

Australia and New Zealand (ANZ)

Fact Sheet

First Data Corp. (NYSE: FDC) a worldwide leader in electronic commerce and payment services, delivers a full portfolio of card issuing and merchant processing services in 39 countries on six continents. With approximately 29,000 employees worldwide, First Data has offices throughout Europe, Asia Pacific, Africa, Latin America and North America.

Throughout the Australia and New Zealand region (ANZ), First Data provides a range of electronic payment processing services, including Electronic Funds Transfer (EFT) switching, device driving and credit card and merchant account processing services. Employing 600 employees across the region, First Data has offices in major cities of Australia and New Zealand.

Core business within the Australia and New Zealand region

Electronic Funds Transfer (EFT) Processing and Switching Services

First Data's infrastructure allows businesses to connect, securely and efficiently to all major issuers and acquirers of debit, credit and charge cards, processing their electronic transactions via the First Data network.

Within this region, the company processes payment card transactions, provides ATM/cash dispenser network management services and is linked to all major Australian domestic and international ATM networks.

ATM / EFTPOS Interchange Services

First Data connects organisations such as financial institutions, telecommunication providers, oil companies and retailers to all major domestic and international ATM and EFTPOS networks. It cost-effectively connects a business to all major acquirers of cards (debit, credit and charge cards) and processes transactions via the First Data network.

Device Driving Services

First Data's Cashcard network is the premier provider of ATM Services - supporting the operation of almost 11,000 ATMs. First Data also drives more than 26,000 EFT terminals on behalf of its clients.

ATM Services

First Data, through its ATM Services Division, operates ATMs for customers (known as merchants) and manages ATMs through outsourcing arrangements with other ATM operators in Australia. As mentioned above, ATM Services operates almost 6,000 ATMs

As an ATM Operator, First Data/Cashcard has direct contracts with merchant customers that host its ATMs on their premises. An ATM provides First Data/Cashcard merchant customers with an opportunity to attract greater patronage within their business and an opportunity to enhance sales.

For ATMs that First Data manages on behalf of other ATM Operators, it does not own the direct operator-to-customer relationship but provides a range of services to assist the ATM Operator such as switching, telecommunications and help desk.

Credit Card & Merchant Account Processing

Financial institutions and merchants use First Data's world-leading financial transaction processing software, VisionPLUS®, to offer their customers profitable card products.

VisionPLUS® is a one-source, global solution for all credit card, lending and related processing needs, incorporating fraud prevention and management reporting capabilities.

Merchant Acquiring Solutions

First Data manages acquiring portfolios, providing merchants with the full range of services in their acceptance of debit and credit cards, as well as other forms of electronic payments. They are able to offer world-class products and services through the First Data's global resources.

Cheque Guarantee Services

TeleCheck is the world's leading provider of cheque guarantee services. With its regional headquarters located in Sydney, TeleCheck processes cheques at almost 9,800 merchant locations in the region.

Australia and New Zealand Clients

- American Express®
- ANZ Bank
- Australia Post
- Bank of Queensland
- BankWest
- Caltex Oil
- Citibank
- Coles
- Myer
- Diners Club International
- GE Capital
- HSBC Banking Corporation
- National Australia Bank
- Shell
- SunCorp Metway Bank
- Telstra
- Westpac Banking Corporation

Key personnel

- Peter Wright – President, First Data International, Australia and New Zealand
- Erik Andersen – Senior Vice President and Chief Information Officer First Data International Australia and New Zealand
- Rob Cornish – Senior Vice President and Chief Financial Officer, First Data International, Australia and New Zealand
- Peter Byrne – Senior Vice President, Client Services and Operations, Australia and New Zealand
- John Tait – Vice President, Corporate Sales and Relationship Management, Australia and New Zealand
- Mark Glass – Vice President, Strategic Business Development Australia and New Zealand
- Dan Milton-Hine – Vice President, ATM Sales and Strategic Alliances, Australia and New Zealand

Regional history

- 1983** Electronic Funds Transfer Services Proprietary Limited (Austnet) is formed and processes its first electronic transaction
- 1983** TeleCheck Australia and New Zealand is established
- 1984** Austnet processes the first electronic intercontinental transaction in the world
- 1988** Austnet becomes known as Electronic Funds Transfer Telecommunications (EFTEL), after the two companies merged
- 1992** First Data purchases EFTEL
- 1995** First Data participates in the Visa smartcard pilot on the Gold Coast, Australia
- 1995** First Data hosts smart card application (Ecard - check)
- 1995** First Data provides processing services to the giroPost network in Australia
- 1999** Sydney is announced as First Data's Asia Pacific regional data processing centre
- 1999** First Data introduces its credit card processing system into the Australian market
- 2000** First Data works with Visa to process all transactions occurring at ATM and POS devices at Sydney 2000 Olympic venues
- 2001** First Data purchases PaySys International, Inc., a leader in financial transaction processing software and services
- 2001** First Data forms relationship with VeriSign Australia to create an Internet payment gateway
- 2001** TeleCheck Australia and New Zealand are integrated into First Data's Australia business
- 2003** First Data products and services are internationally launched and the Australia and New Zealand Region is established.
- 2003** Vision*PLUS* services is launched as a business unit of First Data, Australia, New Zealand & South Asia
- 2004** First Data Corp. Completes acquisition of Cashcard Australia Limited, a leading electronic payments service provider and the operator of Australia's largest ATM services network.
- 2005** BankWest and First Data form Australian alliance for enhanced merchant acquiring services.

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