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Bank of Sydney Enhances Online and Mobile Banking Services with Fiserv

Bank to offer customers upgraded digital banking capabilities that make managing finances easier

SYDNEY & BROOKFIELD, Wis.--(BUSINESS WIRE)-- [Fiserv, Inc.](#) (NASDAQ: FISV), a leading global provider of financial services technology solutions, today announced that Bank of Sydney will work with Fiserv to provide its consumer and small business customers with enhanced digital banking capabilities. The bank will implement DigitalAccess from Fiserv, an end-to-end solution hosted in a cloud environment, to support all online and mobile applications, infrastructure, and services offered by Bank of Sydney.

Bank of Sydney chose Fiserv in a competitive process to replace its current digital banking platform. The new offering allows Bank of Sydney to provide its customers with improved, reliable and secure digital banking experiences via online or mobile channels. The bank will be able to deliver new features and functionality to customers more quickly, improving their ability to access banking services when and where they choose. In addition, DigitalAccess easily integrates with the bank's core account processing platform, Signature® from Fiserv.

"Our customers are increasingly tech-savvy, globally connected and mobile. They want efficient and convenient ways to bank at their fingertips," said Miltos Michaelas, CEO, Bank of Sydney. "We selected Fiserv because they are a proven technology provider and offered a flexible solution that can grow with us. With this upgrade, we can more easily offer our customers the banking products and services they need to help them reach their financial goals."

To implement DigitalAccess, Bank of Sydney will utilise Managed Services from Fiserv. This service provides a team from Fiserv with expertise in IT projects, analysis and testing of systems and process, and employee training. The Fiserv team works directly with the bank's business and IT teams to prioritise and sequence key deliverables and utilises a dynamic working model to achieve key deliverables based on business needs. By relying on the proficiency of global subject matter experts from Fiserv, the bank can save time and reduce cost.

"Consumers and businesses expect to be able to manage their finances at their convenience and through the device of their choosing," said Robert Liong, managing director, Australia, New Zealand and Pacific Islands, Fiserv. "With a continued focus on their digital banking services, Bank of Sydney is delivering speed, ease and convenience to its customers through solutions designed to fit their daily lives."

DigitalAccess provides an omnichannel, readily deployable solution and a rich digital customer experience delivered via desktops, smartphones and tablets. With a responsive user interface, it displays the most appropriate interface based on the device the customer is using to access banking services. Additional features include personal financial management tools, online mobile phone top-up capabilities, biometric authentication for payments and balance transfers, actionable push notifications, and ATM and branch location searches.

Available to financial institutions outside the U.S., DigitalAccess is designed to help meet the needs of new or growing financial institutions that require a solution with packaged functionality that is easy to deploy. DigitalAccess offers the agility to meet fast-changing business and customer requirements, including the ability to scale as the business grows.

Across Asia Pacific, Fiserv solutions enable 75 clients in 13 countries, including some of the largest banks in Australia, Thailand, and Indonesia, to achieve best in class results. Fiserv provides a range of solutions to clients through its more than 4,000 associates in the region including offices in Sydney and Singapore. Worldwide, Fiserv supports more than 12,000 clients in over 80 countries with more than 23,000 associates and moves more than \$1.5 trillion each year on behalf of its clients.

In a world that is moving faster than ever before, Fiserv helps clients deliver solutions that are in step with the way people live and work today - financial services at the speed of life. Learn more at [fiserv.com](#).

Additional Resources:

- | DigitalAccess from Fiserv - <http://fisv.co/digitalaccess>

About Bank of Sydney

Bank of Sydney has been operating in Australia under a full Banking Licence since April 2001. With branches in Sydney, Melbourne and Adelaide, we work closely and personally with our customers to understand and exceed their individual needs, which fulfils our vision to become Australia's only true relationship Bank.

Recent awards:

- | Expect More Home Loan owner occupier PAYG. Money magazine's award -Best of the Best 2017-cheapest home loan package- Bank category and Canstar 5 star rating
- | EverydaySaver transaction account : Canstar 5 star rating
- | Smartnet savings account: Canstar 5 star rating
- | Student Savings account: Canstar 5 star rating.

Bank of Sydney has a remarkable record of investing in and engaging with the broader community as part of its corporate social responsibility initiatives.

For further information go to <https://www.banksyd.com.au/>

About Fiserv

Fiserv, Inc. (NASDAQ: FISV) enables clients worldwide to create and deliver financial services experiences that are in step with the way people live and work today. For more than 30 years, Fiserv has been a trusted leader in financial services technology, helping clients achieve best-in-class results by driving quality and innovation in payments, processing services, risk and compliance, customer and channel management, and insights and optimization. Fiserv is a member of the FORTUNE® 500 and has been named among the FORTUNE Magazine World's Most Admired Companies® for four consecutive years, ranking first in its category for innovation in 2016 and 2017. For more information, visit fiserv.com.

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