

DIGITAL REVOLUTION
IN
BANKING / LENDING ACTIVITY

Three phases of customer- behavioral –led disruption

1st phase :

50-60% of the branch transactions diverted to internet, ATM & Call Centre.

2nd phase:

Emergence of Smart phone has given penetration to Mobile Banking

3rd Phase:

Moving to Mobile Payments on broad scale. No physical cash.

PHASE 1	PHASE 2	PHASE 3
Internet & Call Centre	Smart Device & App Phone	Mobile Wallet & NFC Payments
Control and Choice	Anywhere , anytime	Cashless and ubiquitous

Average age of mobile banking users, by country

Americas



Brazil

34



Canada

32



United States

32

The average age of mobile banking users in the Americas is ~32years

Europe



Italy

39



Spain

39



Sweden

39



United Kingdom

38



Germany

37



France

36

Europe has a relatively higher average age of mobile banking users with an average age of 39years

APAC



Japan

37



China

37



Australia

35



India

30

India has the youngest population of mobile banking users across the globe

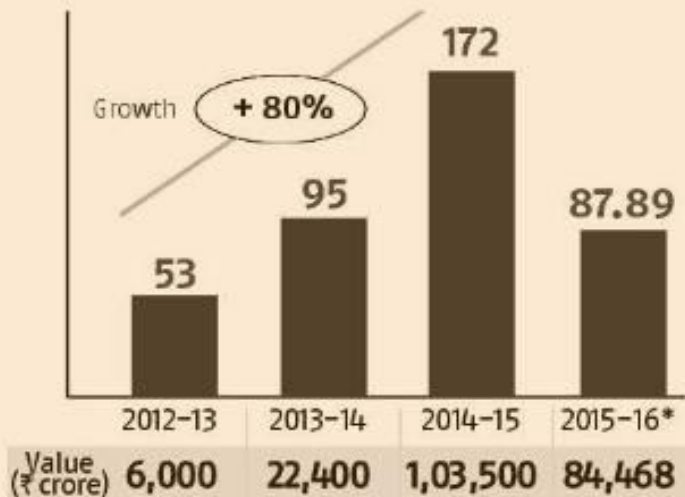
Rise in Mobile Wallet is a “disruption” that cannot be ignored

The rise and rise of money on the go

The total number of transactions on m-wallets surpassed the total number of mobile banking transactions a year ago. Between 2012-13 and 2014-15, m-wallet transactions grew 180 per cent, compared to 80 per cent growth in mobile banking transactions (Table 1 & 2). Smartphones played a key role in the growth

Transactions through **MOBILE BANKING**

(in mn)

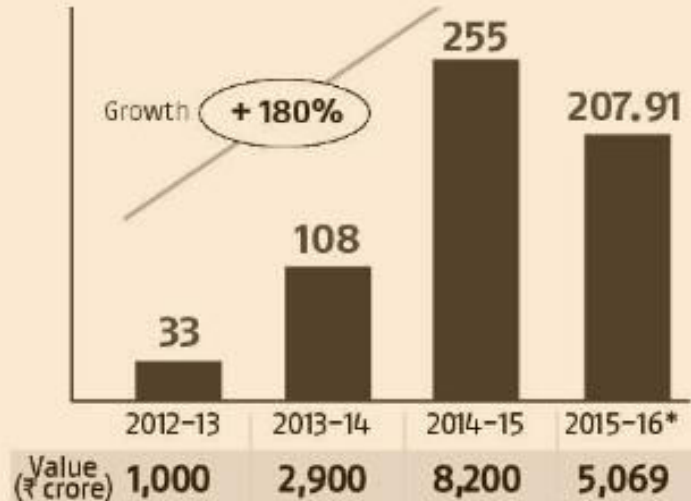


* April-July

Source: RBI

Transactions through **MOBILE WALLETS**

(in mn)



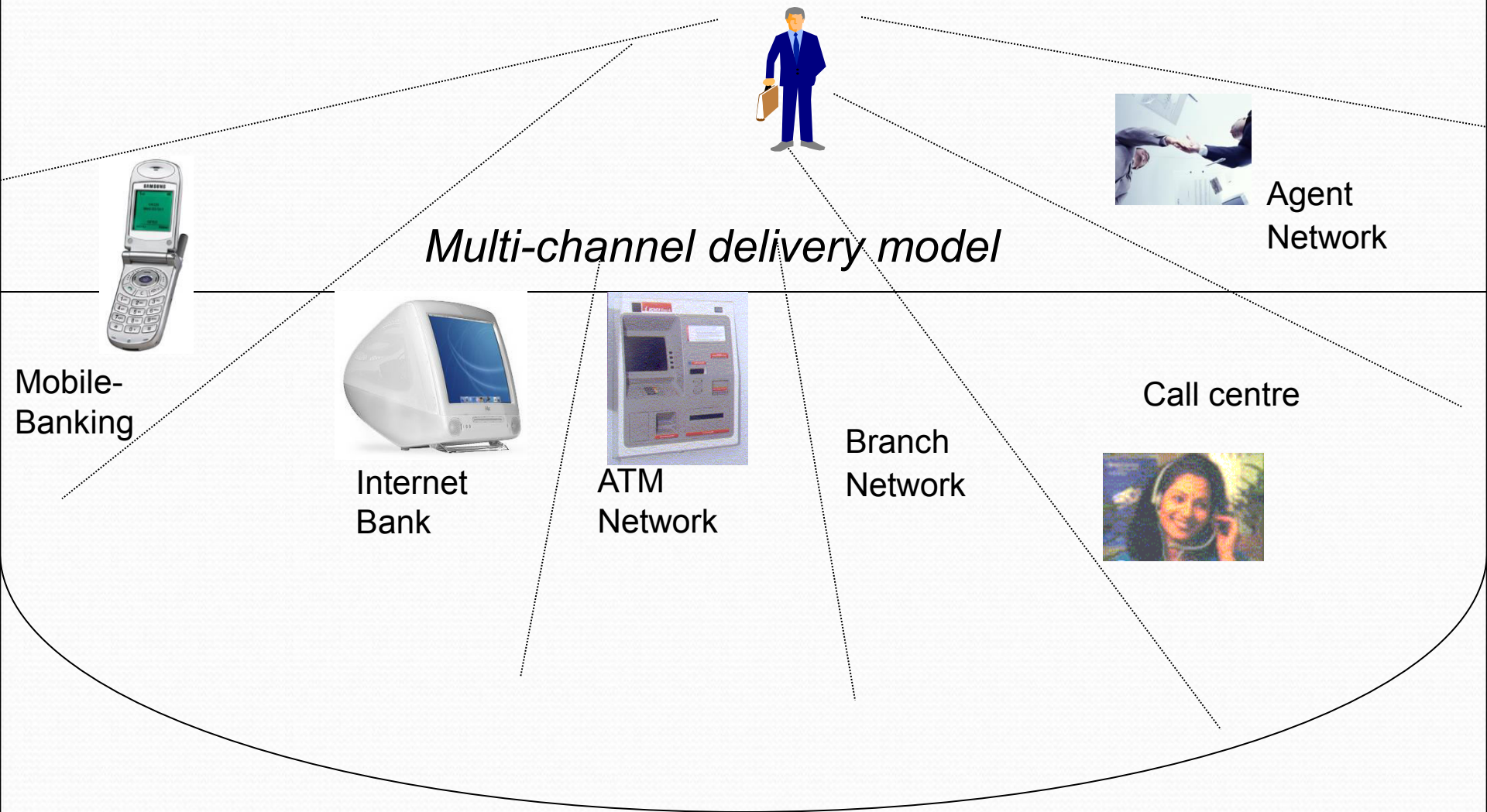
* April-July

Source: RBI

7 A's for a less-cash society

- **Accessibility**- Easy access to formal payment systems
- **Availability**- Availability of the modern payment systems
- **Awareness**- Awareness through innovative use of available mass media.
- **Acceptability**-Ease of use , convenience, interoperability , language neutrality and incentive
- **Affordability**- Low cost payment products to be affordable to all segments of the society.
- **Assurance**-High degree of comfort and appropriate level of security.
- **Appropriateness**- Combined effect of all the above features

Extended Reach by Multi-channel Offerings



Extended features

Payment Gateway



Enrollment
Student / Staff



Payment, Card Recharge
and Other Payment



Daily Statement



PoS

cashlesscampus



Purchase Meals and
Other Foods



Management Reports and
Financial Count



Email and SMS

What are the future adoptions

- Contactless Mobile Wallet
- Contactless debit/ credit / prepaid cards
- Payment through scanning of QR code
- Inter Operable Cash Recyclers
- Interoperable card to card fund transfer at any bank ATM.
- Fund transfer based on email id , mobile number and through social media such as whatsApp etc
- And many more....

**Few Digital Initiatives
that really excite customers**



PoS



Payment Gateway



ATM



E-banking



Credit Cards



Mobile Banking



Debit Cards and Prepaid Cards

Mobile Banking



Fund Transfer – NEFT / Within Bank

Prepaid Mobile Recharge

IMPS

Bill Payment

Balance Enquiry

Mini statement

Cheque Book Request

MOBILE WALLET- DIGIPURSE

Facilities:

- ✓ **Bill Payment**
- ✓ **DTH Recharge**
- ✓ **Mobile Recharge**
- ✓ **Online Shopping through Virtual Prepaid Card**
- ✓ **Fund transfer – IMPS**



IRCTC UNION BANK PREPAID CARD

Facilities:

- ✓ Virtual Prepaid Card
- ✓ Physical Card
- ✓ Railway Ticket Booking
- ✓ Enabled for online shopping
- ✓ Enabled for Shopping on Merchant POS.

UNION BANK OF INDIA HAS LAUNCHED
IRCTC UNION BANK PREPAID CARD TO BOOK TRAIN TICKETS

1st Time in INDIA

QUICK BOOKING ON IRCTC WEBSITE

NO BANK ACCOUNT REQUIRED*

FREE ACCIDENTAL DEATH INSURANCE COVER OF ₹1 LAC*

ATTRACTIVE REWARD POINTS*

*Conditions Apply

IRCTC UNION BANK OF INDIA PREPAID CARD

IRCTC UNION BANK OF INDIA PREPAID CARD

1234 5678 9000 1234

VALID THRU MONTH/YEAR

RuPay

CLICK HERE TO APPLY

यूनियन बैंक ऑफ इंडिया
अच्छे लोग, अच्छा बैंक

Union Bank of India
Good people to bank with

UNION 24 X 7 COMFORT

Facilities :

- ✓ ATM
- ✓ Cash Deposit Machine
- ✓ Passbook Printer
- ✓ Cheque Deposit Machine



UNION mPASS BOOK

(Available on Android , Windows
& iOS)

Facilities:

✓ Balance Enquiry

✓ Online Access to A/c wise
statements



Select language

English ▼

Proceed

Please choose your desired language

UNION SELFIE

(Available on Android, Windows & iOS)

Facilities:

- ✓ **Opening Bank A/c instantly by taking Selfie.**
- ✓ **Select branch as per the convenience.**
- ✓ **Visit branch and collect welcome Kit.**



Take a Selfie and open a bank account instantly.

1st IN PSU BANKS

1. Download the Union Selfie App in your mobile
2. Select your nearest Branch
3. Take your Selfie through the app and a photo of your Aadhar Card
4. Enter your DOB and other details
5. Visit your registered branch and collect your Welcome Kit.

Download app from  

TABULOUS BANKING

A NEW WAY TO OPEN A BANK ACCOUNT



Facilities:

- ✓ Door Step A/c opening by Bank
- ✓ Bank Officer scans document / click photograph using tablet
- ✓ Customers are hand delivered ready kit debit card.



▶ Bank Officer visits your place



▶ Scans documents, clicks photograph



▶ Account opening process initiated

Give a missed call today: **922 300 9696**

Now available at 27 major cities

ONLINE ACCOUNT OPENING

Facilities:

- ✓ User can make online request for account opening for which tracker id is generated.
- ✓ Instantly account is opened once the user visits the branch

The screenshot displays the Union Bank of India online account opening interface. At the top, the bank's logo and name are visible alongside the text 'ONLINE ACCOUNT OPENING'. A blue header bar contains the title 'APPLICANT DETAILS' and an upward-pointing arrow. Below this, the form fields are arranged in a grid. Mandatory fields are marked with an asterisk. A 'Continue' button is located at the bottom right. A link 'Track Saved/Submitted Application>>' is positioned above the form.

[Track Saved/Submitted Application>>](#)

APPLICANT DETAILS

Salutation* Full Name* Gender: Male Female

Date of Birth* PAN Number* Aadhaar Number

Mobile Number* ID Proof* ID Proof Number*

Email ID* Marital Status* State*

City* Preferred Branch*

Continue

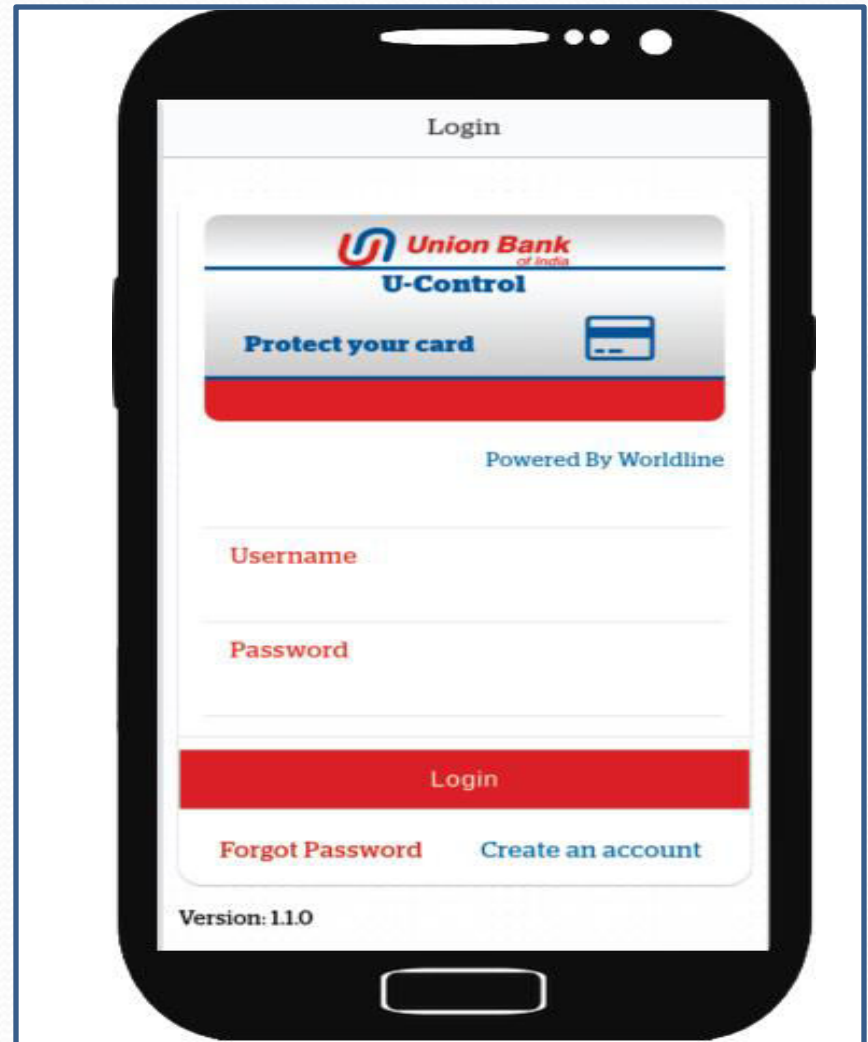
* Mandatory Fields

Ucontrol

- What is Ucontrol?

A revolutionary solution that allows Union Bank of India credit cardholders to **participate** in the **authorization** logic of payments!

Cardholders now have the **power to enable & disable** transaction channels through a mobile app, as and when required!





Account Balance



Manage Account



Send Money



Aadhaar & OD Status



Others

USSD Services in Mobile Banking

Features

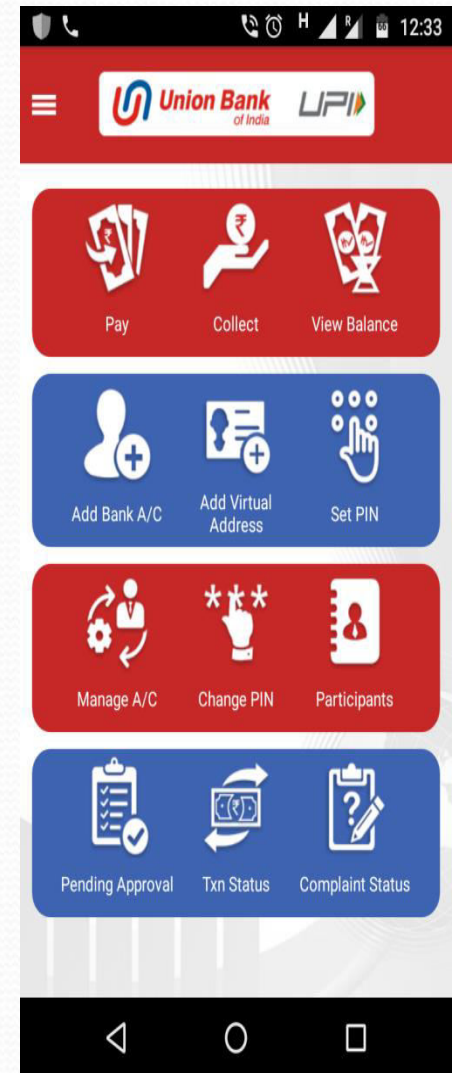
- No need of GPRS -Session based platform through app “Union Bank *99# App from Play Store”
- Rs.0.50 per USSD session to be charged by network operators.
- Daily limit for fund transfer Rs.5000/- with monthly cap of Rs.25000/-
- Service available 24x7 & 365 days a year

Services available through USSD application

- Balance Enquiry
- Mini Statement
- Fund Transfer through IMPS (Mobile Number & MMID or account number & IFSC)
- Retrieve MMID (Mobile Money Identifier)
- Generate OTP (One Time Password)
- Know your Aadhaar Seeding Status

Unified Payment Application (UPI)™

- UPI App is available for both Union bank & Other Bank Customers .
- User can add multiple bank accounts in a single app.
- User can remit/collect money through virtual ID without sharing banking credentials.
- Presently available for Android Users only.
- Send /Collect Money using Virtual id, Account No with IFSC code or Aadhaar number.
- No need to remember or share account details.
- Real time settlement of Funds
- Facility of adding multiple Bank Accounts in same application.
- Facility to check transaction status and raise dispute/complaint through the App.



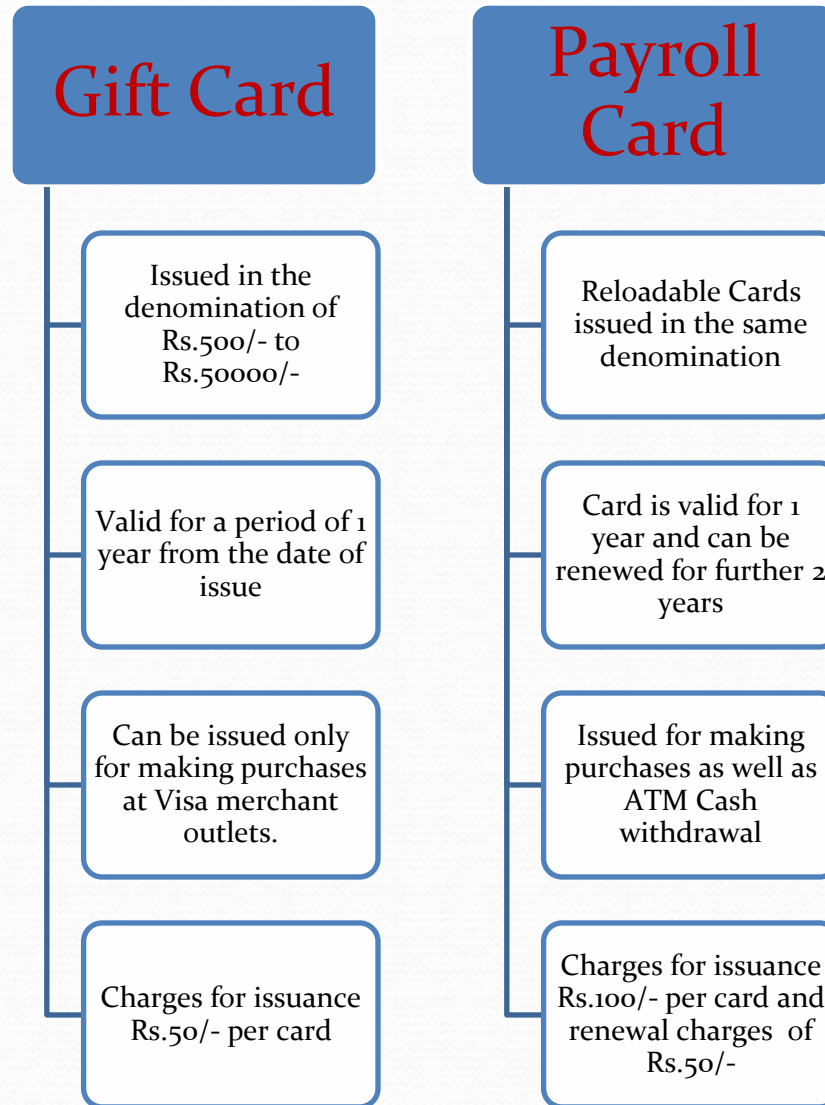
How UPI Addresses the Problems in Current Products

Sl. No.	Characteristic	Unified Payments Interface
1	Push & Pull Based	Both Push & Pull based transactions are possible. Can be provided to both Retail & Corporate/Merchant customers
2	Flexibility	Payments can be done using multiple identifiers like Mobile Number, Aadhaar Number, Virtual Address etc. Request can also initiated on one interface & can be authorised on a different interface
3	Fund Transfer through Single Identifier	Mobile Number & Aadhaar Number - Single identifiers which will be stored at NPCI Central Mapper which will be mapped against relevant Account information Virtual Address – Local resolution by the Payment Service Provider which is also mapped to the Account details provided by the customer at the time of registration
4	Mobile based Payments	Designed for mobility & offers seamless experience
5	Current Market Trend	Designed to embrace the smartphone boom in India & the trend of customers moving to digital mobile based solutions

Bunch Note Acceptor - Interoperable Cash Deposit

- Cash Accepting ATMs or Bunch note acceptors (BNAs) accept currency notes, verify and instantly credit the amount in our/other bank customer's account.
- BNA will accept currency notes of Rs.100, 500 and 2000 denominations.
- BNA will accept maximum 200 notes in one transaction and maximum value of Rs. 49999/- .
- For all 'Interoperable Cash Deposit' transactions, the depositor will necessarily have to use his card and PIN at our BNA. Currently, this service will only be allowed for Debit/ATM Cards.
- It also provides the option of 'Third Party Deposits' .i.e. the card holder will have the option of depositing cash in his own account or a Third Party Account by entering beneficiary's Debit/ATM card number. In case of own account, the amount will be credited to the primary account linked with the card.

Gift Card and Payroll Cards



Market overview of Apps

- App should be light
- Recommended size up to be 6 MB
- Merging apps will be bulky for download
- Merging can be on the basis of targeted segment

Different Apps			
SBI	ICICI	HDFC	UNION BANK
Freedom	iMobile	Mobile Banking	U Mobile
Buddy	Pocket	PayZapp	DigiPurse

Financial Inclusion

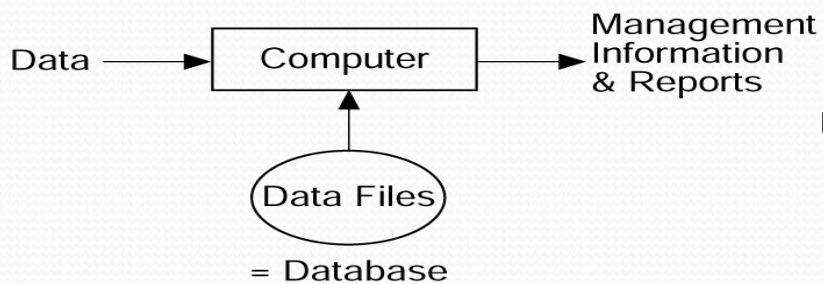
Business
Correspondent



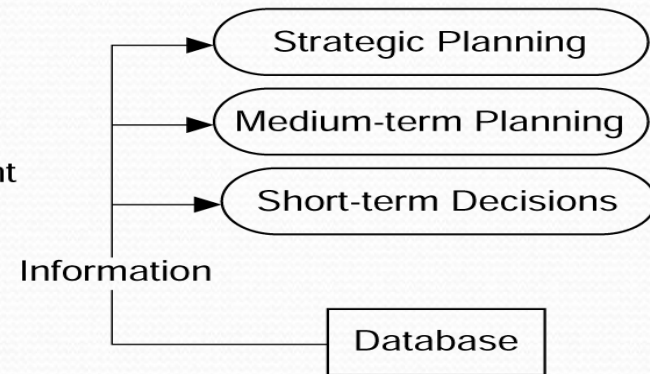
**DIRECT BENEFIT
TRANSFER**



Management Information System



(a) Role of Computer



(b) Relationship to Decisions

Lending Automation





THANK YOU