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## **Panin Bank Launches Innovative Multi-Channel Digital Banking Experience With Fiserv to Help Customers Manage their Financial Lives with Speed, Security and Simplicity**

- Bank's comprehensive new digital banking services are among the most feature-rich in the market and deliver financial services at the pace of people's lives
- Integrated platforms help deliver a consistent user experience across channels
- Digital banking services enable customers to interact anytime, anywhere with multi-factor security controls

SINGAPORE & BROOKFIELD, Wis.--(BUSINESS WIRE)-- [Fiserv, Inc.](#) (NASDAQ: FISV), a leading global provider of financial services technology solutions, today announced that Panin Bank, one of the leading retail and business banks in Indonesia, has launched comprehensive new digital banking products and services using Mobiliti™ and Corillian™ Online from Fiserv. With the new deployment, Panin Bank has extended the capabilities of its mobile and online channels to deliver the experience their customers want at the speed they expect.

"Panin has always had a strong focus on improving customer experience – we therefore deliver fast and reliable service, being attentive and growing customer engagement so that customers feel very comfortable and satisfied with us," said Ken Ng, Director of Retail Banking, Panin Bank. "The success of our retail banking arm has been based on providing the services that customers want, and in the way they want to use them. We want to strengthen our customer engagement by offering an innovative, user friendly and comprehensive digital banking service based on leading edge technology. Fiserv has allowed us to develop an innovative, feature-rich and integrated digital banking service that consumers have come to expect in the modern banking landscape."

Panin Bank has improved the online banking experience for its customers with Corillian Online, featuring a user interface that combines common online banking functionalities - account balances, statements, transfers, notifications, alerts, electronic bills and payments -- onto a single screen for easy access. Users can also see a graphical display of recent spending behavior on the same screen. This consolidation of relevant, actionable information makes management of day-to-day financial tasks easier for consumers.

Panin has also deployed new mobile banking and payments services through Mobiliti. Customers can access financial information, transfer funds and pay bills at their convenience via three secure modes: SMS (text) messaging, mobile browser and smartphone apps. Via the mobile apps, Panin Bank customers can manage regular bill payments and handphone voucher reload (mobile phone top-up), as well as reschedule and create recurring transactions and receive notifications for transactions.

The combined online and mobile services offer real-time activities anytime, anywhere with multi-factor security controls.

"Banks all over the world need to evolve quickly to provide multi-channel services that make life easier for banking customers who have increasing needs to manage their finances in real time," said Marc Mathenz, managing director, Asia Pacific, Fiserv. "Panin Bank has a well-founded reputation for customer service and this feature-rich, innovative digital offering can only help increase customer satisfaction."

Panin Bank has previously worked with Fiserv to implement IT systems for customer relationship management (CRM). Panin implemented Aperio™ from Fiserv in 2013, which provided both branch operations and relationship management components to improve the process of servicing new customers and accounts in the branches and help improve efficiency and data quality for new customers.

In a world that is moving faster than ever before, Fiserv helps clients deliver solutions that are in step with the way people live and work today - financial services at the speed of life. Learn more at [TheSpeedofLife.com](http://TheSpeedofLife.com).

#### **Additional Resources:**

- Panin Bank - <http://www.panin.co.id/>
- Corillian Online from Fiserv
  - Financial institutions outside the U.S. - <http://fisv.co/28VV8t5>
  - Financial institutions within the U.S. - <http://fisv.co/296pdUN>
- Mobiliti from Fiserv –
  - Financial institutions outside the U.S. - <http://fisv.co/1Mmp1kl>
  - Financial institutions within the U.S. - <http://fisv.co/1t0L2rZ>

#### **About Fiserv**

Fiserv, Inc. (NASDAQ: FISV) enables clients to achieve best-in-class results by driving quality and innovation in payments, processing services, risk and compliance, customer and channel management, and business insights and optimization. For more than 30 years, Fiserv has been a global leader in financial services technology. Fiserv is a FORTUNE 500 company and this year was honored to be named a FORTUNE magazine's World's Most Admired Company for the third consecutive year. In 2015 the company was recognized among Forbes magazine's America's Best Employers. For more information, visit [Fiserv.com](http://Fiserv.com).

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