

Digital Small Business Acquisition FAQ sheet

Eligibility

Q Do I need to be a merchant acquiring financial institution to use Digital Small Business Acquisition?

Yes, Fiserv merchant acquiring is required to adopt Digital Small Business Acquisition.

Q Can all account signers apply through online banking (OLB), or is it limited to owners or owner/signers?

Fiserv will work with each financial institution to define visibility settings for the offer. Applicants must be authorized to sign on behalf of the business to be approved.

Support

Q What support is available for merchants during and after onboarding?

Merchants have access to Clover's full support suite, including 24/7 phone support, online chat in the Clover dashboard, and a ticketing system.

Q What are the main challenges in merchant servicing? How does client support work to address these challenges?

Sales related issues are tracked through CRM integration. Errors in the experience trigger tech support via a 24/7 hotline. Boarding failures are managed by dedicated staff and training materials are provided to financial institutions. Declined applications will receive a rejection email, and statuses are recorded in CRM and reporting tools.

Q Will Digital Small Business Acquisition replace Clover Sales Representatives or Business Consultants?

No, Digital Small Business Acquisition complements your existing sales strategy and does not replace Clover sales representatives or Business Consultants. Clover Sales Representatives or Business Consultants can assist small businesses (SMBs) during the sign-up process.

Q How does marketing work? Will offers appear automatically for customers, or must they be referred through our representatives?

We will collaborate with you on a go-to-market plan. The offer will be available as a standalone channel independent of merchant sales team referrals.

Implementation Support

Q What is the implementation cost associated with this product?

Implementation costs will vary. Contact your Relationship Manager for an estimate.

Q How long does implementation take?

Implementation timelines vary based on complexity. Contact your Relationship Manager for an estimate.

Q Which Fiserv online banking (OLB) platforms support Digital Small Business Acquisition?

Digital Small Business Acquisition is currently available on XD Configure and XD Create. Contact your Relationship Manager for more details.

Q Can Digital Small Business Acquisition integrate with other online banking (OLB) providers? If so, which ones?

Yes, this solution supports integration with third party online banking (OLB) providers and will work with your chosen partner to facilitate this. For more information on Digital Small Business Acquisition on non-Fiserv online banking (OLB) platforms, please contact your Relationship Manager.

Q Will completed applications be integrated into Catalyst (Fiserv's CRM)?

Yes, Catalyst (Fiserv's CRM) is pre-integrated into Digital Small Business Acquisition.

Q If I do not use Catalyst (Fiserv's CRM), can you integrate with my existing CRM?

Yes, Digital Small Business Acquisition integrates with other banking CRMs. Contact your Relationship Manager for more details.

Q Is the implementation process customized based on my financial institution?

Yes, Fiserv supports white labeling and brand customization. Messaging and content can also be tailored to your institutions needs. Implementation will define the project scope and details.

Q How does the financial institution retrieve data from this platform?

Fiserv will work with each financial institution to define their reporting and data package needs as part of the project plan.