

July 8, 2015



## Fiserv Clients in Asia Pacific Recognized for Excellence with Industry Awards

- Accomplishments with Westpac Banking Corporation and Bangkok Bank win series of accolades
- Recognition from Timetric's CXFS Awards, *Retail Banker International*, *The Asian Banker* and Celent

BROOKFIELD, Wis. & SINGAPORE--(BUSINESS WIRE)-- [Fiserv, Inc.](#) (NASDAQ: FISV), a leading global provider of financial services technology solutions, announced today the latest in a series of award wins for its clients in the Asia Pacific region with two wins at the Asia Customer Experience in Financial Services (CXFS) Awards. For initiatives executed in conjunction with Fiserv, Bangkok Bank was awarded Best Technology Implementation - Front-End, and Westpac Banking Corporation was awarded Best Omni-Channel Customer Experience. The CXFS Awards recognize industry leaders that are setting new standards in customer experience and engagement for the retail financial services sector.

The CXFS Award wins are the latest in a series of accolades for the banks. Westpac received the IT Innovation of the Year Award at the 2015 Retail Banker International Awards as well as a Model Bank Award in the Omni-Channel category at Celent's 2015 Innovation & Insight Day. Bangkok Bank won the Best Mobile Banking Project Award at the 2015 Asian Banker Technology Implementation Awards. These awards programs recognize excellence in retail banking and technology achievement in banking operations both globally and in Asia Pacific.

"This series of award wins with leading financial institutions in the Asia Pacific region demonstrates the transformational nature of the technology deployments Fiserv undertakes with our clients," said Marc Mathenz, managing director, Asia Pacific, International Group, Fiserv. "To have our clients receive endorsement by the industry through these awards is an honor, and we look forward to future innovative projects with forward-thinking financial institutions like Westpac and Bangkok Bank."

Further details of the winning projects are included below:

### **Westpac Banking Corporation**

Westpac Banking Corporation launched its multi-year Online Transformation Programme for retail banking in 2014. Working with Fiserv, Westpac simplified and unified its digital banking service, moving to a single platform for online, tablet and mobile banking. The retail banking capabilities were deployed to over 2.6 million active digital consumers in the third quarter of 2014.

## Bangkok Bank

Bangkok Bank upgraded its mobile banking, alerting and payments platform to Mobiliti Edge™ from Fiserv. As part of the upgrade, Bualuang mBanking enables secure on-device activation, allowing users to complete most of their activation process for mobile banking directly from their smartphones. Customers can check balances, review transaction history, locate ATMs and branches, transfer funds, pay people and bills, and top up prepaid accounts in both English and Thai languages via their choice of mobile web and downloadable applications. Benefits of the project have included cost efficiencies, new revenue, and increased customer acquisition, satisfaction and retention.

### Additional Resources:

- CXFS Awards - [http://www.retailbankerinternational.com/event/customer-experience-in-financial-services-\(cxfs\)-awards-gala-dinner-2015](http://www.retailbankerinternational.com/event/customer-experience-in-financial-services-(cxfs)-awards-gala-dinner-2015)
- Retail Banker International Awards - <http://www.retailbankerinternational.com/event/retail-banker-international-awards/>
- Celent Model Bank Awards - [http://www.celent.com/system/files/model\\_bank\\_award\\_winners\\_v8.pdf](http://www.celent.com/system/files/model_bank_award_winners_v8.pdf)
- Asian Banker Technology Implementation Awards - <http://www.asianbankerawards.com/technology/>

### 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 leader in financial services technology, and today is among FORTUNE® magazine's World's Most Admired Companies and Forbes magazine's America's Best Employers. For more information, visit [www.fiserv.com](http://www.fiserv.com).

### FISV-G

View source version on businesswire.com:

<http://www.businesswire.com/news/home/20150708006426/en/>

### Media Relations:

Julie Smith  
Senior Public Relations Manager  
Fiserv, Inc.  
+1 412-577-3341  
[julie.smith@fiserv.com](mailto:julie.smith@fiserv.com)

or

### Additional Contact:

Ann Cave  
Director, Public Relations  
Fiserv, Inc.  
+1 678-375-4039  
[ann.cave@fiserv.com](mailto:ann.cave@fiserv.com)

Source: Fiserv, Inc.