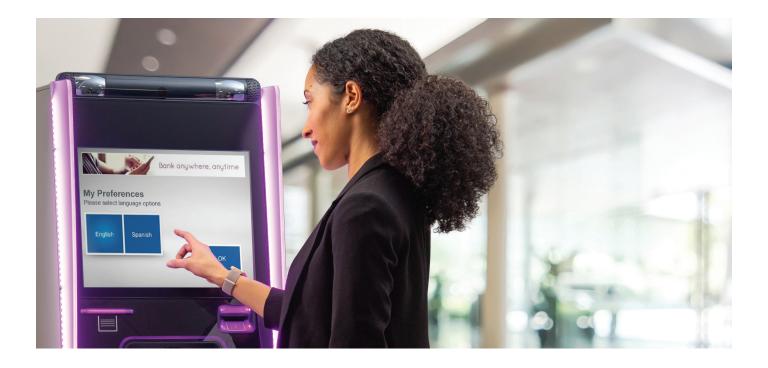**Personalization**

Create unique banking experiences tailored for individual consumers

Delivering a personalized self-service experience is a key strategy for many financial institutions (FIs). While some FIs have taken initial steps to welcome consumers by name, more than half of today's consumers still are not overly confident their bank understands their needs and preferences.[1]

Consumer-defined transaction flows engage individuals in the process and provide a more favorable encounter; that's why it's essential to provide consumers with what they want, and make it easy to set preferences and have those preferences be "remembered." Little touches like this enable FIs to deepen the relationship with their consumers and make them feel appreciated and heard. Personalization allows consumers to personalize their ATM interface and transaction set-up using the self-service terminal.

FEATURED FUNCTIONS TO LET CONSUMERS KNOW YOU WANT TO KNOW THEM

Their Amount - Fast Cash

Allow consumers to tailor withdrawal amounts based on their most frequent usage. By offering fewer, more targeted predefined amounts, currencies and/or denominations through their preferred account at the main menu, transactions become simpler and faster and consumer satisfaction is improved.

Their Culture - Language

Ensure that communications to consumers are in the language they desire, without continually asking them. Consumers can select the language of choice at either the ATM, so that when a card is presented at a self-service terminal, transactions are automatically conducted in their selected language.

Their Receipts - Email or SMS

Put flexible, "green" power in consumers' hands with options for emailed or text message receipts. These receipts can be customized with an FI's logo and marketing messages.

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Personalization

Personalization gives you the ability to focus on your customers preferences, powered by Diebold Nixdorf from our secure data center. We manage and maintain the back-end infrastructure. Your IT burden is reduced, while the service you provide on the ATM is dramatically enhanced.

- Onboard and roll-out services more quickly
- New terminals and features can be added quickly and seamlessly with on-demand scalability
- With the addition of Campaign Management, you can offer additional tailored marketing campaigns including interactive campaigns, one-to-one messaging as well as group targeting by device/BIN

Personalization is deployed through a monthly subscription based on your ATM volume. Software and infrastructure support (upgrades, bug fixes and application support) are included as part of the monthly per-ATM charge. Vynamic Connection Points software (VISTA) is required.

FUNCTIONAL SCOPE OF PERSONALIZATION
Fast cash: Give preferred amount from desired account
Language: Upon card entry, menu is in selected language
Receipts: Send transaction receipt via email or SMS

PLAN*	WHAT'S INCLUDED?
Personalization – Standard (monthly per-ATM fee)	FastCash
	Language (English/Spanish[2])
	Receipts (Email/SMS)
Professional Services (One-time up-front fee)	PS SOW, Customer onboarding & Training

*Available as a Service (SaaS) or as a part of AllConnect Self-service Fleet Management

Pre-Requisites
Customers must have the following before they utilize Personalization Services:
- Secure VPN connection between ATM and DN
- Software Deployment/Distribution with remote desktop capability to ATM
- Microsoft Azure AD

[1] NGDATA™ Consumer Banking Survey 2014
[2] Additional language must be supported by Terminal Application.

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