

# FSS empowers Ujjivan to take benefits of Biometric ATMs to the unbanked

**KOLKATA :** Ujjivan Financial Services Ltd., (Ujjivan), a leading pan-India microfinance institution, which is in process of transforming into a small finance bank (SFB), today announced that it will provide the benefits of ATMs to its unbanked and underserved customers across the country by using biometric enabled machines. The technology powering this initiative is provided by Financial Software and Systems (FSS), which is a global Payments and Fintech leader.

This partnership with FSS is part of Ujjivan's continuing effort to increasingly offer strategic omni-channel access to meet its differing customer needs across the country in a safe and secure manner.

FSS is providing its "Payments in a Box" solution to support Ujjivan with end-to-end payments technology infrastructure for launching its SFB. Using this FSS solution, Ujjivan bank's ATMs will provide not only biometric access to its customers through their thumb prints linked with their Aadhaar Cards but also highest level of security by adding new features like EMV chip in lines with latest guidelines of the

RBI. Ujjivan expects an increase in ATM usage among the underprivileged with marginal education which often get intimidated by machines and technology, forget pin and often have their card locked out. Ujjivan proposed Small Finance Bank ATMs will have a regional language option in 24 states where Ujjivan has its operations. Customers will be able to withdraw amounts as low as Rs. 100 by using these ATMs. Ujjivan small finance bank branches will support and assist customers who are first time users, by running financial literacy, LIVE demonstration and communication program demystifying ATM machines. The objective is to make customer comfortable with the use of their personalized Ujjivan SFB Debit card.

With the support of "Payments in a Box" infrastructure that provides integrated payment services, Ujjivan's proposed SFB will be able to expedite its go-to-market plans of launching retail banking services and allow payments to be made across all delivery channels for its existing customer base within a short period of time.