

HYOSUNG

Thriving in the Midst of Change

Hyosung is leading the way in deploying **strategic innovations** to help you stay relevant, address new challenges and meet consumer needs in these changing times.

We are the right partner to empower you to **stand out from the competition**, allowing you to not just survive but **THRIVE!**



Today's environment brings new challenges financial institutions are confronting head-on:

- Self-service devices are increasing over in-person interactions.
- Meeting the mandatory guidelines for proper sanitization is difficult, along with protecting the health of their employees.
- More businesses are moving to virtual/remote working.



In this changing environment, Hyosung's technology is here to give your customers the confidence they need to perform all transactions without stepping foot into the branch.

Remove operation burdens and risk with Hyosung's Managed Services

Hyosung assumes responsibility for actively managing, optimizing, and securing your ATM network.

- Designed to maximize ATM performance and create efficiencies through automation
- Block unwanted software
- Compliance standards are maintained

As the industry leader in ATMs and Core Integrations, Hyosung offers:



Core Integration

Allow customers to access all of their accounts without assistance.

- Directly connect to the core from the ATM
- Consumers can self-serve the majority of transactions against the core without ever involving a teller.
- Transactions run on the core.
- Lower ATM processor fees
- Access to all accounts on the core (including loan accounts)
- Industry-leading transaction sets



ActiveTeller

Socially distanced transactions keep both the teller and customer safe.

- Supports both tablets and video tellers
- Seamless transition and customization – the customer does not have to choose when to get a teller involved – the bank's business rules and practices determine this.
- Exceptional user experience – the customer can always request assistance and not have to restart the transaction.



Biometrics – Palm Vein

Top security measures that allow safe touch-less transactions.

- Minimize the amount of contact between the user and ATM.
- Alternative authentication method



Mobile Integration

Customers use their own devices to access accounts safely and conveniently.

- Turn mobile and wearable devices into a mobile ATM.



Scalable Solutions

Our machines adapt as new standards continue to evolve.

- Core integration, tablet, or video teller can be added to your ATM at any time.
- Start as core integrated ATM and add video teller, tablet, or both



Announcing ATM Disinfection Enhancements

Antimicrobial Coating Service

- Hyosung is providing a new service for existing ATMs to apply an antimicrobial coating that will protect ATM surfaces by our qualified service technicians.
- Applied to the entire front fascia of the machine, protecting all touchpoints, and will be multi-vendor
- EPA rated to provide antimicrobial protection to external surfaces for at least 6 months
- A qualified service technician will apply a sticker/sign on the ATM to inform end-users of the antimicrobial treatment.
- Hyosung's service organization will track treatments and send reminders.

Antimicrobial Features

- Upgrade kits will consist of a set of replacement parts with antimicrobial features. There are two components:
 - **Embedded Silver Ions:** We will use resins, paint, and glass with silver ions embedded during the manufacturing process on key user interaction points on the ATM to provide antimicrobial protection for those parts. These parts will maintain their antimicrobial properties.
 - **Violet Blue LED Lights:** We will provide Violet Blue LED lights at high-touch parts of the ATM to disinfect the surface without the potential to harm people in proximity of the light.

Upgrade kits will consist of the following parts:

- EPP made with antimicrobial resin embedded in the keys and antimicrobial paint around the rest of the component
- Card Reader made with antimicrobial resin embedded in the plastic and antimicrobial paint on the metal portion of the card reader
- Plastic function keys made with antimicrobial resin or a touchscreen made with antimicrobial glass
- Violet Blue LED sterilization lights



HYOSUNG IS THE ONLY PARTNER OFFERING A COMPLETE LINE OF RECYCLING ATMS.

With over **9,000 True Recycling ATMs** installed & operating in the U.S. and **over 75,000 Worldwide**, Hyosung is the North American market share leader. These models are **designed to fit everywhere** from your small footprint spaces to your highest traffic locations. Enjoy **greater ATM availability, reduced CIT visits by 50%**, and **maximized uptime** with Hyosung's leading innovation.



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