



## Banno People<sup>SM</sup>

Your FI has always prided itself on the personal, one-on-one service your employees provide. It's what sets you apart from the big guys. Connect with account holders at the human level on the digital channel with People.



### **Faster Issue Resolution**

Solve problems in a flash with easy account access recovery, visibility into account holders' activity timelines, and searchable transaction lists.



### **Easy Permissions Management**

Configure features for all account holders or for individuals. Search for user groups or a specific account holder for whom to toggle permissions on and off and set more advanced controls, like transfer limits.

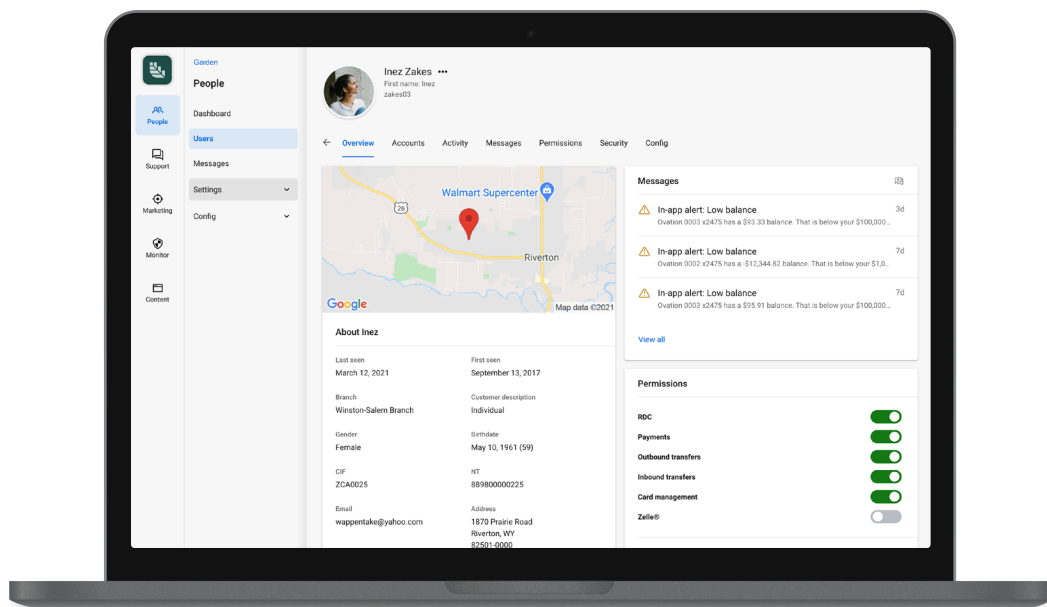


### **Richer Interactions**

Give account holders your best service throughout one-on-one interactions and marketing messages with easy access to relevant user profile and account details.

# Banno People<sup>SM</sup>

Your FI has always prided itself on the personal, one-on-one service your employees provide. It's what sets you apart from the big guys. That service stems from human connection—from knowing the goals and needs of the people you're working with and building trust through relevant provisions.



## Resolve issues faster.

Banno People facilitates human connection with your account holders. User profile photos and details—and reliable security measures—ensure that your branch employees always know who they're working with. And thanks to comprehensive visibility into account and loan activity, branch employees can interact with your account holders with full confidence that they're engaging in a relevant way.

## Connect directly to Support<sup>SM</sup>.

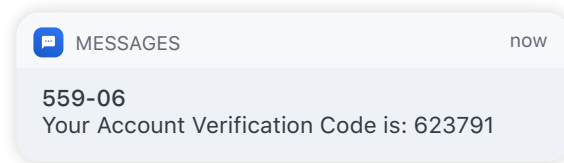
There is power in connection—human-to-human and feature-to-feature. People connects directly to Support, so when Banno Conversations<sup>SM</sup> come rolling in, your branch employees have instant access to users' profiles and account details—all in one place.

**Help users with password concerns swiftly and securely.**

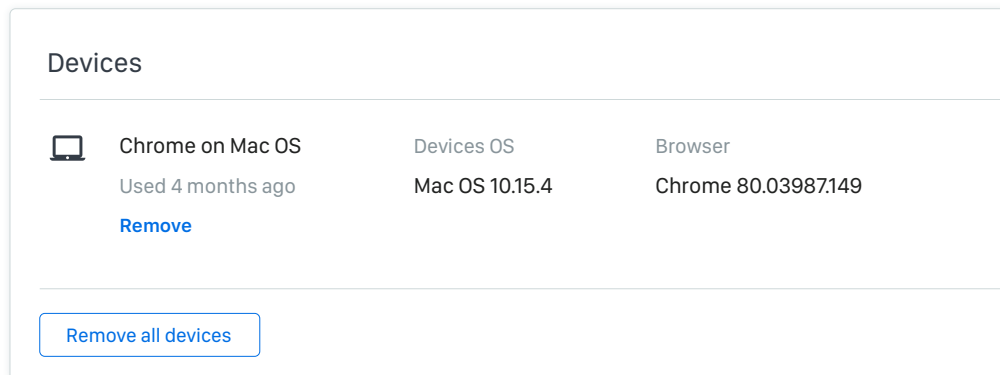
The number one reason a digital banking user calls their financial institution is to get help with their password—either they’ve been locked out of their account after too many password entry attempts, or they want to set up a new password because of a lost device.

How do you know they’re really who they say they are?

People makes it easy to verify that you’re talking with the real account holder. Simply send them a single-use, time-sensitive code via text or email, ask them to tell you the code they received, and the system verifies the account holder.



Now you’re free to resolve the problem at hand. That locked or frozen account? Any employee with appropriate security permissions can send a personalized single-use timed link where the account holder can set a new password and prove that second authentication factor for 2FA. That lost device scenario? Simply remove it from the device list.



**See what your account holders see.**

As your branch employees receive questions and requests via Support, they get immediate context around the user’s situation because they see a complete log of the user’s actions on their activity timeline as well as all the notifications received by the user.

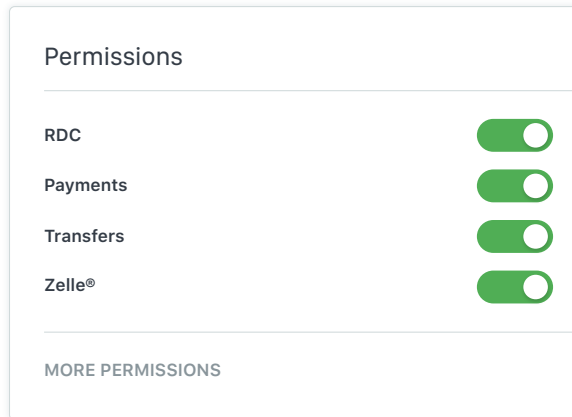
**Transactions are easy to find.**

When account holders reach out with questions about a transaction, your branch employees can get to the bottom of the issue quickly with recent transaction lists and a smart transaction search feature.

Plus, branch employees can share access to relevant transaction lists with the account holder and let them indicate the specific transaction in question—all to build a shared context and create a more meaningful interaction between your FI and account holders.

**Manage user permissions.**

Part of the beauty of Banno is its level of configurability—and the resulting opportunity for extra fee income.



People lets you easily configure features so you can influence users’ abilities—institution wide or individually. Switch entire features on and off, and set advanced controls, like transfer limits.

### **Communicate at scale.**

People isn't all about being reactive—your FI can initiate communication too. Create and schedule in-app messages to all (or some) of your account holders on the digital channel via push notifications. Messages can include text, images and links, giving you the opportunity to broadcast anything from general notifications to engaging marketing announcements.



**Foster relationships on the  
digital channel—because you can.**

Let's talk about this together.  
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