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BANK ALFALAH

Bank Alfalah signs Global Agreement with TPS for its Alternate Distribution Program

Bank Alfalah Ltd., owned by the Dhahi Group, signed a contract with TPS for Bank Alfalah's remote banking and alternate distribution program worldwide. This contract is for a full scale solution, covering the ATM switch, integrated channel manager, real-time ATM network monitoring as well as real-time reporting applications. Bank Alfalah is now the fifth largest financial institution in Pakistan within a short span of ten years. To date, the bank is now the leader in credit card services and has delivered innovative consumer products by redefining market dynamics.

Bank Alfalah, being a premier financial institution, offering a complete spectrum of banking facilities to its customers, recently embarked upon an aggressive large-scale expansion of its operations worldwide. The bank needed a tried & tested technology partner, for successfully implementing and managing its integrated financial delivery architecture. TPS, serving a customer base of over 110 FIs in 29 countries and having a domain expertise of over a decade, became its first preference.

Signing the global contract for Bank Alfalah's complete alternate delivery channel program is a testimony to the trust placed on

TPS, and reliability of its mature products & services.

TPS has been the e-banking strategy & technology partner of Bank Alfalah for over 6 years, effectively executing its e-banking projects with a 100% success rate. With this agreement, TPS will now provide support for Bank Alfalah's international growth as the Bank extends its business across the globe.

"We look forward to a long-term & strategic technology relationship with TPS."

Nadeem Ul Haq, Group Head Operations – Bank Alfalah.

At present, the bank has 282 branches in 117 cities across Pakistan, Afghanistan, Bangladesh and Bahrain. Bank Alfalah is the market leader with over 0.5 million VISA credit and approximately 165,000 VISA debit cards, satisfying a much larger customer base in comparison to any other card issuer in the country.



Royal Bank of Scotland in Pakistan implements CIRRO, ATM remote deployment solution

RBS, being one of the largest foreign banks in Pakistan, with a wide network base of 79 branches spanning 24 cities with over 88 ATMs, has successfully implemented CIRRO – ATM Remote Deployment Solution, for its ATM network.

RBS regularly updates its ATM screens to highlight new campaigns and product launches for its customers. In association with RBS, TPS presented a turnkey solution to facilitate the overall remote management of the ATM network from a centralized location. With CIRRO, the bank can now communicate directly with all the ATMs irrespective of its brand. The bank can now update the ATM screens, ATM patches and any other

upgrades more effectively, without thinking of going outside the data center and causing any downtime during deployment.

"This implementation provides RBS with a robust platform ensuring reliable ATM screen updates remotely on multiple ATM terminals. This not only, lowers the operational cost sufficiently but also greatly enhances the bank's overall customer experience."

Khurram Sikander, Head e-Business - Royal Bank of Scotland, Pakistan.



For more information about TPS, visit our website
<http://www.tpsonline.com>



FAYSAL BANK LIMITED

Faysal Bank expands its alternate distribution program

Faysal Bank Limited, one of the most progressive banks in Pakistan, adds value to its alternate distribution program with the launch of various services on its ATM network. Recently, Faysal Bank has moved leaps ahead with the launch of Third Party Funds Transfer (3PFT), Inter Bank funds Transfer (IBFT), Utility Bills Payment and Presentment (UBPS) and Cash Deposit Automation solution.

Using 3PFT, the banks' customers can transfer funds to own accounts, beneficiary accounts, or make open-ended funds transfers within the same bank. Similarly the bank has also introduced IBFT, an extension of 3PFT; this enables its customers to transfer funds from one account to another account in a different bank over 1LINK ATM network.

Faysal Bank has implemented UBPS, a facility that allows bank cardholders to pay bills over ATM of all the utility companies interfaced with Faysal Bank. Moreover, the bank has interfaced with 1LINK UBPS solution for availing data access of the utility companies that are signed with 1LINK.

As a step to further enhance their electronic consumer banking services, Faysal Bank has acquired TPS CDM solution enabling it customers to deposit cash through selected Faysal Bank Cash deposit machines. TPS was one of the first companies globally to develop a comprehensive solution for leading real time cash deposit ATMs which facilitate multi-currency instant cash recognition and account/beneficiary credit.

"Implementing a wide set of new e-Banking services has given Faysal Bank the competitive edge in offering convenient services around the hour to its existing and potential customers. Consequently the bank will also enjoy substantial cost reduction, higher revenue generation and operational efficiency at the branches. We look forward to working very closely with TPS to further strengthen this mutual relationship."

Samih Khan, Head Payment Solutions & Product Development - Faysal Bank Limited.

RECON An easy way to automate your reconciliation process

Transaction volumes on e-Banking channels are exponentially rising every day and banks are being increasingly burdened with settlement of transactions that are valid and identifying illegitimate transactions or exceptions. Delays in reconciling transactions lead to additional time; cost and risk. Unruly backlogs, control failures and financial loss will be frequent. Given increasing regulatory scrutiny and stringent auditing standards, none can afford to slip.

TPS diversified range of e-Banking and e-Payment products portfolio include 'Recon' – a generic reconciliation solution. Recon empowers the bank to easily and effectively track the flow of funds. Recon is a transaction based financial governance solution designed to handle reconciliations in any high volume environment, especially where there is a complex requirement to manage multiple data sources and a need for sophisticated matching algorithms across multiple data fields.

Recon offers many powerful features:

Streamline your reconciliations Recon System provides an easy way to automate the reconciliation process and purge most errors.

Smart and intuitive interface Recon solution empowers the user with a user interface that is well within the grasp of a finance specialist, without seeking assistance from a IT specialist.

Decrease cost, Increase efficiency Recon system is designed for enhanced reconciliation to help increase efficiency and productivity, decrease operational risk, reduce write-offs, and enhance controls and compliance so that you can focus on your core business.

Turn raw data into valuable decision-support information Recon's History Viewer provides synopsis of each reconciliation cycle as well as transaction level details. The powerful reporting tool enables the banks to compare key performance

metrics, hence optimizing processes and financial relationships to reduce costs and increase performance.

Do not explore, resolve exceptions Recon frees up the accounting staff to focus only on a few exceptions that remain thus increasing productivity and focusing on other critical tasks and potentially fraud items. With Recon Solution, your staff can do more in less time and focus on resolving exceptions, not discovering them.

Save time and effort massively Increasing successful reconciliations from existing through targeted percentage or more on millions of transactions translates into massive savings in time and effort. Best practice controls and workflow reduce the risk of error, improve recoverability of old balances, and through appropriate automation reduce the pressure on hard pressed finance functions.

The screenshot displays the RECON software interface. At the top, there are tabs for Configuration, Reconciliation, and Reports. Below these are sub-tabs for Reconcile Transactions and Reconciliation History. The main window shows a 'Reconciliation History' table with columns for Date & Time, User, RECON Process, Total Transactions, Matching Transactions, Status, and Summary. Below the table is a 'Reconciled Transaction Summary' window showing details for a specific reconciliation process, including the RECON Process name, Run ID, Total Transactions, and Matched Transactions.

Date & Time	User	RECON Process	Total Transactions	Matching Transactions	Status	Summary
4/14/2009 12:27:25 PM	admin	testing - 02	5219	5158	Successful	View
4/14/2009 3:13:56 PM	admin	XBL - Issuer	8610	8516	Successful	View
4/14/2009 3:04:10 PM	admin	XBL - Issuer			Failed	View
4/14/2009 12:27:25 PM	admin	ABL - Acquirer 2	5219	5159	Successful	View
4/14/2009 12:05:59 PM	admin	ABL - Acquirer	0	0	Failed	View
4/14/2009 12:07:50 PM	admin	ABL - Acquirer	0	0	Failed	View
4/14/2009 8:21:05 PM	admin	ABL - Issuer	8615	8519	Successful	View
4/14/2009 10:48:19 PM	admin	ABL - Acquirer 2	5219			

RECON Process	Run ID	Date & Time	Status
offuCard_0h0uATM	756	16/05/2009 10:45:12 AM	Successful
Total Transactions	10115		
Matched	10115		
UnMatched	0		

Reconciliation Status	Rule's Condition	Status Count
OK-OK	1Link OK, Bank XY OK	7050
OK-DEC	1Link OK, Bank XY Decline	6
DEC-DEC	1Link Decline, Bank XY Decline	3050

TPS at MEFTEC 2009

BAHRAIN - MEFTEC 2009, the fifth edition of the annual banking & financial technology event, commenced on 10th February, attracting more than 150 exhibitors and over 800 delegates from 45 countries. Over the past five years, MEFTEC has evolved out of a small regional event featuring a handful of participants, into a slick, sophisticated, international trade exhibition of an industry valued at US\$ 6 billion.

The show was officially inaugurated by H.E. Rasheed Mohammed Al-Maraj, Governor, Central Bank of Bahrain, together with H.E. Dr Hasan Abdulla Fakhro, Minister of Industry & Commerce, Kingdom of Bahrain. A large number of VIPs and dignitaries were present on the occasion.

TPS had one of the most crowded booths in the exhibition. Prospective and existing customers from across the Middle Eastern and Gulf States visited the booth and showed keen interest in TPS products and services, particularly IRIS – Integrated EFT Switch and Insight – Multi-Vendor ATM monitoring & management solution. TPS was able to generate handsome number of potential customer and partner leads.

Under the theme, Leveraging Technology through Turbulent Times, the MEFTEC 2009 conference program featured high-profile speakers and case studies from a number of leading institutions, including Barclays, Allied Irish Bank, Bank of Maharashtra, Al Hilal Bank, and Kenya Commercial Bank, among others. The event's signature Hosted Delegate Program has once again been in high demand, with CIOs and senior IT executives from more than 500 financial institutions in attendance.



Despite difficult market conditions, the show has once again been a sell-out, retaining its status as the world's leading dedicated financial technology event.

TPS sponsors Bangladesh E-Banking Conference 2009

Bangladesh e-Banking 2009, the first of a banking & financial technology event in Bangladesh, commenced on 17th March, attracting 15+ exhibitors and over 200 delegates from 7 countries. The event, organized by Total Communications, was a pioneering initiative. The idea was to bring together all e-banking stakeholders under one roof and promote the e-Banking drive.

The show was officially inaugurated by State Minister for Science & ICT – Yafez Osman. A good number of VIPs, dignitaries and middle management from banking sector were present on the occasion. Anis A. Khan, President of Bangladesh Lease & Finance Companies Association, gave the welcome address.

TPS, jointly exhibiting with International Acumen and GRG, had one of the most crowded booth in the exhibition. Prospective and existing customers visited the booth and showed keen interest in TPS products and services. The décor, presentation and placement

of the booth, complimented with high-tech ATM and bill payment machines, generated a unique display.



Under the theme, Setting Milestones, the Bangladesh e-Banking 2009 conference program featured speakers and case studies from a number of leading institutions highlighting different aspects of the e-Banking scenarios.

TPS Table Tennis Tournament 2009

TPS organized a 9 day table tennis tournament that took place from February 12-20th 2009, at the recreational arena within the TPS premises.

TPS believes that such tournaments and other sporting events are important for creating and solidifying ties between employees of a company. These events are usually great indicators of how we're all getting along in a familial sense, which is a key element to success.

The tournament was a huge success and got a phenomenal response from the TPS family. The recreational hall was attended by enthusiastic players and highly energized supporters each day.

The sequence of matches were particularly organized throughout the 9-day event. The exciting doubles match of finals was played between Ovais Habib Khan & Mobin-ul-Haq vs. Faizan Ahmed & Tehseen Raza. The final match of doubles was taken away by Ovais Habib Khan & Mobin ul Haq. In the series of 5 games, Ovais & Mobin managed to win with a draw 3-1. The final match of singles was

played between Ovais Habib Khan & Aamir Khowaja. Ovais Khan won the match, winning three games in a row and thereby won the tournament by storm. It was an interesting match with a lot of clapping, roars and excitement all across, which made the event thoroughly enjoyable.



After the match a ceremony was held in which the winners and runner-ups were given certificates. The rest of the participants were provided with certificates for participation.

Secure online transactions with 3D Secure Authentication

Growth of e-Commerce

Business-to-consumer (B2C) e-Commerce continues its double-digit year-over-year growth rate globally, in part because sales are shifting away from stores and in part because online shoppers are less sensitive to adverse economic conditions than the average consumer. According to Forrester Research, US online retail reached over \$175 billion in 2008 and is projected to grow to \$335 billion by 2012. Forrester also estimates that 54% of adults will shop online in the UK alone this year. It is estimated that fewer than half of potential online users have ever participated in a virtual transaction thus representing an untapped market of potential online shoppers estimated at \$3 trillion plus worldwide.

The Challenge

For all its potential, the e-commerce environment presents significant challenges for the banks and the merchants alike. e-Commerce being the ultimate convenience tool for consumers is also a soft target for fraudsters, as criminal elements are taking advantage of this growth to target merchant websites with stolen card details. It now becomes vital for banks and merchants alike, to protect their customers against the increased risk of fraud. Unlike the traditional shopping experience, there is no signed sales receipt and therefore no sure way for a merchant to dispute a cardholder claim that a purchase wasn't made. The "cardholder non-authorization" chargebacks represent over 80% of all e-Commerce chargeback expenses in recent years and are a major challenge for the banks and merchants.

The Answer: 3D Secure

The 3D Secure initiative eliminates fraud and "I didn't do it" chargebacks, guarantees payment to merchants and provides a secure channel for safe e-Commerce; while also protecting cardholders from fraudulent use of their credit cards. 3D Secure stands for 3 Domain Secure - Visa's 3-Domain (3D) Secure initiative. The three parties involved in the 3D Secure process are the following:

- Issuer Domain: Cardholder & Issuing Bank
- Acquirer Domain: Merchant/Vendor & Acquiring Bank
- Interoperability Domain: Internet

The major retail electronic payment networks have launched their own 3D Secure programs, which are:

- Verified by Visa from Visa
- SecureCode from MasterCard
- J / Secure from Japanese Credit Bureau (JCB)

All three programs based on the 3D Secure protocol, operate in the same way. 3D Secure registration being a one-time process generally takes place on the card issuer's website and involves the cardholder answering several security questions and selecting a secret phrase/code, which will be his/her 3D Secure phrase/code. Similarly the 3D Secure authentication works in a way that is similar to the ATM verification process. After entering the payment card details at the checkout of the participating merchant's website, a separate secure browser opens and cardholders are asked to enter their code. The issuer bank then verifies the provided code and confirms or declines the transaction.

Following are statistical averages gathered from over 18,000 merchants worldwide currently running 3D Secure on their ecommerce sites.

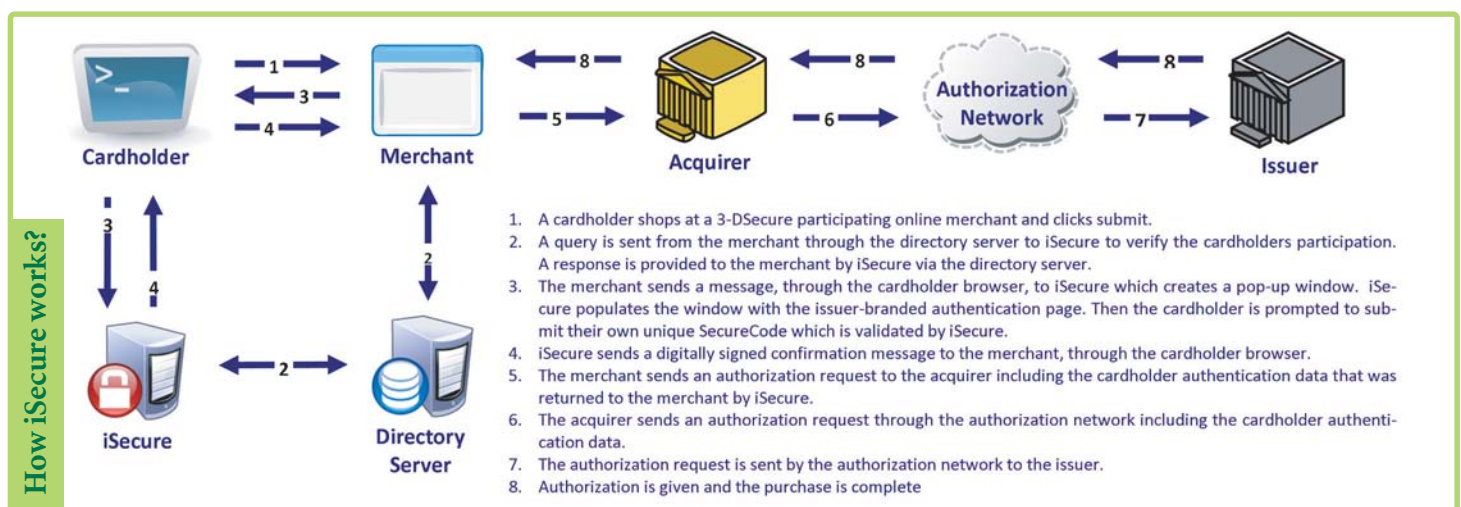
- 7.5 out of every 10 transactions are guaranteed payment
- 95 % of Visa transactions are protected from chargebacks
- 15 % of MasterCard transactions are protected from chargebacks

Benefits of 3D Secure

- Standard secure platform for all online transactions
- Increased consumer confidence when purchasing on the Internet
- Chargeback blocking (liability shift)
- Lower interchange rates
- Dramatically reduce fraud screening costs

iSecure – 3D Secure Issuance

TPS is pleased to launch 3D Secure Issuance, iSecure. iSecure is based on a 3D Secure protocol compliant with both Visa VBV and MasterCard Secure Code issuance.



By Haris Waheed, Product Manager, iSecure

TPS Pakistan (Pvt) Ltd.

TPS Tower, A-43 Block 7/8,

K.C.H.S., Karachi 75350, Pakistan.

U.A.N. : +92 21 111 877 111 Fax: +92 21 4302786

TPS Middle East FZ LLC

1204, Thuraya Tower II DIC.

P.O. Box 502785, Dubai, UAE

Tel: +971 4 4264603. Fax: +971 4 4264605

Email: info@tpsonline.com