



SPEEDPAY® RELEASES NEXT GEN BILL PAYMENT PLATFORM

Next Gen's latest live release offers billers a customer profile feature, interactive voice response enhancements and improved customization capabilities.

ENGLEWOOD, CO (MAY 10, 2018)

Speedpay, Inc., a Western Union subsidiary, announced today the latest release of its Next Gen bill payment platform. This updated version of the Speedpay® platform provides current and future clients across all industries with a seamless bill payment solution through modern, responsive web and CSR desktop design that takes industry best practices and client feedback into account. The platform includes interactive voice response (IVR) enhancements, improved configuration capabilities, as well as the addition of a customer profile to manage wallet and notification preferences.

Speedpay's enhancement through the implementation of the Next Gen platform utilizes the power of Speedpay's reliable payments processing while improving upon the current platform's capabilities. With Speedpay's Next Gen platform, billers will now have the following advantages:

- Configurability: Dramatically decreased implementation time due to new settings tools for Speedpay project managers
- New Technology: Latest systems and tools to improve efficiency
- Improved UX: Modern user experience based on best practices, testing and research
- Responsive Design: Interfaces automatically adapt to the user's mobile device

"The release of Next Gen is the result of continuously listening to our clients' needs and desires so they can better serve their customers," said Frank Lockridge, SVP, Western Union Global Payments and head of Speedpay. "As an industry leader with nearly 30 years of expertise, we strive to stay at the forefront of payments by offering the latest solutions in bill presentment and payment."

With Speedpay Next Gen, Speedpay project managers can make major functionality changes faster than ever before and are able to add whole channels and payment types, as well as change payment validation rules, messages to customers and branding. This even includes changing IVR prompts within minutes through an automated deployment process to ensure customers are receiving a seamless payment experience. Following deployment, clients are able to test-run the sites and IVRs to determine if the updates are what they had in mind or if they may want to make additional changes.

The Next Gen platform is frequently upgraded to ensure clients receive the latest channels, features and compliance. New versions are deployed every one to three months, and clients can choose when they want to turn on new capabilities. To date, Speedpay has successfully upgraded numerous clients, and all new clients will be activated on the Next Gen platform.

“The addition of Next Gen truly speaks to Speedpay’s deep knowledge of our customer base and their constantly changing payment preferences,” said Joy Wood, vice president of E-Services at Credit Union of Texas. “Our customers are now able to utilize an enhanced payments platform and, thanks to the Speedpay team, the implementation process was quick and efficient to ensure our customers received a seamless payments experience without disruptions.”

ABOUT SPEEDPAY, INC.

Speedpay, a Western Union® subsidiary, provides electronic bill presentment and payment (EBPP) solutions that help keep your business running. An industry leader given its footprint, financial strength, service reliability and availability, Speedpay is dedicated to helping billers collect better payments. Our clients benefit from our highly consultative approach – ensuring we deliver customized payments offerings that address your business challenges and provide overall efficiency, ultimately saving you time and money. From web to mobile, eBill, IVR or CSR, Speedpay offers some of the most highly configurable channels available on the market, specifically designed for the way people want to pay bills.

A wholly owned subsidiary of E-Commerce Group Products, Inc., Speedpay has been at the forefront of the electronic payments industry since 1989, and was acquired by Western Union® in 2002.

For more information, **visit speedpay.com**.

ABOUT WESTERN UNION

The Western Union Company is a leader in global payment services. Together with its Vigo, Orlandi Valuta, Pago Facil and Western Union Business Solutions branded payment services, Western Union provides consumers and businesses with fast, reliable and convenient ways to send and receive money around the world, to send payments and to purchase money orders. As of December 31, 2017, the Western Union, Vigo and Orlandi Valuta branded services were offered through a combined network of over 550,000 agent locations in 200 countries and territories and over 150,000 ATMs and kiosks, and included the capability to send money to billions of accounts. In 2017, The Western Union Company completed 276 million consumer-to-consumer transactions worldwide, moving \$82 billion of principal between consumers, and 547 million business payments.

For more information, **visit www.westernunion.com**.

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