

#### THE CHALLENGE

- The lender wanted to elevate its customer experience by speeding the availability of funds
- Traditional funding options did not address the need to make funds available in a timely manner
- The lender also wanted to remove friction and reduce staff time spent on handling paper checks

#### THE SOLUTION

- The lender selected ACI Speedpay®: Disbursement Services to meet its funding needs
- ACI's disbursement services enabled a wide range of digital payment and disbursement methods
- This capability has accelerated funding times while offering full compliance

#### THE RESULTS

- Funds availability has been reduced from up to three days (depending on bank's funds availability policy when processing paper checks) to mere seconds, increasing customer satisfaction
- The lender has driven a 60% adoption rate, surpassing its projected rate of 25%
- Debit card disbursements sustained growth and loan funding during the pandemic when branch traffic was limited

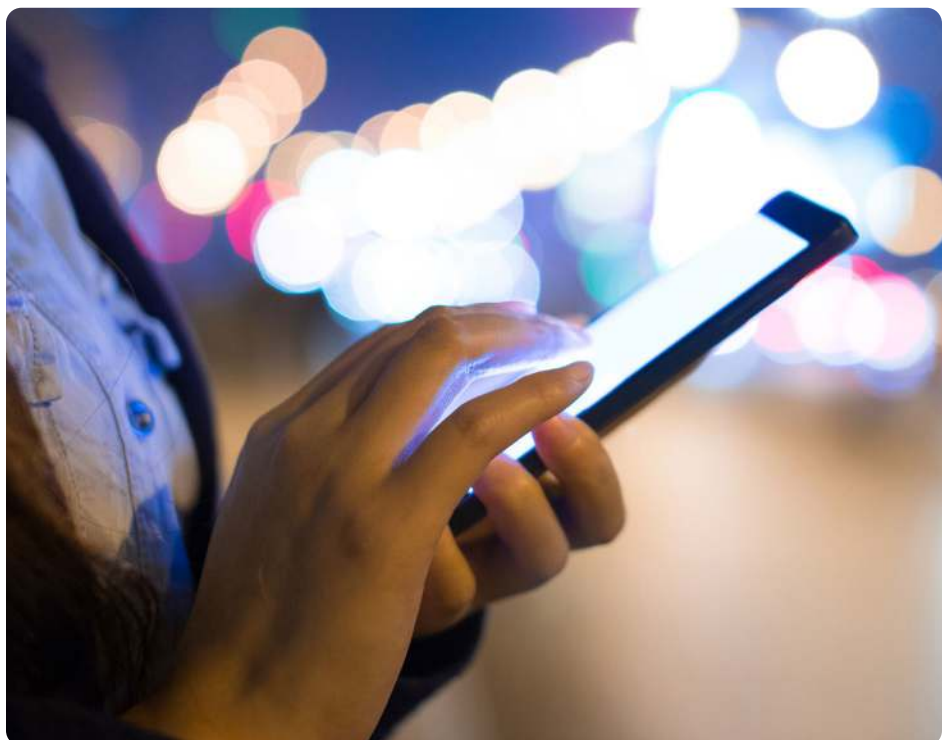
# Leading Consumer Finance Company Reduces Disbursement Time to Mere Seconds

Consumers in need of loans often cannot afford to wait for their funds to become available. For consumer finance companies, this necessitates going beyond traditional funding methods, such as paper checks, and implementing new, faster digital disbursements. This was the challenge faced by one leading consumer finance company as it sought to raise customer satisfaction amongst its nearly half a million customers by moving to digital disbursements.

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**"WE CONTINUE TO HEAR FROM OUR BRANCH OFFICE HOW PLEASED CUSTOMERS ARE WITH HOW QUICKLY THEY SEE LOAN PROCEEDS ON THEIR DEBIT CARD."  
- CIO, LEADING CONSUMER FINANCE COMPANY**

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**Funds are available to the customer's debit card within minutes, the majority within seconds, after funding, reducing access to funds by up to three days compared to some banks' processing of paper checks."**

CIO, leading consumer finance company



## Adding Speed to the Lending Process

The main challenge for the lender was eliminating its reliance on paper checks, which it used almost exclusively to fund loans. The use of paper checks effectively slowed down the funding process, adding unnecessary friction and costs for both customers and internal resources. And while the lender explored funding options such as ACH, these options did not fulfill their ultimate goal: getting money to customers faster.

To accomplish this, the lender selected ACI Speedpay®: Disbursement Services to add a wide range of digital payment and disbursement options to its platform. Part of the comprehensive ACI Speedpay solution, ACI's disbursement services provide fast, secure and cost-effective access to a robust array of digital disbursement methods that help put an end to costly paper checks and high-friction payment workflows.

## A Solution for Greater Customer Satisfaction

ACI's disbursement services streamline the process of sending disbursements by facilitating straight-through processing claims. This also reduces the internal costs of operations and approvals, research costs, and the costs of processing and mailing checks. Not only do parties receive their disbursements as they are issued, the digitized process drastically reduces paperwork and delays.

In particular, the lender was able to leverage ACI's disbursement services to disburse funds right to customers' debit cards within seconds — reducing potential delay in access to funds disbursed by paper check by up to three days. Customers can receive funds at home or on the go, which was a big part of the lender's pandemic response. This digital option will continue to bring cost savings post pandemic by reducing additional stops in the branch and streamlining the funding process.

ACI Worldwide is a global leader in mission-critical, real-time payments software. Our proven, secure and scalable software solutions enable leading corporations, fintechs and financial disruptors to process and manage digital payments, power omni-commerce payments, present and process bill payments, and manage fraud and risk. We combine our global footprint with a local presence to drive the real-time digital transformation of payments and commerce.

## LEARN MORE

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## Raising Satisfaction, Security and Savings

With this new capability fully implemented, the lender is now able to offer “same-day funding” to its customers — a true differentiator within the market. The popularity of this offering is seen in its high adoption rate. **60% of loans eligible to be funded by debit card are ultimately funded by debit card, far exceeding the lender’s estimate of a 25% adoption rate.**

The entire platform is backed by world-class security. ACI disbursement services are PCI-, SOC II- and HIPAA-compliant. Plus, digital payments reduce the risk of fraud by never having sensitive financial data cross the lender’s network. Financial information is also tokenized and stored by ACI, significantly increasing data security and simplifying compliance.

Lastly, the self-service options provided by digital disbursements have not only reduced foot traffic within physical branches (made all the more important by the pandemic), they have also driven greater staff efficiency and cost savings. The reduction in paper checks, coupled with greater loyalty from satisfied customers, will benefit the lender’s bottom line for years to come.

For more information on how you can transform your disbursements with ACI Speedpay and ACI’s disbursement services, visit [aciworldwide.com/products/disbursement-services](http://aciworldwide.com/products/disbursement-services).