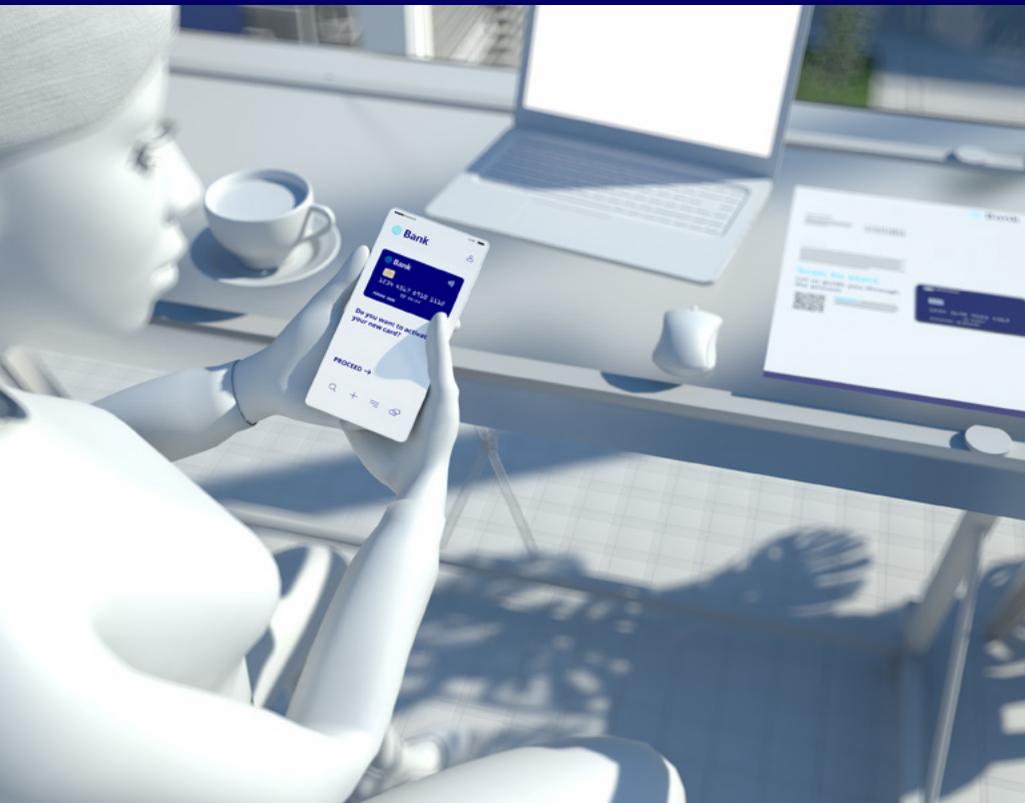




Giesecke+Devrient

Remove the friction in your activation journey: Convego® Activate eActivate



Bridge the activation gap and move closer to your customers with instant activation services, whenever, and wherever they need.

When a customer receives a new card, traditional methods of activating it for use, such as calling an IVR, visiting an ATM or manually registering the card online can be inconvenient, insecure and inefficient. When today's customers increasingly value choice, personalized services and convenience as their main drivers, banks who do not adapt every part of their customer journeys – including card activation – can be left behind.

Convego® Activate eActivate, from Giesecke+Devrient (G+D) is designed to eliminate those concerns. A revolutionary, real-time card activation solution, Convego® Activate eActivate enable banks to quickly, seamlessly and cost-effectively build a secure, customer-centric immediate activation service that can effortlessly integrate with banks' existing digital services – particularly their mobile banking apps.

Adopting Convego® Activate eActivate allows banks to replace or supplement their existing card activation services with new, secure offerings that are more convenient and easier for end customers to navigate. Once active, Convego® Activate eActivate facilitates and automates card activation and provides the foundation for convenient card activation services through:



Mobile banking apps

Whether the customer receives a personalized QR code through the mail or through instant activation services such as Convego® Tap, banks can offer instant activation of cards in a way that makes sense for them, and their customers.



One time activation codes

To supplement existing IVR/online channels, Convego® Activate eActivate can offer activations codes, send through the post or through digital channels. Rather than confirming sensitive personal data, the customer would just have to give the activation code – Convego® eActivate will do the rest.

Why choose Convego® Activate eActivate?

Sophisticated customer journey:

Build a modern, frictionless consumer experience.

Secure solution:

Offer your customers the ultimate in convenience & security.

Resource optimization:

Save time and money versus traditional activation processes.

ROI growth:

Increase ROI through increased customer use of mobile banking apps.

Tailored offerings:

Personalized mailers allow sophisticated marketing call to actions and tailored service offerings.

Flexible integration:

Fully and efficiently integrates with other G+D issuance management services.

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Convego® Activate eActivate in action

At-home activation



Customer makes new card request.



Unique QR Code generated at the time of personalization and is sent to customer through email or SMS.



Customer authenticates their identity through digital banking app, scans the QR code and the new card is active. Optionally, the QR code could also link to other campaign URLs by the issuer.

Instant collection



Non-personalised generic cards are sent to a location for customer collection via automated dispenser or staff.

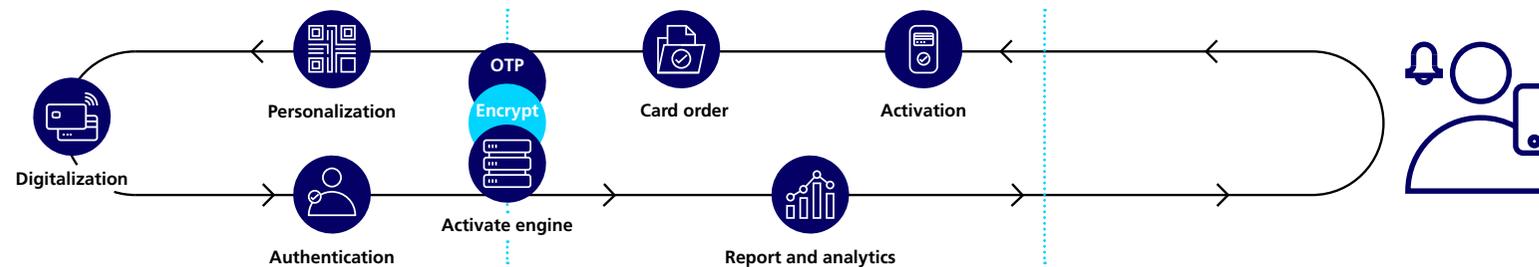


The customer authenticates and activate the card via their banking app.



The card is issued to the customer for use immediate use.

The customer journey



Convego® Activate eActivate features

- Full PCI compliant card data management
- Robust authentication & encryption technology
- Seamless integration with other services
- Single Stream: Card Production > Personalization > Activation

Creating confidence

Giesecke+Devrient (G+D) is a global security technology group headquartered in Munich. As partner to organizations with highest demands, G+D engineers trust and secures essential values with its solutions. The company's innovative technology protects physical and digital payments, the connectivity of people and machines, the identity of people and objects, as well as digital infrastructures and confidential data.

G+D was founded in 1852. In the fiscal year 2020, the company generated a turnover of 2.31 billion euros with around 11,500 employees. G+D is represented by 74 subsidiaries and joint ventures in 32 countries.



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