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First Citizens Bank to Offer mPay Gateway's Point-of-Care Patient Payment System to Its Health Care Customers

Minneapolis (Nov. 12, 2009) —First Citizens Bank, a premier full-service payment solutions provider, today announced that it has entered into an agreement to provide a patient payment system from mPay™ Gateway to its physician practice customers.

mPay Gateway's software solution enables health care providers to calculate a patient's share of a bill for service and obtain payment authorization before a patient leaves the office, but the patient isn't actually charged until the health care provider settles with the insurance company. The simplified process eliminates billing hassles and can reduce physician practices' bad debt by up to 50 percent.

"Our partnership with mPay Gateway is an excellent opportunity for our bank to offer an enhanced card processing option for our health care businesses and certainly an innovative payment option for their patients," said William W. Shaw, group vice president, First Citizens Bank.

Delinquent and uncollectible patient accounts are an increasing reality for physician practice groups. With the changing costs of health care, patients are bearing responsibility for more of their health care costs, meaning physicians must collect more from their patients.

mPay Gateway's point-of-care patient payment software addresses these challenges by leveraging a simple retail payment model. The mPay Gateway solution: 1) calculates

the patient's payment, 2) authorizes the payment at the time of service, and 3) collects the patient's payment after the insurer has settled the claim. The system provides patients with a simpler, easier-to-understand billing process. Physicians dramatically reduce their receivables, bad debt and patient statement costs.

According to John Wallace, senior vice president for mPay Gateway, "We believe our technology offers First Citizens Bank a unique solution that adds tremendous value to its health care customers as consumer directed payments continue to aggressively grow across the market. Bringing transparency to the patient payment and collection process is critical."

The mPay Gateway technology is available immediately to First Citizen Bank customers.

About mPay Gateway, Inc.

mPay Gateway develops financial technology products and services to support health care's complex and unique payment environment. mPay Gateway empowers health care providers with a single-source payment solution that enables collections from patients regardless of the patient's third-party payer affiliation. mPay Gateway is a PCI certified acquiring card processor. For more information, visit www.mpaygateway.com.

About First Citizens BancShares

Raleigh-headquartered First Citizens BancShares is the 62nd largest financial holding company in the United States with \$16.7 billion in assets, 401 offices and 4,955 employees. First Citizens Bank has been in business for 110 years. It has 343 offices in Maryland, North Carolina, Virginia, Tennessee and West Virginia. IronStone Bank, which opened in 1997, and has 58 offices in Arizona, California, Colorado, Florida, Georgia, Kansas, Missouri, New Mexico, Oklahoma, Oregon, Texas and Washington. For more information, visit firstcitizens.com.

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