

FILE GATEWAY BOARDING QUESTIONNAIRE CONFIDENTIAL

ACCOUNT

Client Name (Do not abbreviate):

Do you have an existing account in the Fiserv File Gateway (Choose one with X): YES / NO

If YES, please provide your existing Fiserv File Gateway user ID (e.g. NAGW-xxxxxx):

Will you be utilizing a 3rd Party Vendor to receive or send files? (Choose one with X): Yes / No

If Yes, please supply the following:

Vendor name:

Contact name:

Email:

Phone:

BASIC CONNECTIVITY – CONNECTION TYPE

Select Connection Type (Choose one with X): INTERNET / DEDICATED

- Internet - Connections to or from Fiserv will take place over the Internet
- Dedicated – Connections to or from Fiserv will take place over a dedicated circuit or VPN

Note: There may be additional costs and networking requirements for dedicated connections.

Fiserv IP Addresses you will need to add access to or see us coming from:

- **Primary IP's** are Static Internet 216.66.218.146, Dynamic Internet 216.66.218.161, Dedicated Connectivity 204.194.139.35
- **DR IP's** are Static Internet 208.72.249.199, Dynamic Internet 208.72.249.221, Dedicated Connectivity 204.194.127.150
- **CAT testing IP's** are Static Internet 216.66.218.147, Dynamic Internet 216.66.218.162, Dedicated Connectivity 204.194.139.36
- **DR IP's** are Static Internet 208.72.249.200, Dynamic Internet 208.72.249.222, Dedicated Connectivity 204.194.127.151

Fiserv provides a secure file gateway service that is a public service for all Fiserv customers as an internet service. Fiserv is discontinuing the use of whitelisting source IP address restrictions and is standardizing on modern security measures for its internet based products. Fiserv utilizes blacklisting along with a combination of Certificate based authentication and multi-factor authentication to limit access to this service and keep the service highly available. The file gateway services are protected by always on DDOS and Next Generations firewalls leveraging IPS protections. Using the whitelisting method causes delays in onboarding clients as well as outages in the client's service with any client IP changes.

PROTOCOL

Select Protocol (Choose one with an X):

- FTPS (**SSL Certificate Must be provided)
- SFTP (SSH PUBLIC Key must be provided)
- Connect:Direct (Secure + Certificate must be provided)(Dedicated Connections Only)
- HTTPS (**SSL Certificate must be provided) NOTE: this is for MyFileGateway. Please see bottom of form for further details.

****Please use a provider that can provide a Public SSL certificate that will work with FTPS Protocol or MyFileGateway service. (E.g. DigiCert) Should you wish to use SFTP Pick Up or SFTP Push AND MyFileGateway, two mailboxes will be created for you.**

TRANSMISSION TYPE

FROM FISERV

How do you wish to receive your files (Choose one with an X):

- Push - Pushed to your server (FTPS/SFTP/Connect:Direct)
- Pick Up – Placed in a directory in the Fiserv File Gateway where you will pick up the file (FTPS/SFTP)

PUSH

Please provide connection information below:

*** required**

****** When pushing over the Internet using SFTP, a server provides an SSH key for the client to validate as a known host. If pushing using SFTP please provide the key in OpenSSH format as an attachment.

Node Name, Domain Name and/or IP*	
Directory*	
Port Number(s)*	
User Name*	
Supported Authentication Methods*	
User Password	
File Mask	
Known Host Key* **	
(Mandatory for FTPS) Connection Type	<input type="checkbox"/> Passive / <input type="checkbox"/> Active (Choose one)
(Mandatory for FTPS) Transfer type	<input type="checkbox"/> Binary / <input type="checkbox"/> Ascii (Choose one)
(Mandatory for FTPS) Enable Clear Channel	<input type="checkbox"/> Yes / <input type="checkbox"/> No
(Mandatory for FTPS) SSL Negotiation	<input type="checkbox"/> Explicit / <input type="checkbox"/> Implicit (Choose one)

For files coming to Fiserv, all files must be pushed.

AUTHENTICATION METHODS (MANDATORY)

Fiserv File Gateway supports (Multi Factor Authentication) and this will require clients to authenticate with 2 forms of authentication.

Multi Factor Authentication requires **both** items below.

1. Password Authentication *(clients sending via service account process Non-Expiring can be used).
2. FTPS Certificate or SFTP Key Authentication

Will you use the automated process with a Service Acct and non-expiring password: (Choose one with an X): Yes / No

TLS 1.2 will be required for HTTPS and FTPS protocols as the Fiserv File Gateway secure protocol. The File Gateway will not be configured for any version of SSL. Browser (HTTPS) based internet access will require User/password and public key certificates for authentication. Please use a provider that can provide a Public SSL certificate that will work with the MyFileGateway service. (E.g. DigiCert)

Please provide your preferred authentication method: (Choose one with an X):

- SFTP – Password & SSH Key
- FTPS – Password & Certificates (Ask for document on creating your DigiCert SSL Certificate)
- Connect:Direct – SNODEID User/Password or SPOE
- HTTPS – Password & SSL Certificate (Ask for document on creating your DigiCert SSL Certificate)

Please provide your password separately via secure email to the certification analyst who will pass this along to the transmission analyst.

COMPRESSION AND ENCRYPTION

Files you receive from Fiserv can be **compressed or PGP/GPG** encrypted. These are **optional** and you can choose to use one or the other. **Note:** if you choose to use PGP/GPG encryption, we will use the built-in compression abilities of GPG.

PGP ENCRYPTION

Do you wish to use PGP/GPG encryption? (Choose one with X): YES / NO

If yes, we need your PGP key sent in .txt format.

If YES, and you are receiving files, do you prefer ASCII Armor or Binary format?

FILE COMPRESSION

For files sent to you, do you need the file compressed? (Choose one with X): YES / NO

If YES, which compression format do you wish to use? (Choose one with X): ZIP / GZIP

MONITORING AND ALERT/SLA

Receipt Monitoring (Choose one with X): YES / NO

Does this Transmission have an SLA tied to it? YES / NO If yes, define SLA below:

Is there a timing/delivery requirement for this file? YES / NO

Is there a cutoff time for delivery?

JOB RUN SCHEDULE

-- Days job should run: (Choose one or more with X): M T W Th F S S

-- Expected run time (Estimate is ok):

-- Holiday Job Run: Yes No

-- Possible Empty File: Yes No

-- Is an empty file an issue? Yes No

-- Enter the group email that we should contact after hours for a production transmission issue:

CONTACT INFORMATION & SECURITY QUESTIONS

In the event you or a representative of your business must contact our Help Desk support, please provide 3 Security Questions and Answers that we can use to identify the caller as an authorized party to discuss file transmissions

Question	Answer
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What are the month and day of your best friend's birthday:

What are the month and day of your closest family member birthday:

What is the last name of your favorite teacher:

What is your favorite TV show:

What is your favorite restaurant:

Where did you go on your first vacation abroad:

Where did you go on your honeymoon:

Where was your high school:

Where would you like to retire:

Who is your favorite cartoon character:

Who was your childhood hero:

Who was your first roommate:

ESCALATION CONTACTREQUIRED****

In the event someone contacts our Help Desk and cannot answer the (above) question when challenged, who can we refer the party to on your side.

Name for Escalation Contact	Email for Escalation Contact	Phone for Escalation Contact

ACCOUNT CONTACT **REQUIRED**

If we need to contact you, we will need an account contact. Please consider this carefully: All notifications generated by the Fiserv File Gateway and subscribed to by the user will be delivered to the following contact's email address. We only support a single contact email address. **If you wish to have notifications sent to multiple email addresses, you will need to provide a single distribution list email. NOTE: This is the person and email address the password and credentials will be sent to.**

Name for Account Contact	Email for Account Contact	Phone for Account Contact

EMAIL NOTIFICATIONS – MYFILEGATEWAY

Fiserv MyFileGateway - HTTPS Connection

Do you wish to set up access to MyFileGateway? YES / NO

- SSL Certificate must be submitted - Please use a provider that can provide a Public SSL certificate that will work with the MyFileGateway service. (E.g. DigiCert) (Ask for document on creating your DigiCert SSL Certificate) **Should you wish to use SFTP Pick Up or SFTP Push AND MyFileGateway, two mailboxes will be created for you.**

Analyst assigned will provide documentation and training on setting up alerts.