October 6, 2009

****ClientLink Business Card** webinar coming in 2010!

"Knowledge is the only instrument of production that is not subject to diminishing returns."

John Maurice Claude

Fraud-Related Webinars:
Fraud happens! Learn what you can do to minimize the impact.

"Knowing is not enough; we must apply. Willing is not enough; we must do."

Johann Wolfgang von Goethe

Lost, Stolen, Fraud and Disputes

Fee: $99/Location

Attend this Web session as part of your core training to learn the basics of how to deal with cardholders' lost or stolen cards, and for an overview of the procedures undertaken by both FIS staff and financial institution staff when dealing with fraud and other disputes.

Core topics include:

- Roles and Responsibilities
- Follow-up on Lost/Stolen Accounts
- Dispute Process
- Monitoring Reports

Lost, Stolen, Fraud and Disputes Webinars

Approx. 2-hour sessions
All webinars held at 2:00 p.m. ET

August 13, 2009
October 14, 2009
November 10, 2009
December 3, 2009

NEW!

Chargeback Services: How to Manage the Fraud and Dispute Resolution Process

Fee: $99/Location

This web session is intended as a follow-up to the "Lost, Stolen, Fraud and Disputes" webinar. It will equip you to understand the chargeback services FIS provides, and the responsibilities of your financial institution, cardholders and FIS in resolving fraud and dispute cases.

Core topics include:

- The timeframes followed when processing fraud and dispute cases.
- How to use key tools and resources for managing the fraud and dispute resolution processes.
- How to confidently answer basic questions from cardholders about fraud and dispute case processing.

Chargeback Services Webinars

Approx. 2-hour sessions
All webinars held at 2:00 p.m. ET

July 15, 2009
September 30, 2009
October 21, 2009
December 10, 2009

2009 Fraud Awareness Series

Fee: $99/Location

Updated!

This series of approximately 2-hour Web sessions is offered to provide information on the various types of fraud and strategies for minimizing vulnerability. Don't miss them!

Fraud Trends

Discuss the latest fraud scams, developments and statistics. Discussion will include the latest fraud schemes, along with protection and detection strategies.

- Delivered March 26, 2009 – Look for an updated version in 2010!

Data Compromises

Attendees will hear the latest information on database compromises and hackings. Discussion will include case studies of how some actual breaches occurred, how issuers and consumers can protect sensitive information, data storage guidelines and recommendations, and Visa and MasterCard's compromise programs and reimbursement opportunities.

- July 21, 2009 – 2:00 p.m. Eastern time

Fraud Management Tools and Services

Discuss the tools and products already in place to help manage credit/debit card program risk. These include: Fraud Alert Management (Falcon), Visa Advanced Authorizations, FIS Chargeback Services, COMPROMISE MANAGER, FIS Secured, ID Protection Service and the FIS Risk Management Web site. Also included is an overview of system controls and parameters, along with FIS fraud initiatives and future fraud products and services offerings.

- November 5, 2009 – 2:00 p.m. Eastern time

COMPROMISE MANAGER™

Fee: $99/Location

This new tool simplifies many of the administrative tasks required to handle compromised accounts identified by Visa and MasterCard through CAMS and CANS alerts. This session will prepare you to utilize many of the features of our Web-based product, COMPROMISE MANAGER, to mitigate losses through timely blocking, communication and monitoring.

Topics Include:

- Consideration of current compromise procedures.
- COMPROMISE MANAGER system – navigation, maintenance, action options.
- Downloading and uploading steps for risk evaluation.
- Review of updated TBS/BASE2000 screens.
- Reports: New product reports and changes to existing TBS and BASE2000 reports.

COMPROMISE MANAGER Webinars

Approx. 1.5-hour sessions
All webinars start at 2:00 p.m. ET

August 11, 2009
October 13, 2009
November 24, 2009

Not signed up yet? You can preview a free demo of the COMPROMISE MANAGER product on the FIS Fraud Web site at www.fisriskmanagement.com.

"If you think education is expensive, try ignorance!"

Andy McIntyre

In-Person Classes for the Basics of Your Merchant Program

"Knowledge is like a garden; if it is not cultivated, it cannot be harvested."

African Proverb

<u>Merchant Processing – Mainframe System</u>

Fee: $25/Attendee

This 2.5-day classroom session is designed for client acquirer programs with participating merchants, which are administered <u>in real-time</u> using the Mainframe merchant system. This session will provide a basic overview of an acquiring program. Participants should be responsible for the daily operation of their merchant program, and those with limited experience or who are new to merchant processing will benefit most.

Core topics include:

- Developing a Merchant Program
- Pricing Options
- Financial History Screens
- Accounting and Settlement
- Monthly Billing
- Reports

<u>Merchant Processing – Mainframe System</u>

St. Petersburg, FL

September 16-18, 2009

<u>Merchant Processing – Batch/Paper Forms</u>

Fee: $20/Attendee

This 2-day classroom session is designed for client acquirer programs with participating merchants using either <u>paper forms or spreadsheets</u>. This session will provide a basic overview of an acquiring program. Participants should be responsible for the daily operation of their merchant program, and those with limited experience or who are new to merchant processing will benefit most.

Core topics include:

- Developing a Merchant Program
- Pricing Options
- Reports
- Accounting and Settlement
- Monthly Billing

<u>Merchant Processing – Batch or Paper</u>

St. Petersburg, FL

October 19-20, 2009

The Web sessions below focus on specific areas of merchant processing.

Due to their complexity, these topics sometimes require a refresher.

Special Web Pricing – See Registration Page

Merchant Pricing

Fee: $99/Location

This Web session will use a comparison of fixed and component billing (Interchange Plus) to clarify the pricing of a merchant. This will ensure a profitable merchant program.

Core topics include:

- Pricing Components
- Pricing Methods
- Pricing Worksheet
- Profitability Reports
- MasterCard/Visa Interchange Rates

Merchant Pricing Webinars

Approx. 2-hour sessions
All webinars held at 2:00 p.m. ET

August 25, 2009
October 27, 2009

Merchant Forms**

Fee: $99/Location

This Web session is designed for client acquirer programs with participating merchants who administer the program using either paper forms or spreadsheets. It will provide an understanding of the process necessary to complete the forms for adding new merchants and making changes to existing merchants. This course is designed for introductory-level participants, and is a useful tool to hone existing skills.

Merchant Forms Webinars

Approx. 2-hour sessions
All webinars held at 2:00 p.m. ET

August 26, 2009
October 28, 2009

****To participate in this session you must also enroll in the Merchant Pricing class held on the preceding day.**

NEW!

Merchant Reports Review

Fee: $99/Location

Your institution receives a large number of reports each week. This Web session will review key acquirer reports to effectively manage your merchant program. We'll also take an in-depth look at the FIS Web Reporting Tool via the DDS system. The session will cover all aspects of the site, including merchant reporting choices and broadcast messaging alerts to merchants.

Merchant Reports Review

Approx. 2-hour sessions
All webinars held at 2:00 p.m. ET

July 14, 2009
October 22, 2009

The beginning of knowledge is the discovery of something we do not understand."

Frank Herbert

2009 Full-Service Mainframe Client Education Registration Form

Registration is required for all sessions. Early registration is recommended. A confirmation letter or cancellation notice will be provided at least three weeks prior to the scheduled date. If you need to make a change to a registration, please notify us as early as possible; ideally, at least five days prior.

Travel Arrangements/Hotel: Please do not make non-refundable travel arrangements until you receive a confirmation letter. Suggested hotel information is included in the confirmation letter. Hotel costs are estimated at $120-$200 per night. It is recommended that you make departure flights at least two-three hours after the scheduled ending time, which is approximately 3:30 p.m. on the final day of a full-day class, and approximately noon for sessions ending with a half day.

Arriving at FIS, doors open at 8:00 a.m. Due to security measures, you will be required to present picture I.D. (a driver's license) to obtain a visitor's pass. Entrance will be denied without proper identification.

Fees vary by session and will appear on the Integrated Billing subsequent to completion. **Special Web package pricing** is being offered, consisting of a total of five webinars for $300 per training location/log on. If you are unable to complete five courses, the regular price of $99 per webinar for each training location/log on will be charged on the Integrated Billing invoice at year end.

Cancellations: We reserve the right to cancel classes that do not meet the minimum number of attendees. If you've registered for a session that is cancelled, you will be notified in writing. We accept cancellations from you without penalty up to five days before the session, and may charge a $50 fee for those received less than five days in advance. This fee may also be imposed for "no show" attendees. Changes and cancellations may be processed either by fax at (727) 570-4871, or by phone at (800) 215-6280, ext. 72104.

Substitutions are allowed at no charge. However, they must be made at least five business days prior to the start of the session, in order to meet security notification requirements.

Questions: If you have any questions regarding the session, please contact the Education Department at 800-215-6280, ext. 72104, or e-mail us at ask.education@fnis.com.

Please **print** *neatly* and list the name(s), as you would like it/them to appear on name badge(s) and certificate(s) of completion.

Name: ______________________ Title: ______________________

Name: ______________________ Title: ______________________

Financial Institution: ______________________

Address: ______________________

City: ______________________ State: __________ ZIP: __________

Prefix/Plan (BIN): ______________________ Client Services Representative: ______________________

Telephone: ______________________ Fax: ______________________

E-mail Address: (Required for Web-based sessions) ______________________

Number of years you've worked with the card program: Name 1: __________ Name 2: __________

Classroom Sessions

- ❑ TBS Mainframe Introductory
- ❑ ClientLink Introductory
- ❑ Merchant Processing – Batch/Paper Forms
- ❑ Merchant Processing – Mainframe System

Web Sessions

- ❑ FS Accounting & Settlement
- ❑ Issuer Reports
- ❑ System Program Options
- ❑ TBS Business Card Program
- ❑ Lost, Stolen, Fraud & Disputes
- ❑ Chargeback Services
- ❑ COMPROMISE MANAGER™
- ❑ Merchant - Forms
- ❑ Merchant - Pricing
- ❑ Merchant Reports Review
- ❑ Data Compromises
- ❑ Risk Management Tools & Services

Session Date: 1st Choice ______________________ 2nd Choice ______________________

Fax this form to: (727) 570–4871 or e-mail the required information to ask.education@fnis.com.