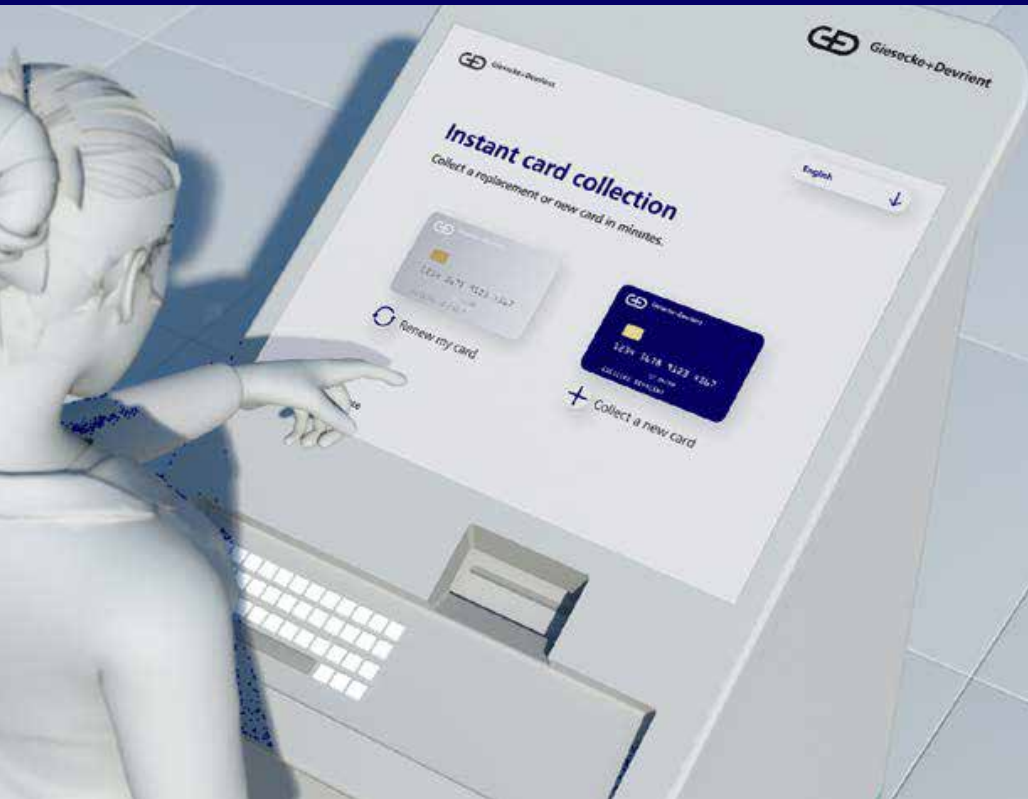




Issuance on the spot: Convego® Issuance Kiosk



Today's customers demand increasingly personalized, convenient and rapid services.

Paths towards self-service, on-demand options are becoming key parts of any banks' digitalization strategy, moving towards a true 24/7 customer experience.

Self-service kiosks, with banking services such as cash or account servicing options, have long been a part of banking and customers have come to rely on these unmanned options. So, offering card issuance at an unmanned kiosk deepens the customer relationship, shortening time between customer acquisition and card activation. This also reduces the time between signup and first use of the card, increasing potential revenue and boosting loyalty.

In the developing world, access to banking services is vital to escaping poverty, yet according to the World Bank, 1.3 billion people remain unbanked¹. The inability to access branch services is a blocker to increasing banking inclusion.

Convego® Issuance Kiosk, from Giesecke+Devrient (G+D) can meet this need either in-branch, or in non-branch locations. This expands the bank's reach and footprint and offers customers in rural locations the opportunity to access card issuance facilities. They also allow bank to offer services in territories where traditional branches might be unwise, due to fraud, crime or unrest.

Additionally, this on-demand solution can complement new security and Quality of Service (QoS) technologies, such as ePIN, digital enrolment or instant background

checks. And as these solutions evolve, the kiosk can be updated to take advantage of new opportunities.

Deploying an instant issuance kiosk allows banks to offer a truly customer-first solution, differentiating within a crowded market and ensuring customer loyalty. For the partner ecosystem, this allows a richer relationship, with the ability to offer card issuance on their premises.

The benefits of instant issuance kiosks



- 1. Resource efficiency**
Unmanned kiosks offer the opportunity to be more efficient with staffing, allowing a more flexible resource deployment.



- 2. Customer journey**
Offering an instant-issuance kiosk allows customers to choose the service options that matters to them increasing customer engagement and brand loyalty.



- 3. Wider market access**
By offering the kiosk outside of the banks' branch footprint, customers can be served in more places and access banking services in rural and isolated environments.



- 4. Optimized process**
Implementing an alternative to traditional postal card delivery allows a reduced impact on the environment and a smoother issuance process.

¹ <https://www.worldbank.org/en/news/press-release/2018/04/19/financial-inclusion-on-the-rise-but-gaps-remain-global-findex-database-shows>

Issuance on the spot: Convego® Issuance Kiosk

Issuance kiosks in action

Convego® Issuance Kiosk allows new customers to collect their first card, as well as requesting a replacement card for an existing customer whose card has expired. The interface and customer journey is smooth, straightforward and can be completed in less than 15 minutes.

Speed up card activation and provide your customer's first card in minutes



New customer selects option to collect a new card.



Customer enters the transaction reference that they received, offline.



Customer is sent SMS code which they submit to verify their identity.

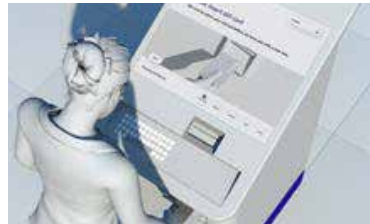


Card personalization begins, taking 2-5 minutes. Promotional advertising appears during wait.

Rapid card replacement for complete customer satisfaction



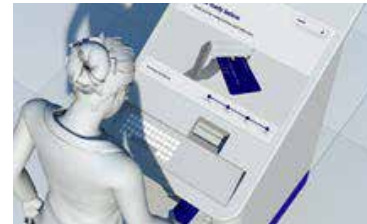
Existing customer selects option to renew card.



Customer inserts old card and PIN number. The card is retained.



Customer is sent SMS code which they submit to verify their identity.



Card personalization begins, taking 2-5 minutes. Promotional advertising appears during wait.

Why choose Convego® Issuance Kiosk

With more than 170 years of passion for PayTech, G+D is well placed to offer you and your customers the secure, convenient solution they need to support them as the banking market evolves:



Reliable

Our rugged and robust kiosks, combined with our tested and trusted software solutions, ensure that your deployment will work first time—and every time.



Secure

Safety and security is at the heart of everything we do. Our kiosks are designed to resist tampering, and our software is constructed with cutting-edge security technology embedded throughout.



Turnkey

Our technology is ready-to-go. A complete solution for rapid, scalable installation, no matter how complex your environment.

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.



Giesecke+Devrient ePayments GmbH
Prinzregentenstrasse 161
81677 Munich
Germany

www.gi-de.com/
www.gi-de.com/en/contact

Follow us on:



© Giesecke+Devrient ePayments GmbH, 2024