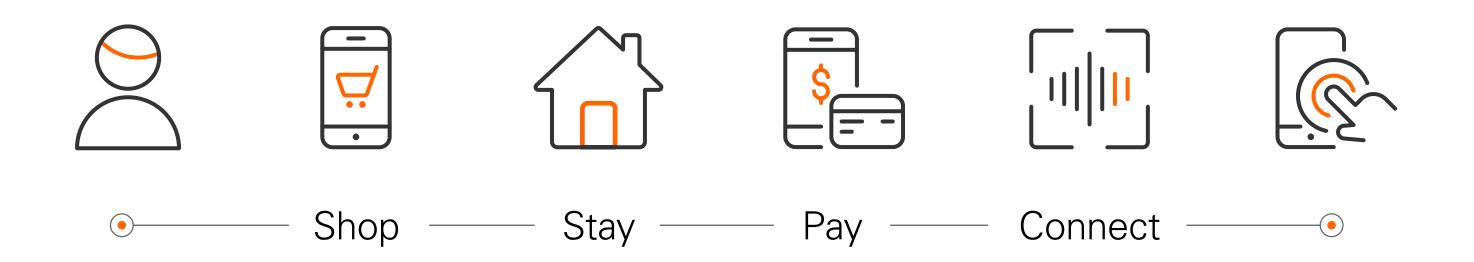


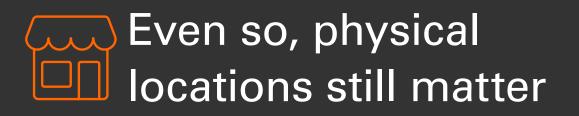
Branch Evolution and the Future of Delivery

Consumers have new expectations about how they



The expectations of digital are changing

Sixty-six percent of people who increased mobile deposits because of the pandemic expect the change to be permanent

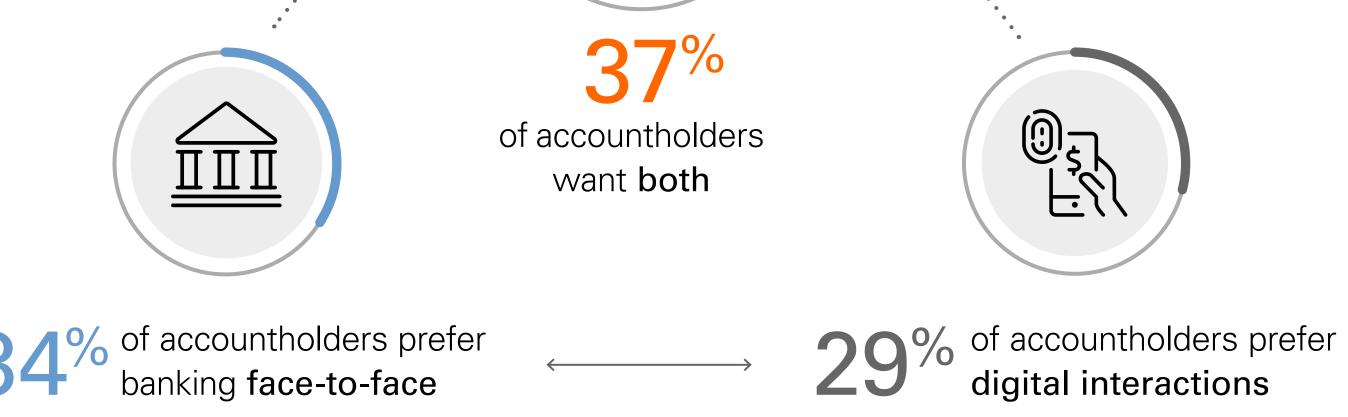


Seventy-seven percent of people expect to visit their financial institution branch within three months of it reopening

Source: Expectations & Experiences: Consumer Finances During COVID-19, Fiserv, 2020

For banking, most prefer a blend of digital capabilities and face-to-face engagements





Source: Raddon Research Insights Payments & Channels: Seeking a Seamless Experience, Raddon, A Fiserv Company, 2020

Align digital capabilities with the branch experience





Evolve your delivery strategy

Improve consumer and business experiences

Enhance your brand



Create operational efficiencies

Optimize staffing and culture

Let's start planning the evolution of your branch



Connect With Us

For more information about the future of delivery visit fiserv.com.

Fiserv, Inc. 255 Fiserv Drive Brookfield, WI 53045

866-963-4877 262-879-5322 getsolutions@fiserv.com

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