



True Digital Banking

New Frontier Innova
Umag 2018

Key Facts About NFG



2006

Founded August 2006

Vienna

Headquarter in Vienna, Austria

2000+ people

Highly skilled workforce in all major IT Solution areas

Digital

Leader in Central and Eastern Europe

10 years

Fast growing regional IT solutions player in the last 10 years through M&A as well as organic growth despite the crisis

15 countries

Austria, Russia, Ukraine, Romania, Serbia, Bosnia and Herzegovina, Slovenia, Macedonia, Montenegro, Hungary, Poland, Bulgaria, USA, Canada, Australia

Key Facts About NF Innova



New Frontier Group

Fastest Growing Company in the Group

2000

Providing multi-channel banking solutions since 2000

2013

Spin-off in dedicated SW Company

Digital Banking

2013 redeveloped iBanking made it state of the art

Belgrade

R&D Center and Center of Excellence

9+ Countries

Customers across CEE, Russia, MEA

Analyst and Media Recognition

iBanking recognition as European Leader



Awards & Certificates



FINOVATE 2018

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Digitize for value – how to success ?

To successfully digitize for value, banks need to address personalization and continuous delivery — that is the concept of always-on banking.

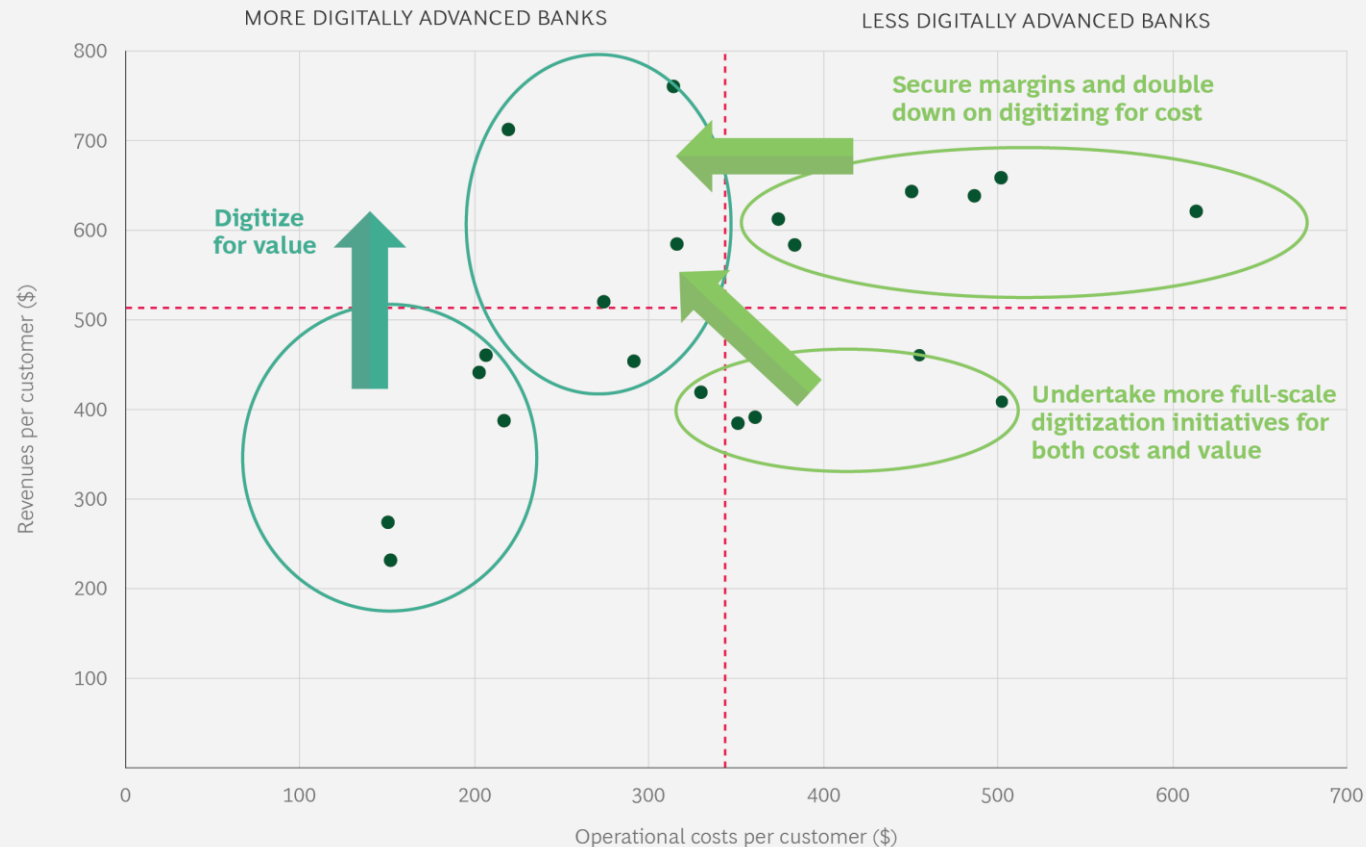
The goal of this more ambitious effort is to understand and serve the customer better and, in doing so, to earn more revenue per customer and increase retention.

Bank personalization is about delivering the right one-to-one experience in the right channel at the right time to every customer, in a contextually relevant manner.

Digitize for value

This can happen only through personalized value propositions

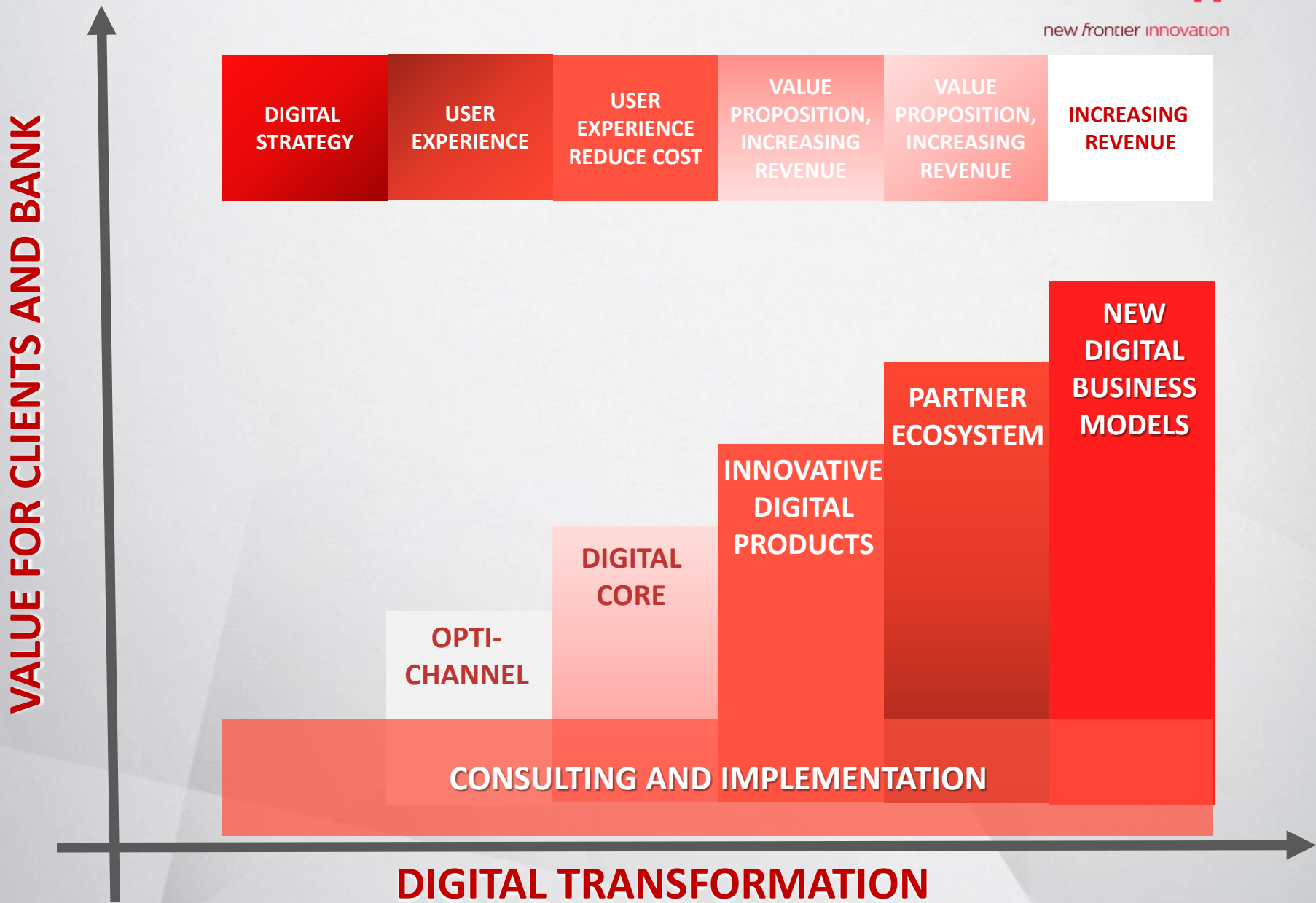
EXHIBIT 1 | What the Biggest Banks Must Do to Improve Their Performance



Sources: BCG Retail Banking Excellence Benchmark 2017 (REBEX); BCG analysis.

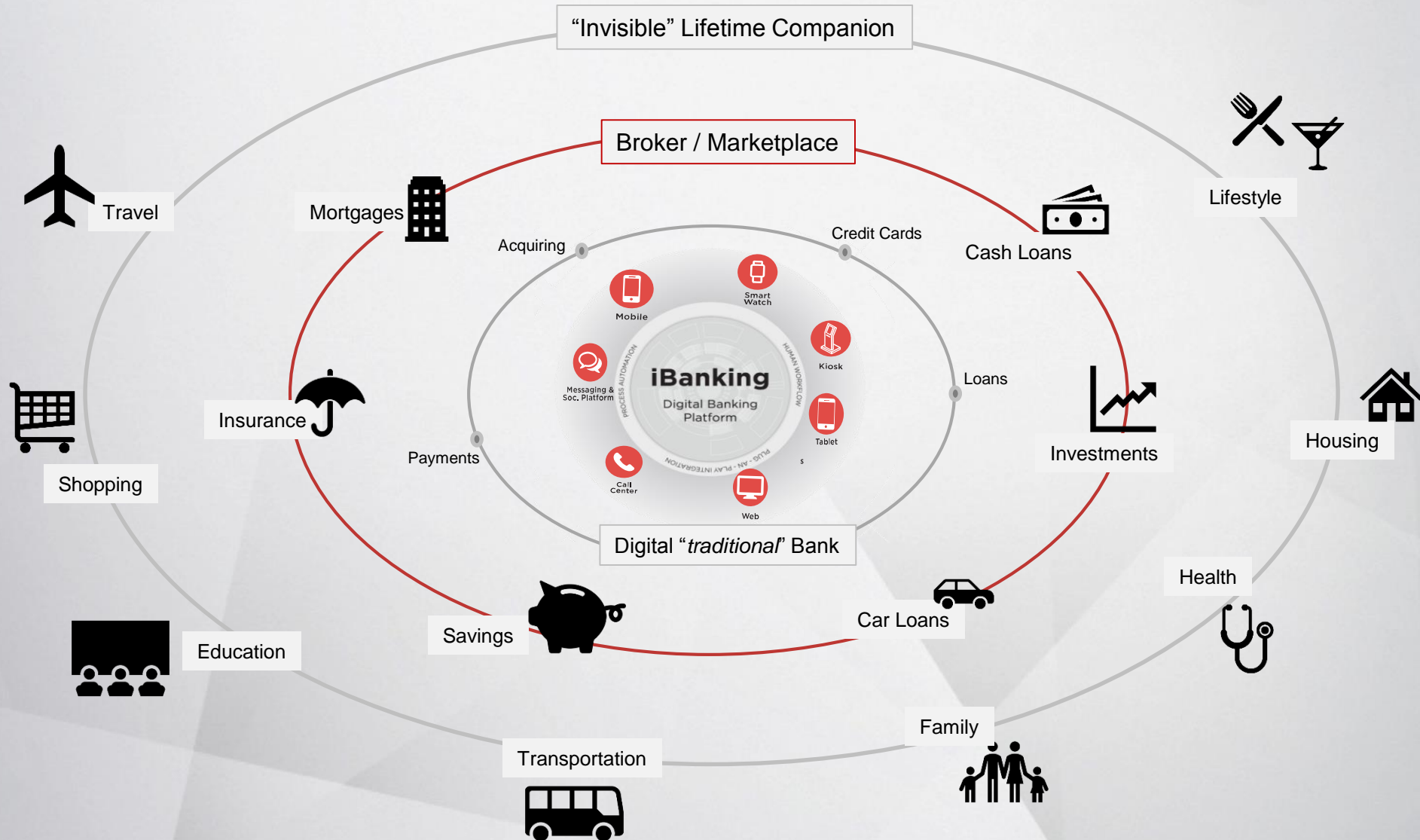
Note: The 21 banks represented here are the biggest banks in large banking markets in BCG's REBEX database. The "more digitally advanced banks," in the two left-hand quadrants, have higher levels of digital interactions, transactions, and sales than the "less digitally advanced banks," in the two right-hand quadrants. The positioning of the quadrants is defined by the median revenues per customer (x-axis) and the median operational costs per customer (y-axis).

Digital Transformation with iBanking

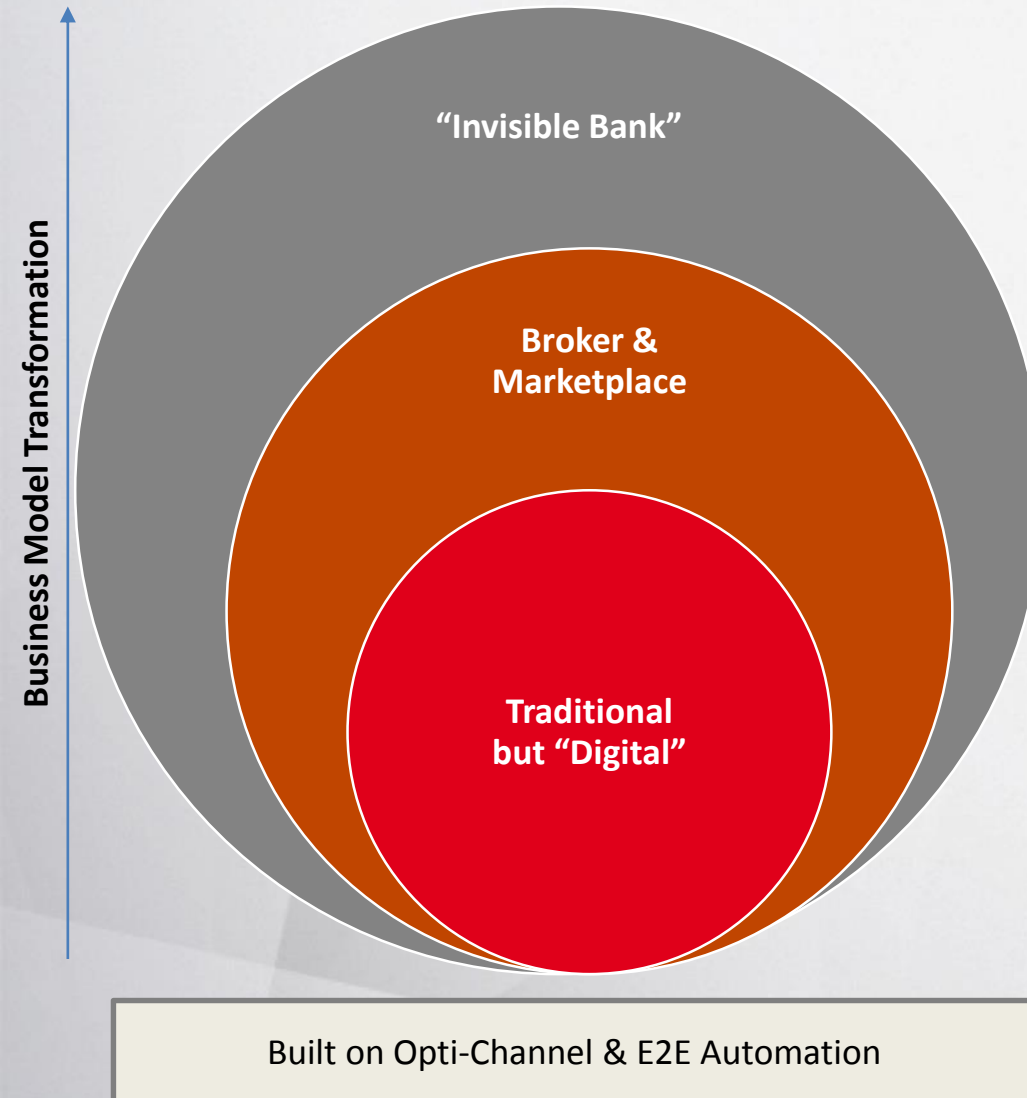


Business Model Transformation

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Invisible Bank – The Business model transformation and the increase of Enterprise Value



"Invisible Banking" – Customers Life Partner

- Banks providing any kind of financial service "invisible" to Clients in their Daily lives
- Embedded banking in customer journey and touchpoints
- Example: Mortgage for an apartment, insurance for sport, payment on holiday, loan for education, ...

"Broker" – Right products for Clients needs

- Banks helping Clients to find the best product/service for individual needs from own and market offering
- Strong focused on Financial products but can be extended with non-financial

"Traditional" – Bank's own products for Clients

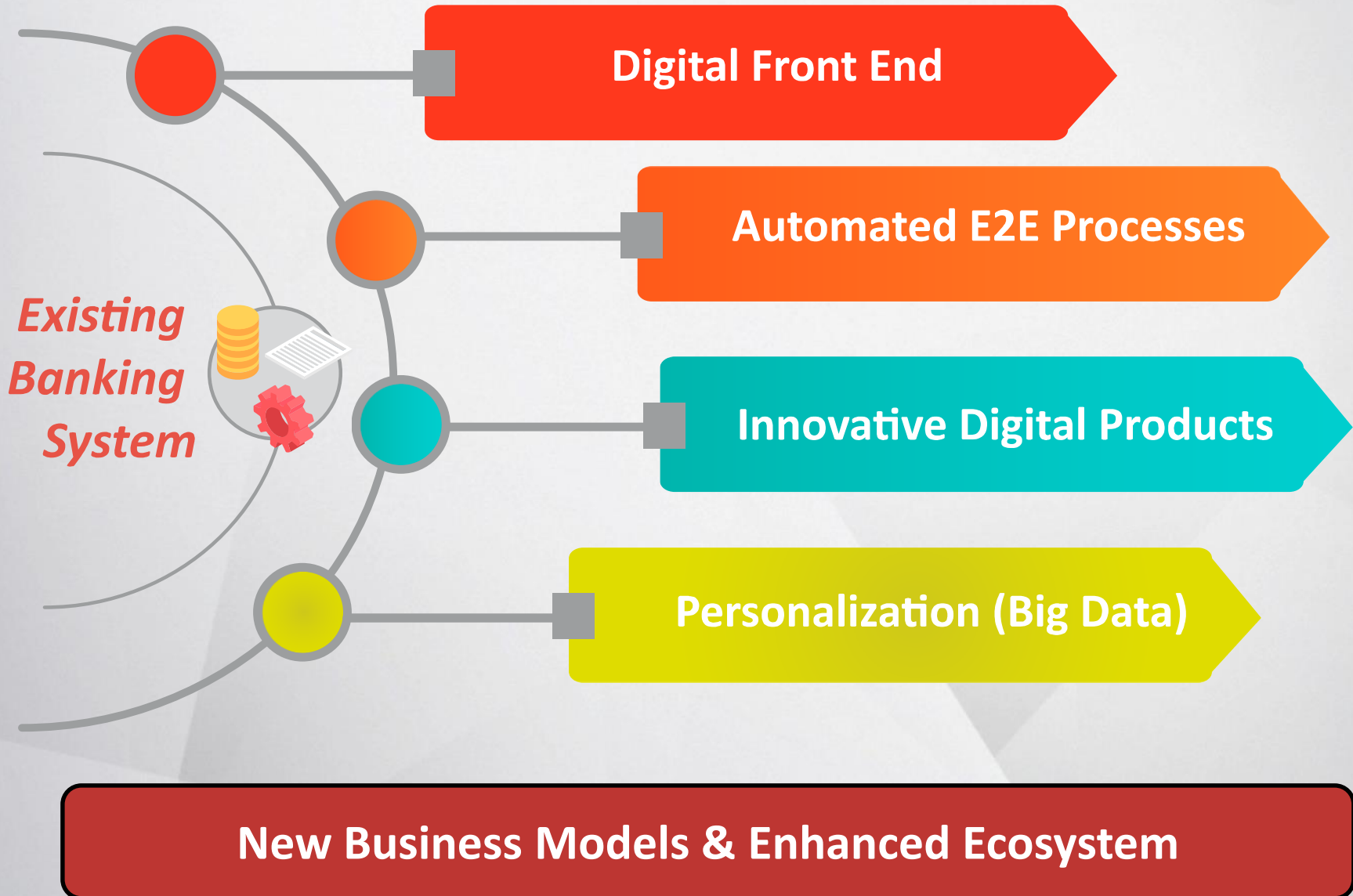
- Banks own (digital) product portfolio, addressed to existing clients
- Personalized to Customer needs
- Banks "Whitelabel" products from x-industries (e.g Insurance)

We deliver True Digital Banking based on Opti-Channel and End2End automation of Customer processes!



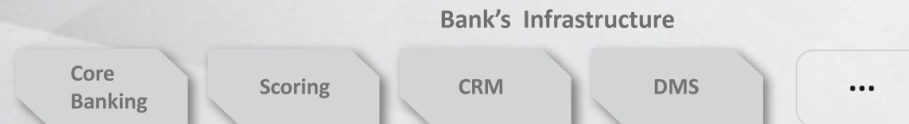
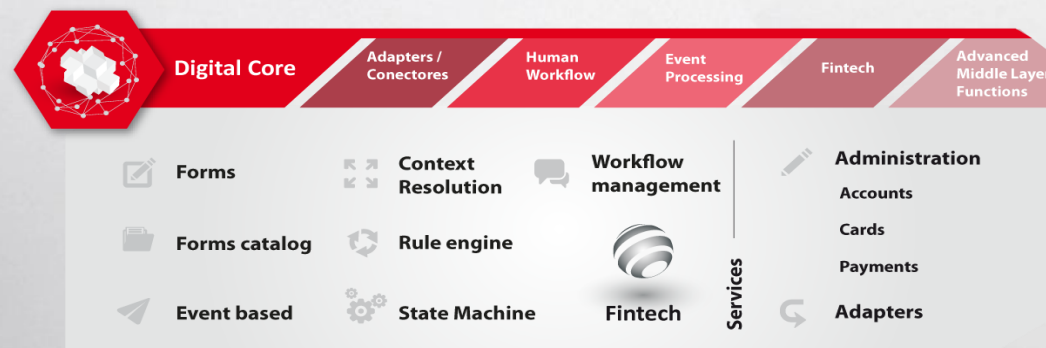
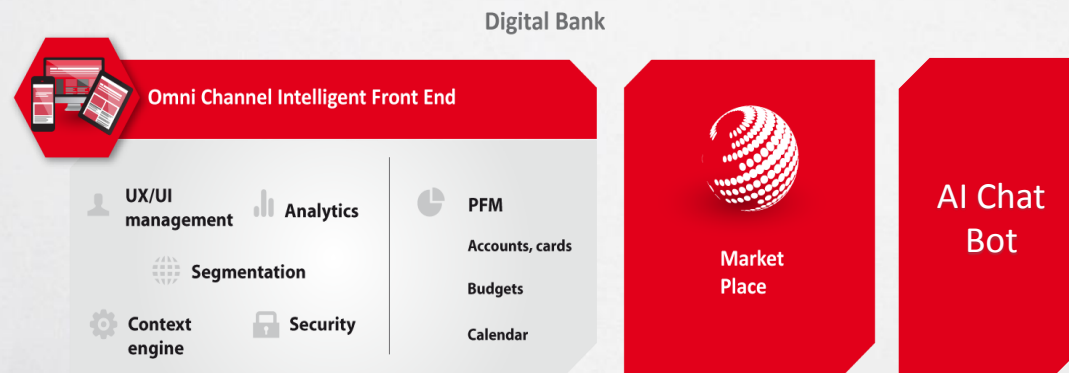
NFG's Digital Banking Platform delivers on top of Opti-Channel also Automation of process which enables real transformation into a Digital Bank!

True Digital Banking platform



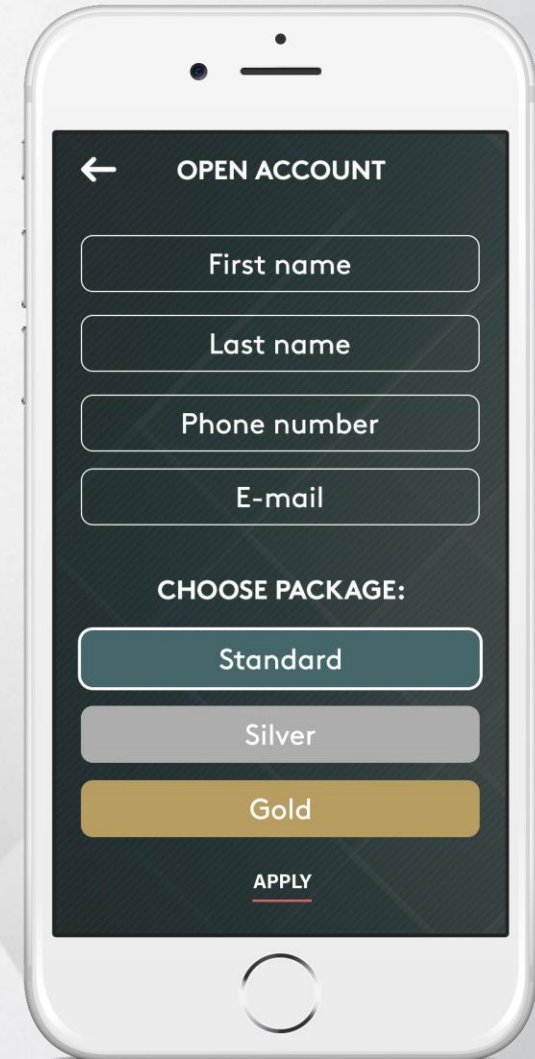
Digital Banking solution

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End-to-End Digital Processes

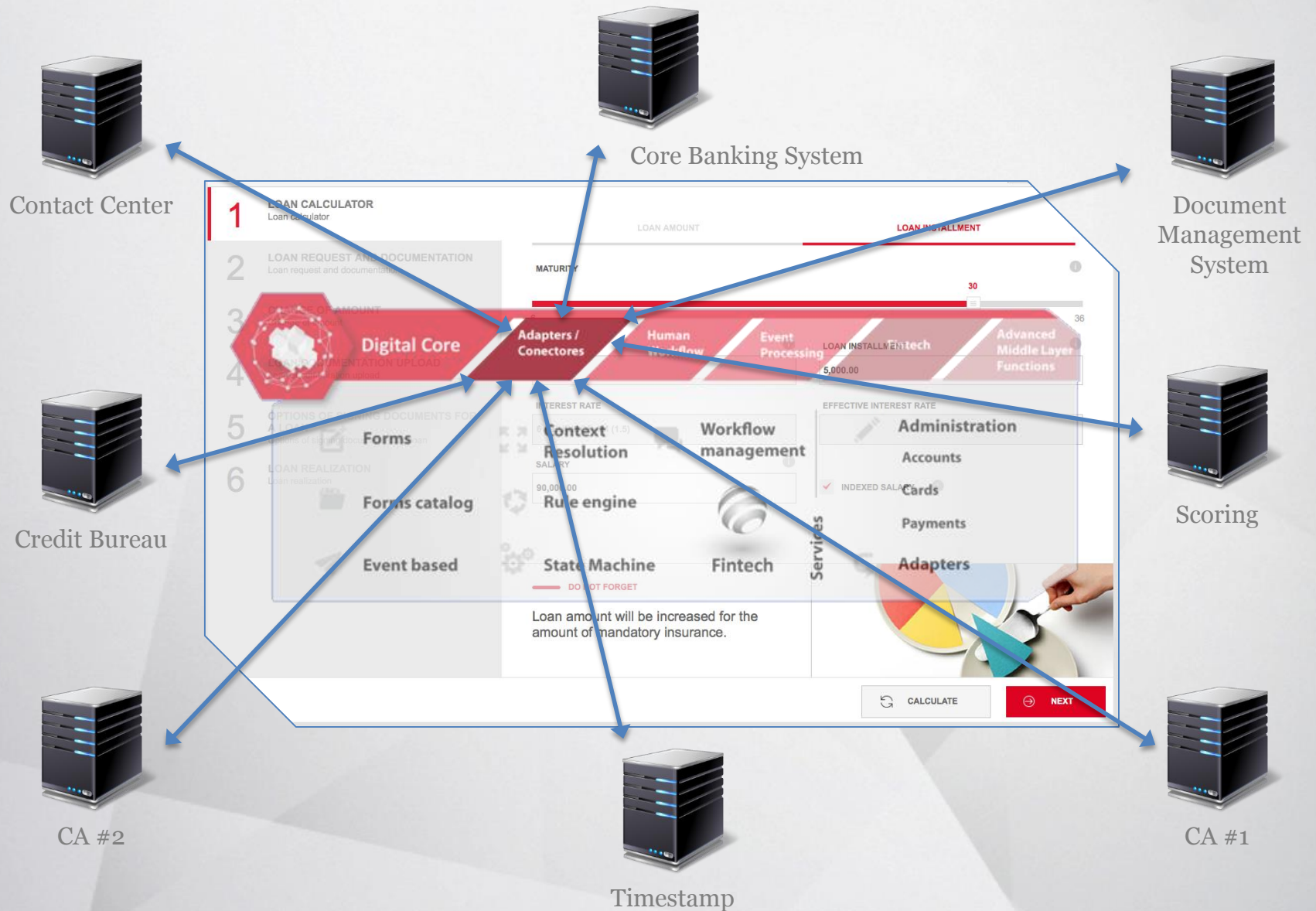
- Allow customers to get a product or service completely online
- Pre-Designed End-to-End turn-key digital processes
 - Enrollment
 - Account opening (Current, Savings, Deposit)
 - Loan requests and fulfillment (Consumer and Overdraft Loans)
 - Card requests and fulfillment (Regular and Virtual)
 - Standing orders
 - Direct debit
 - Trade Finance
- Possible to add any other types of processes



The image shows a white smartphone with a black screen displaying a digital form titled 'OPEN ACCOUNT'. The form has a back arrow in the top left corner. It contains four input fields: 'First name', 'Last name', 'Phone number', and 'E-mail'. Below these fields is a section titled 'CHOOSE PACKAGE:' with three buttons: 'Standard' (dark teal), 'Silver' (light gray), and 'Gold' (gold). At the bottom of the form is a red 'APPLY' button with a red underline.

Integration Example: E2E Loan Origination Process

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Case Study

Digital Branch



**SOCIETE
GENERALE**

Case Study

Societe Generale

First bank in the SEE to allow customers advanced set of services, available through **Digital Channels**, without any need to show up at the Branch

- Loan Requests – Guaranteed Cash on the Account in 30 minutes
- Overdraft Requests
- Savings – Term Deposits
- Direct Debit Requests
- Standing Order Requests
- Pre-Approved Loans

PLUS

- Video Call Center with Chat & Co-Browsing
- Ecosystem - Insurance & Telco VIP Mobile

Societe Generale Results

- **Overdraft**

Output on the “**average days**” adds up to **70%** of the entire Branch Network

- **Cash Loans:**

Output on the “**peak days**” = Output of **20%** of the entire Branch Network

Branch Network: 102 Branch Offices

- **Timesaving**

An average journey for the client utilizing the Digital Branch to complete Credit Request is **up to 30 minutes**

- **Convenient**

Digital Branch available outside working hours and over the **weekends**.

Mostly used by the customers from smaller cities

Extensive use of the Video Call Center

- **Process Automation**

up to 50% time savings for various Credit products.

Digital Branch – Why does it Work?

- **Full E2E Process Automation**

Integrated with CRM, Scoring, DMS, Risk MNG, Credit Bureau, Call Center...

- **Self-Service Across All Channels**

Start Online, continue on Mobile, advice via Video Chat, finish Online

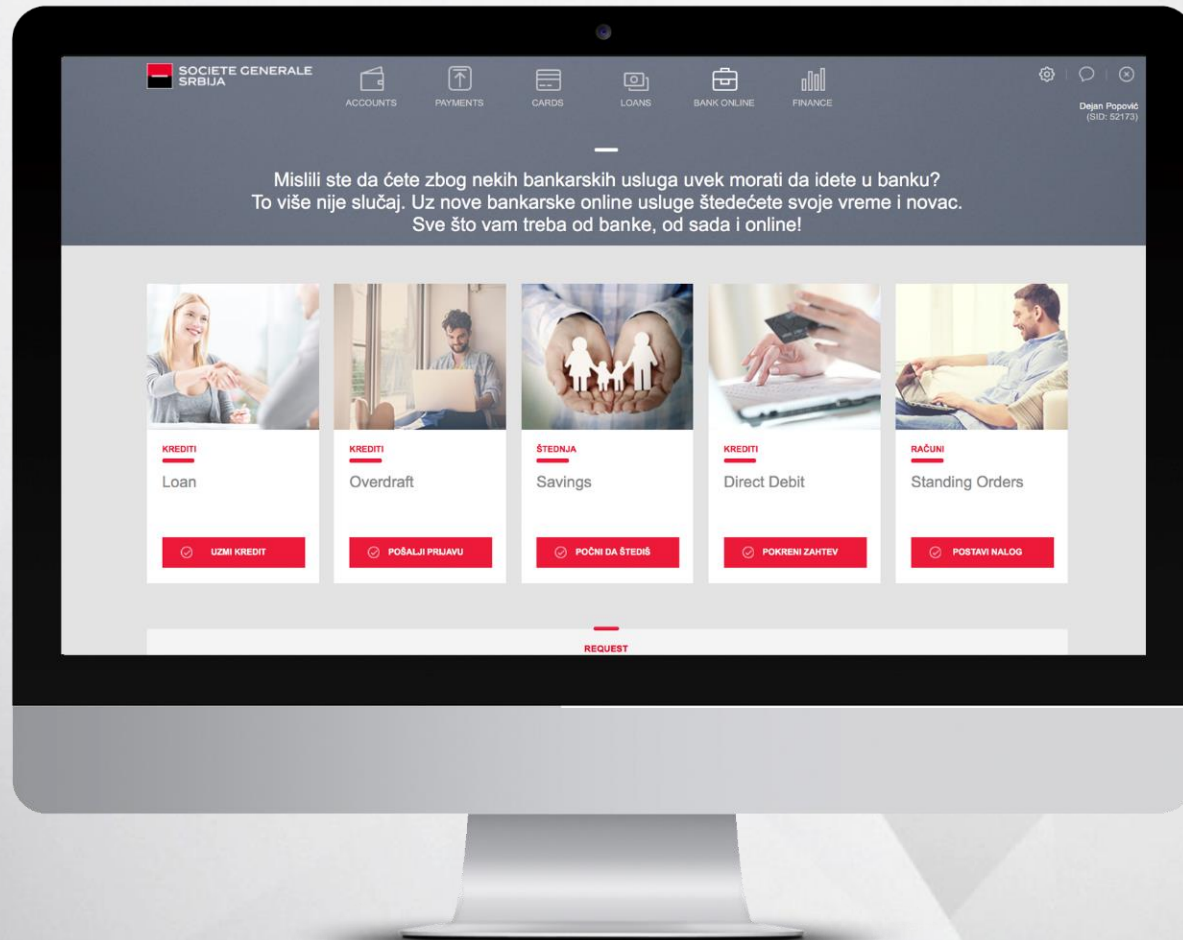
- **Immediate Fulfillment & Response**

Apply for product. Instant offer with all details. Money on account.

- **Fairness Principle <=> Transparency**

Sharing the benefit of cheaper transactions (achieved through automation and customers self-serving themselves) with the clients

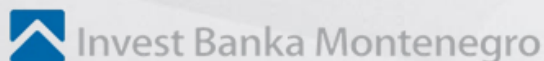
Digital Branch - Example



Digital Banking References

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True Digital Banking

...it's not just about being a financial provider any more...