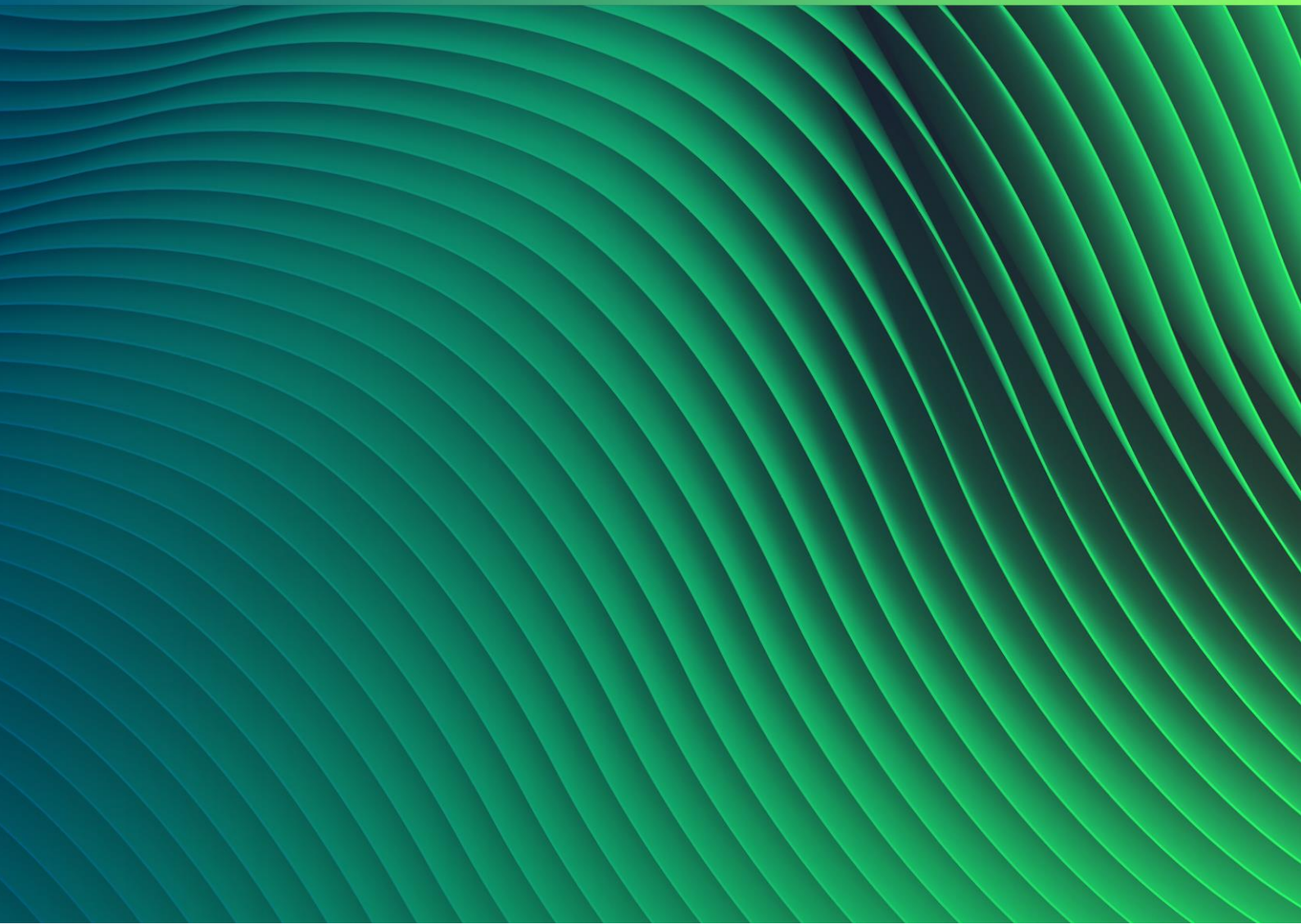




FAQs

**SMALL BUSINESS
EMBEDDED FINANCE**



General Questions

Q: When will the new SMB Embedded Finance features be made available?

A: On Feb. 20, 2022, FIS plans to systematically update all of your financial institution’s service packages in the Business Service Tool (BST) to include Autobooks as a default service.

Additionally, FIS plans to systematically entitle the Autobooks service to company users who have the **Primary User** designation on the BST *Company User Maintenance* page.

Q: What are the costs to offer the new capabilities?

A: The features will be made available to the FIS financial institutions per the below pricing matrix.

	Standard Package	Growth Package	VIP Package
FI Support Costs	\$0 per month	\$2,500 per month	\$10,000 per month
Self Service GTM Tools / Group Training / Webinars	✓	✓	✓
Bank Share of Enrollment Revenue per SMB per month	\$3.33	\$3.33	\$3.33
Bank Profit Share of Transaction Fee Per Month	0%	5%	10%
Production Bonus and Frontline Incentives	-	-	Negotiated
FIS Funded Marketing Campaigns per year	0	2	4
Account Management	General 800 Number	Dedicated Account Manager	Dedicated Account Manager and Growth Management Team
FI Support and Training	General Support Number and Group Webinars	Assigned Trainers and Personalized Training	Assigned Trainers and Personalized Training
Digital Marketing, Videos, Branded Mailers	Self Service - Generic	FIS managed - Generic Content	FIS managed - Customized content

Q: What does our financial institution need to do to prepare for the upgrade?

A: Most of the implementation process has been automated. Your primary responsibilities include:

- Training your team
- Testing the solution
- Preparing for the Go-to-Market launch

For more information, please reach out to our team at FISembedded@autobooks.co.

Q: Will all the users associated with a company get access to Autobooks?

A: FIS plans to systematically entitle the Autobooks service to company users who have the Primary User designation on the BST Company User Maintenance page. The Primary user will need to then provide access to Secondary Users via "Settings" in D1B or D1B Flex [D1B > Click Administration > Company Administration > Manage Users].

Q: Can the User import to other software packages such as Quickbooks and Xero into Autobooks?

A: Yes.

Q: Who is the end user agreement for the Invoicing, Payment and Accounting Services executed with?

A: The end user agreement is between the Business and Autobooks. The FI is not involved.

Q: If the end user wanted to use Autobooks for more than one company and access via D1B, would they need to have a separate login to BEB for that company?

A: No, the user would not need to have separate login to D1B for each company. The user is able to choose which company they want to send invoices to and accept payments from, before they get Autobooks.

Q: How does an SMB access Autobooks via D1B?

A: Once Autobooks is entitled to primary company users, three links become available to them in Digital One Business:

- Send an Invoice – The Send an Invoice link is displayed in a new Online Payments section on the Welcome page in Digital One Business.
- Accept a Payment – The Accept a Payment link is displayed in a new Online Payments section on the Welcome page in Digital One Business.
- Autobooks – The Autobooks link is accessible via the Account Services menu in Digital One Business and allows company users to access the Dashboard page in Autobooks where they can track their incoming payments. Users will default to “Send an Invoice” and “Accept a Payment” solutions. The users will also have the option to upgrade to “Account/Reporting” package for a fee of \$9.99 per month.

Q: How does an FI turn off Autobooks for a company?

A: You may choose to disable the Autobooks service for specific companies via the BST Package and Company Service Enablements page. You must have the SetupUser role and the Edit entitlement for the BST Package and Company Service Enablements page to disable services in the BST.

Q: What are the differences between the Growth Package and VIP Package?

A: The primary differences can be grouped into the following categories:

- Revenue share
- Operations & GTM support
- Benefits to the business
- Cost

Q: Does the small business (SMB) owner pay to use features in SMB Embedded Finance?

A: Yes. Each time the SMB accepts a payment, they will be charged a transaction fee.

- The rate for card-based transactions is 2.89%*
- The rate for ACH-based transactions is 1%*
- With SMB Embedded Finance, SMBs also have an option to upgrade the solution to include Accounting and Reporting. When they upgrade, they opt into a \$9.99/month fee.

*This is considered a competitive rate in-market when compared to non-bank alternatives for digital payment acceptance, such as PayPal, Square, and QuickBooks Invoicing.

Q: Does my financial institution generate revenue on SMB Embedded Finance?

A: Yes! Here's why:

- Your FI gets a share of the monthly fee on the Account/Reporting package upgrade
- Deposit balances typically increase as SMBs begin to rely on their primary checking account
- Share of payment processing revenue with Growth/VIP packages:
 - Free – 0% revenue share of transaction fees
 - Growth – 5% revenue share of transaction fees
 - VIP – 10% revenue share of transaction fees
- Deeper relationships with SMB customers allows for increased cross-sell opportunities

Q: How is the SMB able to accept payments through the SMB Embedded Finance solution?

A: SMBs are able to enroll quickly online to start accepting payments in minutes.

FIS' SMB Embedded Finance leverages its payment facilitation capabilities via FIS Worldpay to enroll SMBs to accept card-not-present payments from their customers. The combination of the card-not-present payment acceptance plus the integrating accounting and reporting tools enables FIS to deliver a unique solution — clearly differentiating from existing card-present solutions that require hardware and an in-person card swipe.

Inclusion of integrated invoicing and online payment acceptance offers the opportunity for financial institutions to expand their existing merchant programs into new SMB profiles.

Q: Does the solution require integration into our existing merchant solution provider?

A: No. It does not require integration or implementation. Think of it as offering merchant processing as a service.

Q: What if I have more questions about payment facilitation?

A: Please feel free to contact our team with any questions: FISembedded@autobooks.co.

Q: How do you ensure only SMBs use this new solution?

A: SMB embedded finance will be made available to all user types — consumer and business. More and more, micro and small business owners are operating out of retail accounts. Providing needed payment acceptance services enables your financial institution to tap into an underserved segment of the market.

To ensure only SMBs enroll in the service, our process requires the individual to identify as a Sole Proprietor, LLC, Corporation or Non-Profit. To be approved, the SMB must meet qualifying criteria.

Q: Who does the SMB contact if they have a question?

A: The solution includes support links for chat, phone, and email. Because of the tight integration between Autobooks and FIS, the Autobooks support team will know the SMBs financial institution relationship. This ensures the SMB will receive contextual and personal service, while also knowing how to keep your financial institution in the know when needed.

All questions can be directed to the Autobooks team:

- (866) 617-3122
- FISembedded@autobooks.co

Or reach out to FIS directly at: GetInfo@fisglobal.com.

Q: Is there a demo that can be viewed?

A: Webex webinar recording: Getting Started with Small Business Embedded Finance – Jan 19:

- **Password:** Webinar1922
- Recording link:
<https://fisglobal.webex.com/fisglobal/lr.php?RCID=c3bd4761029e10f42ab9997248353292>