

# AGENT511 | BANKING

## Solution overview

Agent511's Mobile Banking software empowers financial institutions to offer their customers account access from their mobile phone. Bank customers can perform balance inquiries and transfers and receive alerts using text messaging and/or the mobile web browser. Agent511's secure, carrier grade solution is tightly integrated with the bank's data processing system. Agent511 works with financial institutions to customize and implement the complete solution.

With 42% of the American adult public text messaging and 20-25% quarterly messaging growth, text messaging and mobility are gaining critical mass. Mobile Banking is already pervasive in Europe and Asia and research indicates nearly 20 million American households by 2010 will use mobile phone technology to access their banking information.

## Features

The Agent511 platform allows customers to perform automated transactions by text messaging a command and account information to the Mobile Banking system. The system can also be programmed to orchestrate notifications as described in the customer webpage below. Example functions include:

- Balance inquiries
- Account transfers
- One Time Passwords
- ATM/branch directory
- Promotions
- Notifications
  - Suspicious activity
  - Payment due/received
  - Spending/balance limits

### Text banking preferences

This account is eligible for outbound fund transfers using text banking. The limit for text banking : \$ 2,500.00

This account is eligible for inbound fund transfers.

Notify me of irregular account activity.

Text message me my balance: Every Monday

Notify me of a payment is due within: 5 days

Notify me when payment is received.

Notify me when I am within: \$ 2,500.00 of my \$35,000 spending limit.

Notify me when 30 YEAR FIXED MORTGAGE rates have dropped.

Customer Text banking set-up webpage

The system returns a response and/or confirmation within 15 seconds of the customer request. The platform instantly matches the customer's mobile phone number to his/her account information. For similar account types, the customer associates a nickname to each account. An example balance inquiry is shown below.

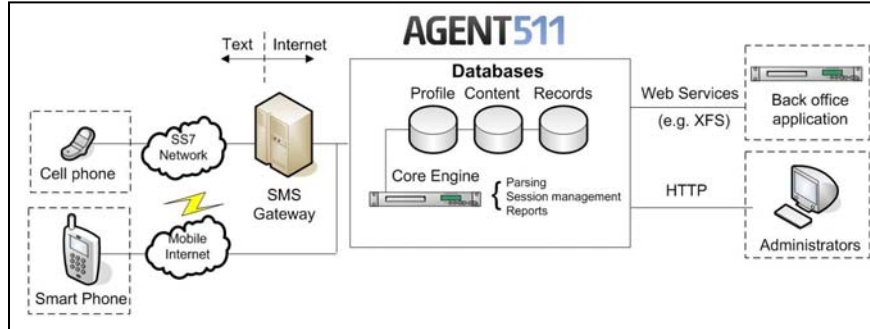
# AGENT511



**Example balance inquiry with extension**

## Architecture

Agent511's software is a secure, extensible Java platform that is designed for maximum uptime and capacity. The software runs on standard, off-the-shelf servers. The platform includes a web services interface that supports extensible financial services (XFS) or other protocols as defined by individual financial institutions. The software is connected to a text messaging gateway and currently runs on the company's own 511-511 text messaging short code.



**Agent511 Mobile Banking architecture**

## Security

Text messaging over the SS7 mobile access networks is highly secure. The customer's mobile phone number cannot be easily replicated and as such, is considered a point of authentication. Messages are transmitted via secure, encrypted tunnels from the mobile carrier to the Agent511 platform. Bank customers will sign-up for text messaging services either on the bank's secure portal or in person at the bank.