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Commercial Bank of Ceylon Selects Integrated Digital Banking from Fiserv to Enable Business Agility, Enhance Customer Engagement

Bank will be the first in Sri Lanka to offer integrated digital banking experience across smartphones, tablets and desktops

SINGAPORE & BROOKFIELD, Wis.--(BUSINESS WIRE)-- [Fiserv, Inc.](#) (NASDAQ: FISV), a leading global provider of financial services technology solutions, today announced that [Commercial Bank of Ceylon](#) (COMBANK), Sri Lanka's most awarded bank, will replace its current digital platform with an integrated digital banking solution from Fiserv to speed the delivery of new capabilities that meet the needs of retail and corporate customers.

The bank will implement [DigitalAccess](#) from Fiserv, a readily deployable solution that provides a rich digital banking experience across smartphones, tablets and desktops, making it the first bank in its market to offer fully integrated digital banking capabilities.

DigitalAccess will allow COMBANK to develop and deploy new banking capabilities and upgrades quickly and cost-effectively, improving speed to market while providing customers the flexibility and convenience they expect. The solution will also enable COMBANK to deliver digital banking services in local languages, Sinhala and Tamil for Sri Lanka, Bengali for Bangladesh, and Divehi for the Maldives, facilitating stronger customer engagement.

"Commercial Bank of Ceylon has utilized core banking technology from Fiserv for over two decades, and we knew we could turn to them as a reliable partner to help us enhance the digital banking experience we offer our customers," said Mr. S Renganathan, Chief Operating Officer, Commercial Bank of Ceylon. "DigitalAccess will allow us to quickly deliver new features and functionality to our increasingly tech-savvy customers, in their respective languages, helping us connect and engage with them more effectively."

DigitalAccess, which integrates with the bank's core account processing platform, Signature[®] from Fiserv, enables digital onboarding to allow customers to open bank accounts and apply for credit cards, loans, and other banking products without having to visit a bank branch. Additional features include personal financial management tools, online mobile phone top-up capabilities, biometric authentication, actionable push notifications, and ATM and branch location searches.

“Consumer expectations of their financial services providers have never been higher, and this is increasingly true in mobile-first markets, where many consumers have leapfrogged over traditional financial service models to engage digitally,” said Marc Mathenz, senior vice president and managing director, Asia Pacific, Fiserv. “Commercial Bank of Ceylon is putting technology in place to allow them to update their digital banking services quickly, so they can be responsive to customer needs and stand out in a competitive market.”

Available to financial institutions outside the United States, DigitalAccess is designed to help meet the needs of new or growing financial institutions that require a solution with packaged and easy to deploy functionality. DigitalAccess offers the agility to meet fast-changing business and customer requirements, including the ability to scale as the business grows.

Fiserv solutions enable clients to achieve best-in-class results in 16 countries across Asia Pacific. Fiserv provides a range of solutions to clients, including some of the largest banks in Australia, Thailand, and Indonesia, through its more than 4,000 associates in the region and offices in Sydney and Singapore. Worldwide, Fiserv supports more than 12,000 clients in over 80 countries with more than 23,000 associates and moves more than \$75 trillion each year on behalf of its clients.

In a world 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 fiserv.com.

Additional Resources:

DigitalAccess from Fiserv - <http://fisv.co/digitalaccess>

About Commercial Bank of Ceylon

Commercial Bank is the only Sri Lankan bank to be ranked among the Top 1000 banks of the world for seven years consecutively, and operates a network of 256 branches and 700 ATMs in Sri Lanka. The Bank has won more than 25 international and local awards in 2016 and 2017 and has over the years received multiple awards as Sri Lanka’s Best Bank, Best Trade Bank, Strongest Bank and Most Respected Bank from a number of local and international institutions and publications.

Commercial Bank’s overseas operations encompass Bangladesh, where the Bank operates 19 outlets, Myanmar, where it has a Representative Office in Yangon, the Maldives, where the Bank has a fully-fledged Tier I Bank with a stake of 55% and Italy, where the Bank operates its own money transfer service.

About Fiserv

Fiserv, Inc. (NASDAQ: FISV) enables clients worldwide to create and deliver financial services experiences that are in step with the way people live and work today. For more than 30 years, Fiserv has been a trusted leader in financial services technology, helping clients achieve best-in-class results by driving quality and innovation in payments, processing services, risk and compliance, customer and channel management, and insights and optimization. Fiserv is a member of the FORTUNE® 500 and has been named among the FORTUNE Magazine World’s Most Admired Companies® for four consecutive years, ranking first in its category for innovation in 2016 and 2017. For more information, visit fiserv.com.

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