



Issuance on the spot: Card issuance kiosk from G+D Mobile Security



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.

Instant issuance kiosks can meet this need either in-branch, offering customers choice and convenience in the retail relationship, 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>

Instant issuance kiosk in action

The instant issuance kiosk allows new customers to print 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 G+D Mobile Security's instant issuance kiosk solution?

With more than 160 years of passion for payment technology solutions, G+D Mobile Security is well placed to offer you and your customers the secure, convenient solution they need to support them as the banking market evolves. Amongst others, several key reasons why G+D are the perfect partner:



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.



Turn-key

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

Creating confidence

Giesecke+Devrient (G+D) is an international Group providing security technology and headquartered in Munich, Germany. Innovations by G+D make the lives of billions of people in the digital and physical world more secure. With its products and solutions, G+D is one of the market and technology leaders in payments, connectivity, identities, and digital infrastructures.

Established in 1852, the company achieved sales of €2.45 billion in the fiscal year 2019 and employs 11,500 people. G+D has a presence in 33 countries. Its customer base includes central and commercial banks, mobile network providers, automotive manufacturers, health insurance companies, and governments and public authorities.



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