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Fiserv Furthers Branch Transformation Strategies for Financial Institutions with Launch of Interactive Branch Kiosk

Self-service device with core and card network integration and biometric authentication enables wide range of interaction

BROOKFIELD, Wis.--(BUSINESS WIRE)-- [Fiserv, Inc.](#) (NASDAQ: FISV), a leading global provider of payments and financial services technology solutions, is enabling banks and credit unions to transform the branch experience with convenient self-service options for account holders. [Interactive Branch Kiosk](#) from Fiserv provides consumers the ability to conduct transactions within the branch lobby, drive-thru and other physical touchpoints. The kiosk integrates with the Verifast™ palm vein identification solution from Fiserv to provide the ease and security of biometric authentication.

“Offering a comprehensive self-service option saves our members time, and the integration of Verifast for biometric authentication gives members the peace of mind that only they can access their accounts,” said Andy Joneson, vice president of technology at Members Cooperative Credit Union, one of the first financial institutions to implement Interactive Branch Kiosk. “Fiserv is helping us advance our branch strategies so we can deliver a unique experience and allow our members to interact in the way that is most convenient for them.”

According to [Expectations & Experiences](#), the quarterly consumer survey from Fiserv, one half of U.S. consumers have visited a bank or credit union branch in the prior month. The top reasons for visiting a branch are to make a deposit, cash a check, or withdraw cash, transactions that can be completed quickly and conveniently with a self-service device, allowing consumers to manage their transaction and get on with their day.

Interactive Branch Kiosk allows consumers to check balances and make payments on loans, withdraw cash against credit cards or debit cards, authenticate over-limit cash withdrawals, make money transfers, and complete other advanced transactions typically done at the teller line. Multilingual capabilities mean consumers can interact in their preferred language.

“Interactive Branch Kiosk can automate a significant number of transactions that take place within a branch,” said Shawn Holtzclaw, general manager and senior vice president, Fraud, Risk, ECM and Financial Solutions, Fiserv. “Consumers are empowered to manage their interactions at their pace, and branch staff are free to focus on advisory roles and more complex tasks.”

Interactive Branch Kiosk is integrated with Verifast for palm vein biometric identification, but can accommodate a range of authentication capabilities, including Card/PIN and User ID/Password. With recycling capabilities and high capacity note acceptors, Interactive Branch Kiosk minimizes the need for tellers to service the machine and creates greater efficiencies for the branch.

The Interactive Branch Kiosk hardware is manufactured by Hyosung and can integrate directly with a bank or credit union's core account processing platform and card services network. Core integration means every account can be accessed from the kiosk, and users have the same access to just-deposited funds as they would through the teller line. Core integration also means kiosk transactions are not dependent on video or remote tellers to provide self-service banking capabilities.

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

Additional Resources

- Interactive Branch Kiosk from Fiserv – [fisv.co/interactivebranchkiosk](https://www.fisv.co/interactivebranchkiosk)
- Creating Intelligent Banking Experiences to Drive Growth Opportunities – [fisv.co/bankingexperiences](https://www.fisv.co/bankingexperiences)
- 2019 Trends: Navigating the Retail Banking Transformation – [fisv.co/bankingtransform](https://www.fisv.co/bankingtransform)

About Fiserv

Fiserv, Inc. (NASDAQ: FISV) aspires to move money and information in a way that moves the world. As a global leader in payments and financial technology, the company helps clients achieve best-in-class results through a commitment to innovation and excellence in areas including account processing and digital banking solutions; card issuer processing and network services; payments; e-commerce; merchant acquiring and processing; and the Clover™ cloud-based point-of-sale solution. Fiserv is a member of the S&P 500® Index and the FORTUNE® 500, and is among the FORTUNE Magazine World's Most Admired Companies®. Visit [fiserv.com](https://www.fiserv.com) and [follow on social media](#) for more information and the latest company news.

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Media Relations:

Alex Shorter
Sr. Manager, Public Relations
Fiserv, Inc.
+1 678-231-0226
alexander.shorter@fiserv.com

Additional Contact:

Ann Cave
Director, Public Relations
Fiserv, Inc.

+1 678-325-9435

ann.cave@fiserv.com

Source: Fiserv, Inc.