



Date: 03/14/2019

Status: Initial Notification

Subject: EnFact Upgrade Migration Scheduled

Action Required: Need to Know; Action May be Required

Topic: Debit Operations

Last year Fiserv announced their plans to make significant upgrades to the tools and technology that power EnFact, the neural scoring network that serves as the foundation for their Card Risk Solutions (see FYI 18293, April 9, 2018). The new platform provides powerful new weapons against fraud as well as tools to reduce false positives, promising improvements to your cardholders' experience.

Fiserv reported they have now completed their technical preparations and are getting ready to migrate our clients to the new EnFact Upgrade platform. Fiserv has scheduled your migration for May 8, 2019.

- There will be no required actions on your part prior to or during the migration.
- You will start with the same risk strategy, letters, and services as before.
- To minimize the risk of disruptions following the migration, Fiserv will observe a freeze on the addition of BINs and the implementation of new Risk Management products between two weeks before and one week after your migration date.

- We highly recommend that your risk personnel receive appropriate training on the upgrade features. There will be significant changes to the CaseTracker application, and new options and fields in Card Management and Transaction Journal/SPC. See Training options below.

Operational Changes

All cases created following your migration will appear only in the new CaseTracker 2.0 application. Cases created prior to your migration will be available only in the current application, which has been relabelled "CaseTracker 1.0" in Client Central.

Training

We recommend attending one of our instructor-led webinars on the EnFact Upgrade. Please register for one of the following sessions:

March 28, 2019 at 1:00 p.m. ET

1. Click the link below to register for this webinar.
2. Enter your name, email address, and organization information and again click Register.
3. You will receive a confirmation email with a link access instructions for the webinar.

April 2, 2019 at 1:00 p.m. ET

1. Click the link below to register for this webinar.
2. Enter your name, email address, and organization information and again click Register.
3. You will receive a confirmation email with a link access instructions for the webinar.

An online recording of the EnFact Upgrade training is also available at the link below.

Additional Resources

- A user guide for the new CaseTracker 2.0 application is attached at the link below for your reference.

- For an overview of the EnFact Upgrade, please click the link below to view a recording of our April 13, 2018 webinar.

If you have concerns about the timing of your migration, please contact LSC Card Services.

[Follow on Twitter](#) [Friend on Facebook](#) [Forward to Friend](#)

Copyright © 2019, All rights reserved.

Our mailing address is:

ICUL Service Corporation
1807 W Diehl Road
Naperville, 60563
United States

[update subscription preferences](#)