



Date: 03/15/2019

Status: Initial Notification

Subject: FYI 19159 Reminder: EnFact Upgrade Migration

Action Required: Need to Know; Action May Be Required

Topic: Debit Operations

As a reminder, your debit program migration to the upgraded EnFact platform is scheduled for March 27, 2019. The upgraded EnFact will include significant enhancements to the tools and technology that power EnFact, the neural scoring network that serves as the foundation for our Card Risk Solutions.

- There are 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, we will observe a freeze on the addition of BINs and the implementation of new Risk Management products between March 13 and April 2, 2019.
- We highly recommend that your risk personnel receive appropriate training on the upgrade features, including updates to the CaseTracker

application and new options and fields in Card Management and Transaction Journal/SPC. See *Training and Additional Resources* 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 should be managed through the current application, which has been relabelled “CaseTracker 1.0” in Client Central.

Training

If you have not already done so, we recommend attending one of our instructor-led webinars on the

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 this link.

Additional Resources

- A user guide for the new CaseTracker 2.0 application is attached at the link below.
- 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 any questions on your migration, please contact LSC Card Services.