Digital Issuance

Create Seamless, Uninterrupted Payment Experiences

A lost or stolen card can be a major inconvenience for the cardholder, especially when they're not near a physical branch. Once the incident is reported and the new card is issued, cardholders have to wait 4–5 days for a new plastic card to arrive in the mail, and are hindered from making transactions until the new card is in hand. This challenge can leave a lasting impression on the member and decrease transaction revenue for credit unions.

The digital issuance of cards, through the PSCU Mobile App or APIs, provides secure real-time ability for members to continue to transact digitally without interruptions, even in the absence of their physical card.

Convenience with Push Provisioning

The push provisioning component of Digital Issuance enables cardholders participating in digital wallets (such as Apple, Google and Samsung Pay) to completely skip manual card entry into their digital wallets, simply with the tap of a button. Cardholders can add current or reissued cards to their digital wallet and are able to keep transacting.

Solution Summary

PSCU's Digital Issuance creates seamless, uninterrupted payment experiences and enables cardholders to continue transacting digitally, even in the absence of their physical card.

Features include:

- *Push provisioning of cards from the credit union's app to the cardholder's mobile wallet*

- *Access to card credentials within the credit union's app*

- *Future Feature: Recurring payments as a visual reminder to update the card-on-file, and when possible, the option to auto-update subscriptions, after a lost/stolen reissue through the PSCU Mobile app and APIs*

Benefits include:

- *Uninterrupted payments through push provision technology that allows cardholders to continue transacting after a lost/stolen reissue, through their digital wallets or online while they await the physical card*

- *Improved member experience with the added convenience of not having to wait to use a new card*

- *Competitive advantage achieved through providing digital supportive solutions that consumers expect*

Your Possibilities Delivered.

Fiserv cites a study, which found that "44% of consumers say that push provisioning capabilities would influence where they bank." Credit unions offering this product can promote it as an added benefit and help influence the coveted top-of-wallet status.

Additional Components

PSCU's holistic approach to Digital Issuance covers every use case within the consumer experience of waiting on a physical card to arrive after a lost or stolen reissue, including online purchases and recurring payments.

Accessing Card Credentials –
The access-to-card credentials component of PSCU's Digital Issuance allows the use of Multi-Factor Authentication, which enables cardholders to access the details of their card. With just a few taps and authentication in the mobile app, the cardholder can conveniently access the details of their card to use for card not present transactions if their physical card is not near. Soon, this feature will also work for inactive cards; allowing the member to access the card the details of their new card, while the physical one is en route.

Future Feature

Automatic Updates to Cards on File – The future vision of the update-to-card on file component of PSCU's Digital Issuance will allow cardholders to view existing recurring payments as a visual reminder to update the card-on-file, and when possible, the option to auto-update subscriptions, before the new card arrives.

The Digital Issuance release dates for the elements of access to card credentials for non-active cards and card-on-file updates will be announced when generally available.

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