

Financial Services

As outsourcing becomes a common business practice, financial services companies like yours realize they need to find a strategic partner to gain competitive advantage.

Outsourcing is no longer simply a tactic to reduce costs; it's become a long-term business strategy for improving efficiency, quality and customer satisfaction.



A strong outsourcing partner will allow you to take advantage of:

- Flexible solutions that meet your specific needs
- A broad global footprint to reduce costs
- Vertical expertise to ensure best practices
- Proven business process re-engineering to truly transform your business.

We have long served the financial services industry, and we understand the challenges you face today:

- Lack of focus on core competencies
- Outdated technology and processes
- Limited resources

All these result in wasted dollars, inefficiency and loss of valued customers.

We have a track record of successfully helping financial clients to:

- Evaluate their current state
- Efficiently adopt new processes and technologies
- Dramatically improve business operations.

Xerox in Financial Services

Our Services

We enable you to achieve business goals with our proven end-to-end business process outsourcing (BPO) solutions, whether you're looking to:

- Improve turnaround time in your mailroom operation
- Streamline the human relations department
- Upgrade your IT platform
- Improve customer retention
- Reduce cycle time in your origination operation

We can customize a solution to fit your business requirements with any of the following:

- Day Two Operations
- Credit Application
- Credit Card Customer Care
- Educational Loan Servicing
- Investment/Brokerage
- Consumer Loans
- Mortgage Loans
- Auto Finance
- IRA and Keough Records
- Signature Card
- Lease Administration
- Check Photo Retrieval

Financial Markets We Serve

- Banks
- Brokerage and Investment Firms
- Credit Unions
- Government Agencies
- Insurance
- Real Estate

Our Credentials

- 40+ years supporting banks and credit card issuers
- Top 15 Fortune 500 commercial banks
- Six of the top 10 credit card issuers
- Largest student loan servicer in the U.S.
- One billion mortgage loan images hosted; 25 million pages per month
- 15 million rolls of film stored (375 billion checks)
- One million check retrievals per month
- 1,200 customer care agents supporting our financial clients
- Eight million calls per year for credit card issuers
- Leading provider of fully diversified end-to-end BPO and IT solutions to commercial and government clients worldwide
- Superior BPO and IT services to clients in all major industries, including:
 - Communications
 - Education
 - Energy
 - Financial services
 - Government
 - Healthcare
 - Insurance
 - Manufacturing
 - Retail
 - Transportation and travel

We can create better business for your organization.

Benefits to You

- Global resources
- Risk mitigation
- Business continuity
- Proven solutions
- Industry expertise
- Best practices
- Process re-engineering

About Xerox

Xerox is the world's leading enterprise for business process and document management. Its technology, expertise and services enable workplaces – from small businesses to large global enterprises – to simplify the way work gets done so they operate more effectively and focus more on what matters most: their real business. Xerox offers business process outsourcing and IT outsourcing services, including data processing, healthcare solutions, HR benefits management, finance support, transportation solutions, and customer relationship management services for commercial and government organizations worldwide. The company also provides extensive leading-edge document technology, services, software and genuine Xerox supplies for graphic communication and office printing environments of any size. Xerox serves clients in more than 160 countries.

For more information, visit www.xerox.com, www.news.xerox.com, www.realbusiness.com or www.xerox.com/businessservices. For investor information, visit www.xerox.com/investor.