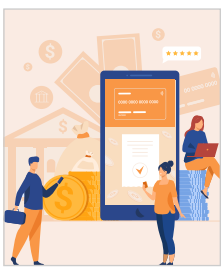
'Digital' has rapidly transformed the banking and payments industry in 2021 and is set to redefine the industry in the years ahead, by significantly enhancing the customer experience, lowering the barriers to entry, facilitating the launch of innovative service and enabling new business models; thus creating value for both banks and the customers.

The Comviva's FINesse - Digital Banking Newsletter keeps you up to date on the digital banking and payments trends, innovations, and best practices, allowing you to create your digital strategy and capitalize on this opportunity.

WEBINAR

Beyond Banking: Navigation the Digital Course



Comviva in association with **YourStory** hosted a panel discussion on 'Beyond Banking: Navigation the Digital Course' focussed on transforming customer experience, future banking growth, impact of COVID-19 pandemic, neobanking space, and personalization. The panel featured Kalidas Ghose, Vice Chairman and CEO, FE Credit and Co-founder, UNO Bank Philippines; Samer Soliman, CEO of Arab Financial Services, Bahrain; Anish Achuthan, Co-founder and CEO, Open Financial Technologies India; Raveesh Bhatnagar, SVP & Head of Digital Banking, IndusInd Bank India; and Vivek Agrawal, VP and Head of Enterprise Business at Comviva.

WATCH THE WEBINAR >>

POINT OF VIEW

6 Ways Digital is Transforming the Customer Journey in Banking

The banking landscape has definitely transformed in the last one and a half years, placing enormous pressure on traditional financial institutions to innovate and create customer-centric digital solutions. In this point-of-view article, we look at six touchpoints where banking providers can enable customers to shift to digital.

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THE ANALYST SPEAKS

Lessons in Digital Banking Prioritization from Savvy Trailblazers

All types of banks are continuously evaluating their digital investments' goals and direction. Gartner's analysis uncovered four unique groupings, ranging from "digital aliens" to "savvy trailblazers" in the banking industry. This **Gartner report by Analyst Jason Malo** will help banks who are looking to drive financial services, digital business strategy and innovation.

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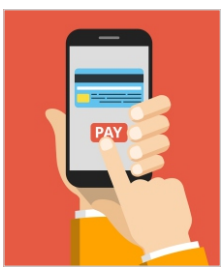
TECH BLOG

Tokenization beyond Tap and Pay Payments



In recent times, 'Tap and Pay' contactless payments have grown popular, Tokenization is used to secure these 'tap and pay' proximity payments. However, this is not the only uses for Tokenization. This blog will explore some new use cases that are utilising Tokenization to provide consumers with a more secure payment experience.

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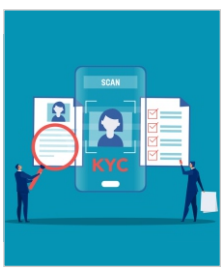
TECH CHECK

Understanding Digital KYC: A Must Have Service for Banks in COVID Times



Digital KYC has become important for banks to smoothly operate their business during COVID times as movement of people is restricted during lockdowns and many avoid visiting crowded bank branches due to fear of pandemic spread. This article looks at some of the digital processes and technologies adopted for digital KYC to ensure best consumer experience with optimal security.

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Comviva is changing the world through digital experiences. Our innovative portfolio of digital solutions and platforms bring greater choice, faster time to market and flexibility, to better meet the evolving needs of our customers as they drive growth, transform and bring efficiency. From maximizing customer lifetime value to enabling large scale digital transformation, we partner globally with organizations in the communications and financial industry to solve problems fast and transform for tomorrow. Comviva solutions have been deployed by over 130 Communication Services Providers and Financial Institutions in more than 90 countries and have delivered benefits of digital and mobility to billions of people around the world.

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