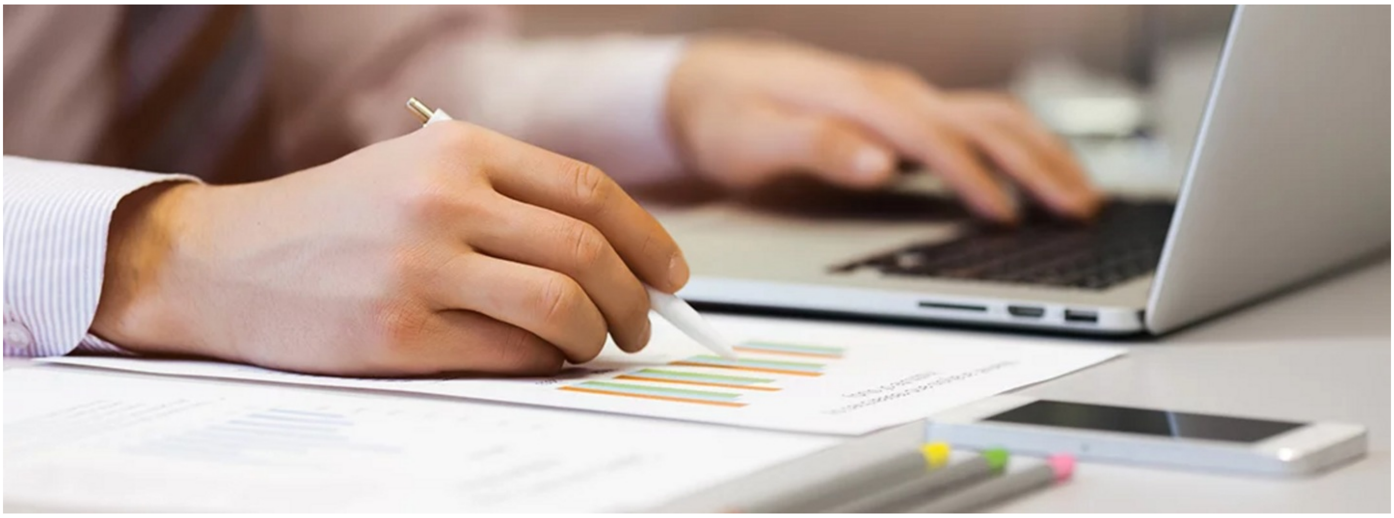

G+D: Personalized payment cards within minutes – Aman Bank creates new customer experience

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Libya’s Aman Bank for Commerce and Investment has successfully deployed the Convego Instant Issuance Kiosk solution from Giesecke+Devrient (G+D). The new self-service system enables banks to issue personalized debit or credit cards for users within minutes, in a safe, socially distanced way.

Today’s consumers have come to expect highly personalized services, on-demand. To guarantee round-the-clock availability, self-service options have become vital components of banks’ digitalization strategy. Self-service kiosks as ATMs or for account management have long been part of the traditional banking business. The natural next step in this trend is the issuance of payment cards at self-service kiosks, for which the Aman Bank in Libya is currently paving the way.

G+D has already installed the first ten kiosks as part of the new project, which are marketed under the name „Convego Instant Issuance Kiosk“ to Aman Bank. The systems now are located in the bank’s branches, with the possibility of future installations in other locations, such as malls or airports. Over the next six months, G+D will deliver more than 30 additional kiosks to the Libyan bank.

The kiosk offers financial institutions the ability to meet their customers where they are and issue personalized cards instantly – be it for a new customer or to replace an existing customer’s expired card. Customers benefit from the kiosk’s user-friendly interface and from obtaining ready-to-use cards within minutes. This instant production process is strengthened through the use of biometric identification, ensuring full security for the customer.

The benefits of the new kiosk system are far-reaching for Aman Bank. It allows them to offer a truly customer-centric solution, differentiate themselves in a competitive market, speed up the activation process for first-time users and increase customer loyalty. By installing kiosks in locations other than the bank’s branches in the future, the bank can also address customers in rural areas and provide them with access to banking services, improving financial inclusion.

„We agreed to adopt G+D’s Convego Instant Issuance Kiosk solution as a key step within our ongoing digital transformation strategic plan,“ explains Mokhtar H. Esheli, CEO and Chairman of Aman Bank for Commerce and Investment. „It is an impressive and innovative solution that completely covers entire process – from authentication to card issuance and activation in a single system. The first installations are up and running to our complete satisfaction. Most importantly, the feedback from our customers on the new service has been excellent, with thousands of cards issued and used immediately within the first month of operation.“

Khemais Changuel, CIO of Aman Bank for Commerce and Investment, adds: „G+D has supported us right from the start, including solution architecture and design, kiosk design, implementation and go live. G+D’s experience in digitalization and card issuance services together with its professional team have been the key elements behind a smooth and seamless project implementation.“

„Today’s banks realize the need for ‘phygital’ offerings, such as payment cards issued instantly via the combination of digital processes and secure hardware,“ emphasizes Eric Megret-Dorne, responsible for card issuance services globally at G+D. „We are delighted that Aman Bank is now relying on G+D’s kiosk systems for its new service offering. This is the first major commission in this market segment for G+D, and we are sure that demand for such solutions will continue to increase as the focus on customer centricity in the financial services industry is on the growing path.

Further information on G+D’s Convego Instant Issuance kiosk system can be found here.

About Giesecke+Devrient

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. Further information: www.gi-de.com.