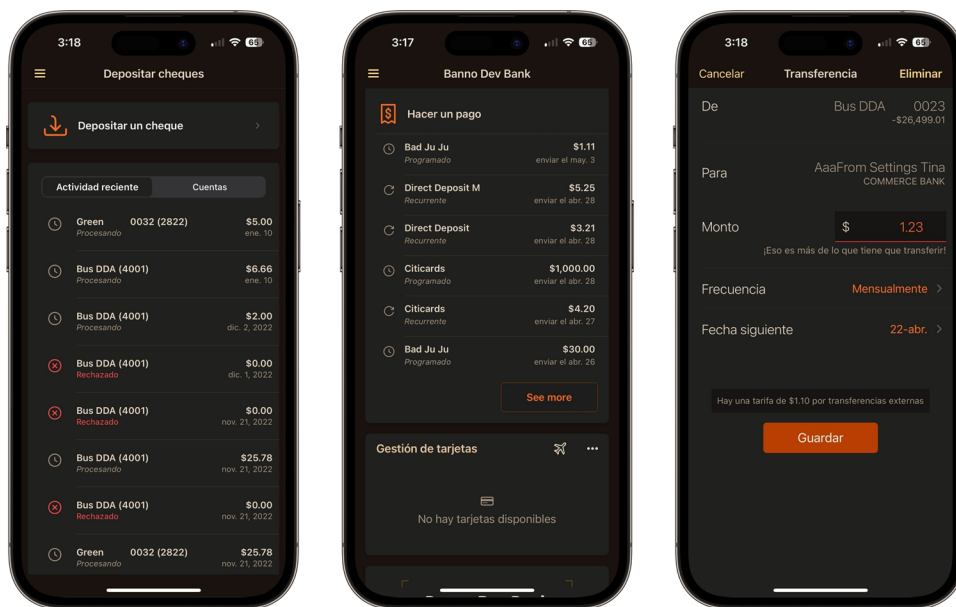


## Digital Banking

# Banno Language Support™

The Banno Digital Banking Platform™ continues to evolve and provide the best user experience possible. This time it's reaching more users – retail and business – with the second most widely spoken language in the United States.



## the most personal digital banking suite – now in Spanish

That's right. The Banno digital banking mobile and online experiences are now available in Spanish. From initial login to depositing checks and bill payments, users can navigate through the application in the Spanish language.

Tested and scored by users<sup>1</sup>, the Banno digital banking application has earned exceptional reviews. And because our design team has selected a font collection with styles to create clean, consistent typography across languages, there's no sacrificing usability or desirability in our Spanish language user interface.

# building trust by speaking more languages

Jack Henry is making it easy for users to receive financial services in their native language. Giving users an application they understand – linguistically and experientially – not only builds confidence in their digital banking decisions but also creates trust-building rewards between users and financial institutions. Not to mention retain a loyal customer base.

We believe in local banking for local languages and we're just getting started.

## frequently asked questions

### How will pricing work for this feature?

The Banno Language Support feature will require an additional cost to enable. The price includes a \$5,000 install fee, and \$500 monthly maintenance fee.

### Why the additional cost?

The additional cost accounts for the consolidation of all text strings from across all of our platforms (Android, iOS, and Mobile) and putting them into one catalog. Additionally, we partnered with a translation service provider, to not only translate our words, but to ensure our tone of voice was understood too. As we continue to develop and roll out new features, it will be a continued effort to translate all new features.

### How can I get access to this feature?

Banno Language Support will be available for all Banno Digital Platform customers – both banks and credit unions, and all Jack Henry cores. You can reach out to your Digital Experience Sales Executive to get contracted today.

### What does the implementation process look like for this?

For existing Banno Digital Platform customers, once you contract for Banno Language Support you will be added to our queue where our Support team will open a case to work with you on the install. Our typical queue timeline is 15-30 days to get this feature turned on.

If you are a new customer with Banno and waiting to be installed, Banno Language Support will be configured and turned on by your Implementation Coordinator when you go live.

## What is the difference between client strings and server strings?

Client strings are text strings that are bundled with the app, meaning they live within the app package. Server side strings are text strings that are pulled into the app from a server (i.e. Account Names are pulled from the server).

## Can I activate Banno Language Support at an individual ID level for the purpose of testing its functionality?

Banno Language Support is activated at the device level, meaning there is no "On" or "Off" switch. If the device is set to use Spanish as the default language, the app is in Spanish.

# reach your community in their language

Let's talk about this together. [digitalexperience@jackhenry.com](mailto:digitalexperience@jackhenry.com)

For more information about Jack Henry, visit [jackhenry.com](https://jackhenry.com).

### sources

1. Visual Logic. (2021). *A Mobile Banking User Experience Study*.