

# PegaCARD Smart Dispute unveiled in Europe

Submitted by: Pirate Communications

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Credit Card Disputes for Improved Customer Service

LONDON: September 2, 2003 - Pegasystems (NASDAQ:PEGA), a leading provider of rules-based smart business process management (BPM) software, today announced that it will unveil PegaCARD™ Smart Dispute™ in Europe at the Lafferty Cards and Payments 2003 conference and Expo (stand no. four at Meridien Montparnasse, Paris, September 9 – 11, 2003).

PegaCARD™ Smart Dispute™, helps credit and debit card companies minimise unnecessary write-offs, improve operational efficiency and reduce the cost of processing card charge disputes. Smart Dispute, built on the Java-compliant PegaRULES Process Commander platform, streamlines what has traditionally been a labour-intensive and costly process, that's prone to error and inefficiency.

Pegasystems card technology is implemented in eight of the top 15 North American card issuers and two of the leading global card outsourcers. Using 14 years of Pegasystems experience in delivering customer service solutions to top-tier card issuers, Smart Dispute brings proven solutions to the broader marketplace.

Pegasystems provides software that enables businesses to easily automate and change their business rules (their business processes and practices) through its 'smart', rules-based BPM software. Pegasystems has designed Smart Dispute to help organisations build more intelligence into their card dispute operations while empowering business people to manage and improve those practices and processes needed to run their business.

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## About Pegasystems

Pegasystems Inc. (NASDAQ: PEGA) provides rules-based, smart business process management (BPM) software to large organisations, helping to deliver significant ROI and providing them with the flexibility and agility to respond to changing business needs. With annualised revenues of approximately £63million and a blue-chip customer base, the company offers applications for the financial services, healthcare, insurance and government markets, as well as a cross-industry BPM application. Pegasystems is headquartered in Cambridge, Mass., and has regional offices in North America, Europe and the Pacific Rim. For more information, visit [www.pegacom.com](http://www.pegacom.com).

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## Forward-Looking Statements

Certain statements contained in this press release may be construed as "forward-looking statements" as defined in the Private Securities Litigation Reform Act of 1995. The words "believe," "expect," "hope," "anticipate," "plan" and similar expressions identify forward-looking statements, which speak only as of

the date the statement was made. The company does not undertake and specifically disclaims any obligation to publicly update or revise any forward-looking statements, whether as a result of new information, future events or otherwise. These statements are based on current expectations and assumptions and involve various risks and uncertainties, which could cause the Company's actual results to differ from those expressed in such forward-looking statements. These risks and uncertainties include impact of pending regulatory proceedings, difficulty in predicting the completion of product implementations and consequently the timing of revenue recognition, the inability to attract and retain key employees, reliance on key third-party relationships, management of the Company's growth, and other risks and uncertainties. Further information regarding these and other factors which could cause the Company's actual results to differ materially from any forward-looking statements contained in this press release is contained in the Company's Quarterly Report on Form 10Q for the quarter ended June 30, 2003 on file with the Securities and Exchange Commission. Investors are cautioned not to place undue reliance on such forward-looking statements and there are no assurances that the matters contained in such statements will be achieved.

NOTE: Pegasystems is a registered trademark of Pegasystems Inc. Other product and company names may be trademarks of their respective owners.

\* Thomson Financial: "The Top 100 General-Purpose Credit Card Issuers," Card Industry Directory 2002 Edition, c2001, p.50.