

Press Release

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E.SUN Bank and NCR Corporation awarded Best ATM and Kiosks Project in Taiwan in The Asian Banker Taiwan Country Awards 2017

- **E.SUN Bank implemented a new i-payment terminal with innovative features to reduce teller loads**
- **The project resulted in higher customers' satisfaction rate**
- **The new solution helped the bank achieve 24x7 uptime and increased its market share by 8%**

Taipei, Taiwan September 12th 2017 — E.SUN Bank and its technology partner NCR Corporation were awarded the **Best ATM and Kiosks Project in Taiwan** for 2017 at The Asian Banker Taiwan Country Awards 2017, the foremost annual meeting for decision makers in the financial services industry in Taiwan, held at Westin, Taipei on September 12, 2017.

E.SUN bank implemented a new i-payment terminal with innovative features to reduce teller loads

The new i-payment terminal was designed to be a one-stop payment platform that enables customers to complete unique functionalities such as credit cards payments, payment for virtual accounts and credit card balance, accepts cash and bank transfers and bonus point inquiry in one place. The project effectively reduced counter staff workload and enhanced efficiency of bank branches, while bringing significant innovation to the market with online-to-offline (O2O) integration and effective digitisation of financial services.

The project resulted in higher customers' satisfaction rate

Through i-payment terminal, the bank was able to provide a faster, easier-to-use service for customers and tellers, strategically altering payment transaction from counters to self-service machines. The new terminal provided customers with 24-hour instant services, accepting notes in all denominations, reducing customer wait time and queue at the branches which resulted in enhanced customer satisfaction.

The new solution helped the bank achieve 24x7 uptime and increased its market share by 8%

E.SUN deployed over 100 i-payment terminals with more than 100,000 customers being served through this platform. E.SUN Bank's automated machines occupied more than 3.18% of domestic market share as compared to 2.95% before implementation, which is equivalent

to an 8% growth. Furthermore, the bank also achieved 15% time saving on transaction processing with each teller.

The Asian Banker Taiwan Country Awards Programme, refereed by prominent global bankers, IT consultants and academics, is the most prestigious of its kind in Taiwan. Recipient of these awards are honoured in a gala event that recognises their efforts in bringing superior products and services to their customers. A stringent and long evaluation process determines the awardees.

About The Asian Banker

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