

Press Release

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Panin Bank and Fiserv were awarded Best Mobile Banking Project in Indonesia in The Asian Banker Indonesia Country Awards Programme 2017

- **Panin Bank upgraded its mobile banking towards an integrated digital banking experience across channels**
- **The project enables innovative mobile banking and payment features**
- **The bank witnessed an over 20% increase of customers, notably higher digital onboarding and transactions through the project**

Jakarta, Indonesia July 27th 2017 —Panin Bank and its technology partner Fiserv have won the **Best Mobile Banking Project in Indonesia** for 2017 during The Asian Banker Technology Innovation Awards. The awarding ceremony was held in conjunction with the prestigious Future of Finance Indonesia, the foremost annual meeting for decision-makers in the financial services industry in Indonesia, held at The JW-Marriott, Kawasan Mega Kuningan Jakarta, Indonesia on July 27th 2017.

Panin Bank upgraded its mobile banking towards an integrated digital banking experience across channels

Panin Bank upgraded its mobile banking, alerts and payments platform to “Mobiliti” from Fiserv in June 2016 towards an innovative multi-channel digital banking experience for its customers. The project enables the bank to provide an integrated connection between its online banking services – Internet Panin and Mobile Panin, payments and CRM platform.

The project enables innovative mobile banking and payment features

Mobiliti includes customer-care tools, service reporting, analytics and diagnostic tools, and instant balance features, which lets customers see account balances on the go without logging in to the mobile banking app. The new system also provides a global statement for all funding, lending, and investment products of the customer and also offers innovative cross-currency transfers, customised alerts and improved payment features.

The bank witnessed an over 20% increase of customers, notably higher digital onboarding and transactions through the project

The bank’s new integrated platform help deliver a consistent user experience across channels. After the launch of the app, Mobile Panin has seen an average of about 20% increase in users. The new system improved customer digital onboarding, as the bank witnesses an average 15% increase in branch to mobile conversion each month and a 20% growth in monthly transaction volumes.

The Asian Banker Indonesia Country Awards Programme, referred to by prominent global bankers, IT consultants and academics, is the most prestigious of its kind in Indonesia. 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

The Asian Banker is the region's most authoritative provider of strategic business intelligence to the financial services community. The company is headquartered in Singapore, with offices in Manila, Malaysia, Hong Kong, Beijing, and Dubai, as well as representatives in London, New York, and San Francisco. It has a business model that revolves around three core business lines: publications, research services, and forums.

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