

Press Release

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KB Kookmin Bank wins best ATM & Kiosks project award

- KB Kookmin Bank's ATM & Kiosks project forms part of its new channel strategy.
- Automated pass book issuing machine minimises customer wait time.
- Inaugural The Asian Banker Technology Implementation Awards, Korea received over 60 submissions from more than 30 financial institutions.

Seoul, South Korea, 24 October 2013 – KB Kookmin Bank has been named as winner of the Best ATM & Kiosks Project, Korea Award for the year 2013 during The Asian Banker's inaugural Technology Implementation Awards (TIA) Korea Programme, at the Lotte Hotel in Seoul, Korea on October 22nd, 2013.

KB Kookmin Bank's ATM & Kiosks project forms part of its new channel strategy

As transactions are mostly done with bank cards, customers frequently get their pass books to catch up in printing the transaction records. With bank branches experiencing carry-over issuance of over 150 pass books each day, and as customer visits to the branch increase for simple business, improvement of operation procedure is in high demand.

As such KB Kookmin Bank moved to solve problems associated with complicated handling process, longer customer wait-time, errors due to manual operation, as well as storage and management-related issues. "This project answered to a very Korea-specific issue. By providing customers with these new ATMs, customers enjoy a reduced waiting time while tellers are able to increase their profitability by focusing on high-value-added operations," said Bertrand Pigeon, Senior Research Analyst, The Asian Banker.

Automated pass book issuing machine minimises customer wait time

With implementation of the pass book issuing machine, a customer doesn't have to wait but can simply touch the "Reissue Pass Book" button on the screen to get a new copy of the pass book. Because replacement of the pass book issuing task with automated machines ensures concentration of teller work on higher value added operation, KB Kookmin bank has been able to save cost of issuing new pass books, while increasing revenue.

The machine is innovative in that it replaces a teller in renewing an exhausted pass book. The machine sharply reduces customer wait time involved in a pass book renewal, and upgrades its usage by ensuring its simultaneous use for payment of public dues and utility bills.

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The Asian Banker Technology Implementation Awards (TIA) Korea is designed to identify emerging best practices as well as implementation goals and challenges that the industry can learn from. It is an important component of The Asian Banker's vendor selection programme which is designed to benchmark implementation best practices in the industry. Details of the programme, methodology and scorecards can be found on the Bank Technology Monitor website (<http://tech.theasianbanker.com>).

This programme uses the same criteria as The Asian Banker Technology Implementation Awards and focuses solely on the achievements in the Korean retail banking industry. For its first year in Korea, TIA received over 60 submissions from more than 30 financial institutions submitting project details for evaluation.

The country level technology implementation awards programme is being run in conjunction with the widely recognised Asian Banker Achievement Awards, introduced in 2006.

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About The Asian Banker

The Asian Banker is the region's most authoritative provider of strategic business intelligence to the financial services community. The Singapore-based company has offices in Singapore, Malaysia, Hong Kong and Shanghai 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. The company's website is www.theasianbanker.com

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