



Giesecke+Devrient

Immediate card activations: Convego® Issuance Kiosk and Convego® Issuance Branch



Speed up the card issuance process, from activation to usage.

Moving the card issuance and replacement experience closer to the customer in an in branch or remote environment allows the development of real customer relationships. You can support them at their convenience and based on genuine customer need. 63% of customers prefer this type of one-to-one interaction¹. This creates a genuine point of differentiation versus your competitors. It can also have a real impact on card activation rates and speed up the time between new card activations and first use.

Customer benefits:



Speed

This on-demand, customizable solution optimizes the customer experience with cards issued in up to 15 minutes and the average period between card activation and first use reduced to just 8 hours².



Security

Our instant issuance solution offers total security and stringent verification procedures to ensure your customers' accounts remain secure at enhanced in-branch security with its simplified process.



Convenience

With the ability to arrange a card collection when your customer needs it, you can offer a truly differentiating, on-demand service solution that's perfect for today's busy lives.

Why choose Convego® Issuance Kiosk or Convego® Issuance Branch:

Rapid scalability:

Pilot to multi-branch issuance within 15 days per branch.

Secure supply chain:

Proprietary encryptions ensure secure issuance and in-branch issuance helps avoid postal fraud.

Cost efficient:

Save 100% versus postal delivery and improve activation rates by 100%.

One-stop excellence:

Our competence and expertise in delivering both hardware and software solutions makes us the ideal partner.

Revenue-boosting VAS:

Value added services, such as digital cards and ePINs can be combined with these services in a cross-sell opportunity that can boost card activation, card usage and revenue.

¹ Accenture

² AIT Group

The benefits of Convego® Issuance Kiosk and Convego® Issuance Branch:

Our solutions offer several key benefits for both banking institutions and customers alike:



1. Boosted revenue
100% activation of cards resulting in increased usage by 35% in the first month alone³.



2. Easy onboarding
Train the trainer approach for simplified on-boarding, combined with a simple user experience for on-boarding your customers.



3. Optimized process
Offering an alternative to postal card delivery and shipping helps the environment and speeds-up the issuance process satisfaction.



4. Anti-fraud
Issuance reduces fraud risk from card and PIN mailer interception.



5. Customer focus
Brand differentiation with customer-focused service delivery.

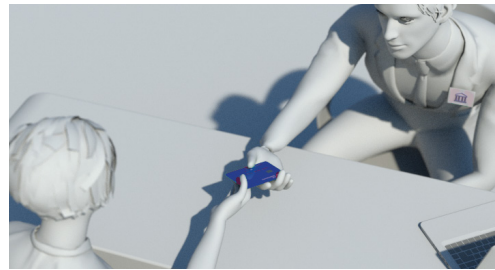


6. Automated process
Fully automated processes for improved business agility.

Card issuance in-branch



New customer signs up online and chooses instant card issuance.



Visits branch and receives activated card in 15 minutes with a valued face-to-face customer experience.



Delighted with process, begins spending straight away.

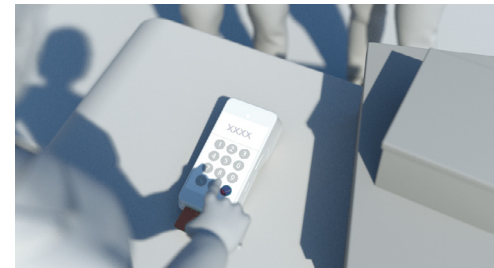
Card issuance anywhere



Customer notices their card is missing.



Visits self-service kiosk and receives replacement card in minutes.



Customer can use their card as soon as they receive it.

Technology solutions

Sophisticated, secure, hardware and software solutions provide a seamless customer experience from initial interaction to the card's first payment and every future use.

³ G+D's ePayments internal customer survey data

Management software

Benefits are:

- Highly secure
- Simplified user experience
- Best in class security

In bank hardware



About Giesecke+Devrient

Giesecke+Devrient (G+D) is a global SecurityTech company headquartered in Munich, Germany. G+D makes the lives of billions of people more secure. The company shapes trust in the digital age, with built-in security technology in three segments: Digital Security, Financial Platforms and Currency Technology.

G+D was founded in 1852 and today has a workforce of more than 14,000 employees. In the fiscal year 2022, the company generated a turnover of 2.53 billion euros. G+D is represented by 123 subsidiaries and joint ventures in 40 countries. Further information: www.gi-de.com.



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