



Banco BPM chooses Nexi technology for its ATMs

The Bank's customers will benefit from faster, more personalised services, available 24/7.

Milan, 25 February 2020 - Banco BPM has chosen Nexi technology to innovate the interface of its ATM fleet and thus offer its customers much faster, simpler and more accessible services, available 24/7 in self-service areas.

The new interface, which is now available on about half of Banco BPM's ATMs and which will be rolled out to the entire fleet by March, was created by Nexi using best-in-class technology.

It is intuitive, linear and fast, allowing users to complete operations in just a few clicks. Through it, users are thus given direct access the services they use the most, as it adapts to their habits, enabling them to perform all their most frequent operations quickly and effectively: from withdrawals of the most commonly chosen bill sizes, with or even without a card, to operations such as phone credit top-ups and payments.

The promotional messages displayed by the Bank on its ATMs can also be tailored to each customer's most frequent needs and operations.

"We are proud that Banco BPM has chosen our technology to innovate its ATM fleet and thus offer its customers an innovative, rapid user experience and a range of self-banking services with high added value," commented Renato Martini, Digital Banking Solutions Director at Nexi. "This is an important branches digital transformation project that improves the customer experience, ensures a higher quality of service and reduces operating times for the bank and its customers, in addition to containing costs."

"Step by step, we are implementing an extensive digital and omnichannel transformation programme to provide our individual and business customers with increasingly innovative solutions, including in collaboration with leading partners," said Luca Vanetti, Head of Marketing and Omnichannel Development at Banco BPM. "Thanks to this agreement with Nexi, the market leader in many segments of the financial industry, we aim to offer services that are always on the cutting edge, with the primary goal of better meeting customer needs and optimising the user experience."



NEXI

Nexi is a leading digital payments provider in Italy with consolidated partnerships with about 150 banking institutions. Through its technology it connects banks, merchants and citizens, enabling digital payments. Nexi's mission is to make every payment digital and facilitate the development of the digitalisation of Italy. Nexi operates in three market segments: Merchant Services & Solutions, Cards & Digital Payments and Digital Banking Solutions.

Merchant Services & Solutions: Nexi, together with its partner banks, serves around 890,000 merchants and operates 1.4 million POS terminals;

Cards & Digital Payments: Nexi and its partner banks manage 41 million payment cards;

Digital Banking Solutions: Nexi manages 13,400 ATMs, approximately 420 thousand e-banking stations and over 900 million transactions (2018 figure) in clearing services. It is also developing the open banking system in collaboration with CBI, to which the main Italian banks have already adhered.

BANCO BPM

The Banco BPM Group was formed on 1 January 2017 through the merger of two major cooperative banks, Banco Popolare and Banca Popolare di Milano. With its over 22,000 employees and more than 1,700 branches, Banco BPM is the third-largest banking group in Italy. It serves 4 million customers through an extensive, complementary distribution network and a broad-based multi-channel model. Its geographical presence, which benefits from its strategic position in Northern Italy, makes Banco BPM a national leader in various high value-added business sectors, with a unique positioning, a portfolio of highly recognised brands and cross-selling opportunities between its product factories. Its deep-rooted popular banking tradition has inspired the new organisation to pursue a mission focused on the creation of stable value over time for its shareholders and communities through sustainable profitability and development.

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