



ACI Worldwide Launches “Manage My Payment”—Empowering Billers to Respond More Quickly to Consumers’ Changing Payment Needs

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Part of ACI’s rapid response program, new application within ACI Speedpay’s Virtual Collection Agent improves consumer/biller payment plan options

NAPLES, Fla.--(BUSINESS WIRE)--Apr. 16, 2020-- [ACI Worldwide](#) (NASDAQ: ACIW), a leading global provider of real-time [electronic payment and banking solutions](#), today announced additional features within its market-leading ACI Speedpay solution, as part of its COVID-19 rapid response program. Following last week’s announcement of Delay My Payment, which provides an automated process for requesting payment deferrals, ACI has launched Manage My Payment, a capability that empowers billers to respond more quickly to consumers’ payment needs with automated, digital payment plan options.

Manage My Payment can be easily implemented and configured by billers, allowing them to offer flexible payment options, accept payments and promises to pay, and receive requests for virtual appointments from their customers who are behind on payments because of the COVID-19 crisis. It allows consumers to self-serve and provide information without long wait times or the challenge of having to explain their financial situations. Moreover, Manage My Payment is PCI-compliant, delivering enhanced data security and protection to support distributed and work-from-home biller workforces.

“These are unprecedented and uncertain times for consumers and businesses around the world, coping with immense financial stress. With the newly created Manage My Payment option as part of our Virtual Collection Agent solution, we are working to alleviate some of this stress, helping consumers more easily work with their billers with automated payment offer options while ensuring billers are compliant,” said Sanjay Gupta, executive vice president, ACI Worldwide. “As time is of the essence, Manage My Payment allows for fast-tracked implementation so that billers can respond more quickly to consumer payments needs.”

ACI Speedpay is an integrated suite of PCI-compliant [bill presentment and payment](#) services that powers mobile, web, IVR (interactive voice response), eBill, call center and eLockbox (consolidated remittances) payment options with integrated fraud protection and flexible payment restructure plan options. The solution is utilized by more than 3,700 customers across multiple industries including consumer finance, government, healthcare, higher education, insurance, subscription services and utilities.

About ACI Worldwide

ACI Worldwide, the [Universal Payments](#) (UP) company, powers [electronic payments](#) for more than 6,000 organizations around the world. More than 1,000 of the largest financial institutions and intermediaries, as well as thousands of global merchants, rely on ACI to execute \$14 trillion each day in payments and securities. In addition, myriad organizations utilize our [electronic bill presentment and payment](#) services. Through our comprehensive suite of software solutions delivered on customers’ premises or through ACI’s [private cloud](#), we provide real-time, [immediate payments](#) capabilities and enable the industry’s most complete [omni-channel payments](#) experience. To learn more about ACI, please visit [www.aciworldwide.com](#). You can also find us on Twitter [@ACI_Worldwide](#).

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Media Contact

Dan Ring
dan.ring@aciworldwide.com
781-370-3600

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