



NCR Enables E.Sun Bank to Introduce First Bill Payment Kiosk in Taiwan

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NCR APTRA Connections to run on the bank's multiple self-service touchpoints to deliver personalized ATM transactions and customized advertisements

TAIPEI, Taiwan--(BUSINESS WIRE)--Mar. 4, 2016-- [NCR Corporation](#) (NYSE: NCR), the global leader in consumer transaction technologies, today announced that it has customized the first ever financial kiosk solution in Taiwan for E.Sun Bank - "E.Sun iPayment Kiosk" - which includes bill payment, statement printing, and notes exchange to ease counter queues. The bank also selected NCR APTRA Connections software to run on the kiosk and a fleet of newly purchased NCR SelfServ ATMs to provide personalized ATM transactions and customized ATM advertisements to promote customer experiences and deliver targeted marketing programs.

The "E.Sun iPayment Kiosk" initially runs at one to two select branches in the first quarter. E.Sun Bank has a growing credit card business that has resulted in huge demand for credit card payment transaction volumes at teller counters. By integrating the NCR SelfServ 4 financial kiosk featuring 19-inch multi-touch screen together with other localized parts, NCR has customized a secure self-service option for settling credit card payments to reduce queues at counters. Customers can settle credit card bills by entering card numbers or identity card number, scan the barcode on the statements or pay by cash; customers can also settle bill payments at the kiosk directly to merchants' virtual accounts via pre-selected debit accounts or by cash. Customers also can make account balance and reward points enquiries, as well as printing out credit card statements and other application forms at the kiosk.

In March last year, NCR deployed NCR APTRA Connections to run on 60 NCR SelfServ ATMs. NCR APTRA Connections enables E.Sun Bank to recognize their customers and display personalized greeting message, or even birthday greetings. Customers can customize their ATM menu by pre-selecting favorite transaction options that include their usual cash withdrawal amount, bill payments and bank transfers. A customized menu results in fewer screens to navigate and saves time – as much as 33 percent faster than a typical transaction. E.Sun Bank also can conduct region-based target marketing according to its own requirement by customizing the types of ATM advertisements to be displayed at any timeslot or any ATM locations. The bank plans to introduce more innovative marketing features in the near future.

"In today's competitive banking environment, a bank's winning strategy includes transforming the customer experience and improving operations to create brand differentiation," said Keith Au, general manager of Hong Kong & Taiwan, Financial Services, NCR Corporation. "E. Sun Bank has been a pioneer in delighting customers with innovative services. NCR is excited in partnering with E.Sun Bank for the first time in entering this industry-leading project to transform the self-service banking landscape in Taiwan to a new level."

About E.Sun Bank

E.Sun Bank started business on 21 February, 1992. In 2001, E.Sun Financial Holding Co., Ltd was founded on 28 January, 2002 to turn a new page for E.Sun. E.Sun Bank strives to offer all round quality services and brand promises to its customers. It operates 136 branches in Taiwan, 21 service points in six countries overseas, with over 7,000 staff.

About NCR Corporation

NCR Corporation (NYSE: NCR) is the global leader in consumer transaction technologies, turning everyday interactions with businesses into exceptional experiences. With its software, hardware, and portfolio of services, NCR enables more than 550 million transactions daily across retail, financial, travel, hospitality, telecom and technology, and small business. NCR solutions run the everyday transactions that make your life easier.

NCR is headquartered in Duluth, Georgia with over 30,000 employees and does business in 180 countries. NCR is a trademark of NCR Corporation in the United States and other countries.

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