

H Y P H E N

Hyphen Technology (Pty) Limited

industry leading verification service

ACCOUNT VERIFICATION SERVICES

Hyphen's Account Verification Services take the hassle out of confirming if accounts and account holders actually exist and ensures that your Client data is accurate and is of high quality.

SERVICES INCLUDED

in this solution

Ensure your Client's account details are correct. Industry leading verification service.

about the service

ACCOUNT HOLDER VERIFICATION SERVICES

Hyphen will confirm if there's a match between the bank account number and the ID number of an account holder. The service confirms that the bank account is valid, open and active, accepts debit and credit transactions and has been open for more than three months, based on bank responses. The service also confirms the account holder's cellphone number and email address.



ACCOUNT HOLDER VERIFICATION SERVICES (AVS)

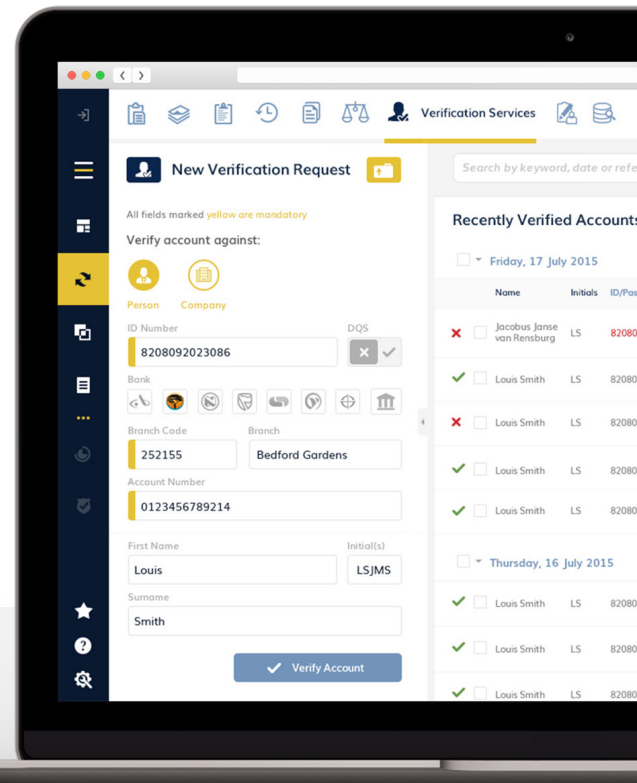
Delivering products that meet your needs. Hyphen is a switch for Account Holder Verification Services (AVS), a Service which confirms whether there is a match between the bank account number and identity number of an account holder - individual or business - at the Bank of the account holder.

Hyphen performs the switching and confirms the responses to the Client via host to host "straight-through" processing or through the web interface.

"Access to 24/7 web service integration is also available for more real time information exchanges."

The Client benefits from a single integration standard and Hyphen performs the translation and processing between the various Banks and the Clients line of business.

*Basics done well
for you*



AVS value-add to our Clients:

- Automated Notifications for delayed AVS Real-Time responses.
- Proactively manage duplicate transactions caused by system glitches.
- Ability to detect possible fraud on a proactive basis.
- Mitigate risks associated with fraud, both financial and reputational.
- Shorten the time required to assess new business,
- Reduce costs by automating a process that is currently largely manual.
- Enhance the integrity of stored data,
- Reduce the risks of unpaids.
- Reduce query administration.
- Ensure legislative compliance.

account verification

Account verification ensures that the account exists at the Bank and the individual or business is the rightful owner of the bank account by comparing an Identity Number or Company Registration Number against the Bank Account Number supplied.

Responses received are sent to the Client via host to host straight through processing.

The service confirms that the bank account is valid and that it is presently open and active, accepts debit and credit transactions and that the bank account has been in existence for more than three months or 90 days.

This also includes the recent industry changes which includes verification of cell-phone and email by the bank. Hyphen offers automated notifications to clients for delayed bank responses on the Real-time AVS service.

ease of access

Hyphen provides the flexibility of **three processes** through which you can access AVS. These options are interchangeable depending on your requirements.



Host to Host Batch Process

The Client submits a file containing verification requests, Hyphen will validate the integrity of the data received and submit the requests to the homing Bank for processing. Once the verification results have been received from the Bank, Hyphen collates the data into a single consolidated file, this file includes results and rejections as well as rejection reason. Hyphen then submits this file to the Client.



AVS Web Service

The Client has the option of creating an application for the generation of Account Verification records on its line of business. Once the request is received by Hyphen it will be submitted to the relevant Bank for verification. Once the results have been received by Hyphen they will be transmitted to the Client's line of business. The service is near real time and can be used as part of a consumer take on process. This service is best suited for individual requests.



AVS Web Interface

With the AVS Web Interface, you will be able to access a web page on the Hyphen Portal where the verification request record or batch is created. You can create a single record or a batch request that can be verified on a near real time basis. The verification results can be viewed on the Hyphen web portal. This solution is best suited when you only have a small number of requests and you have staff available to capture the requests on the web interface.

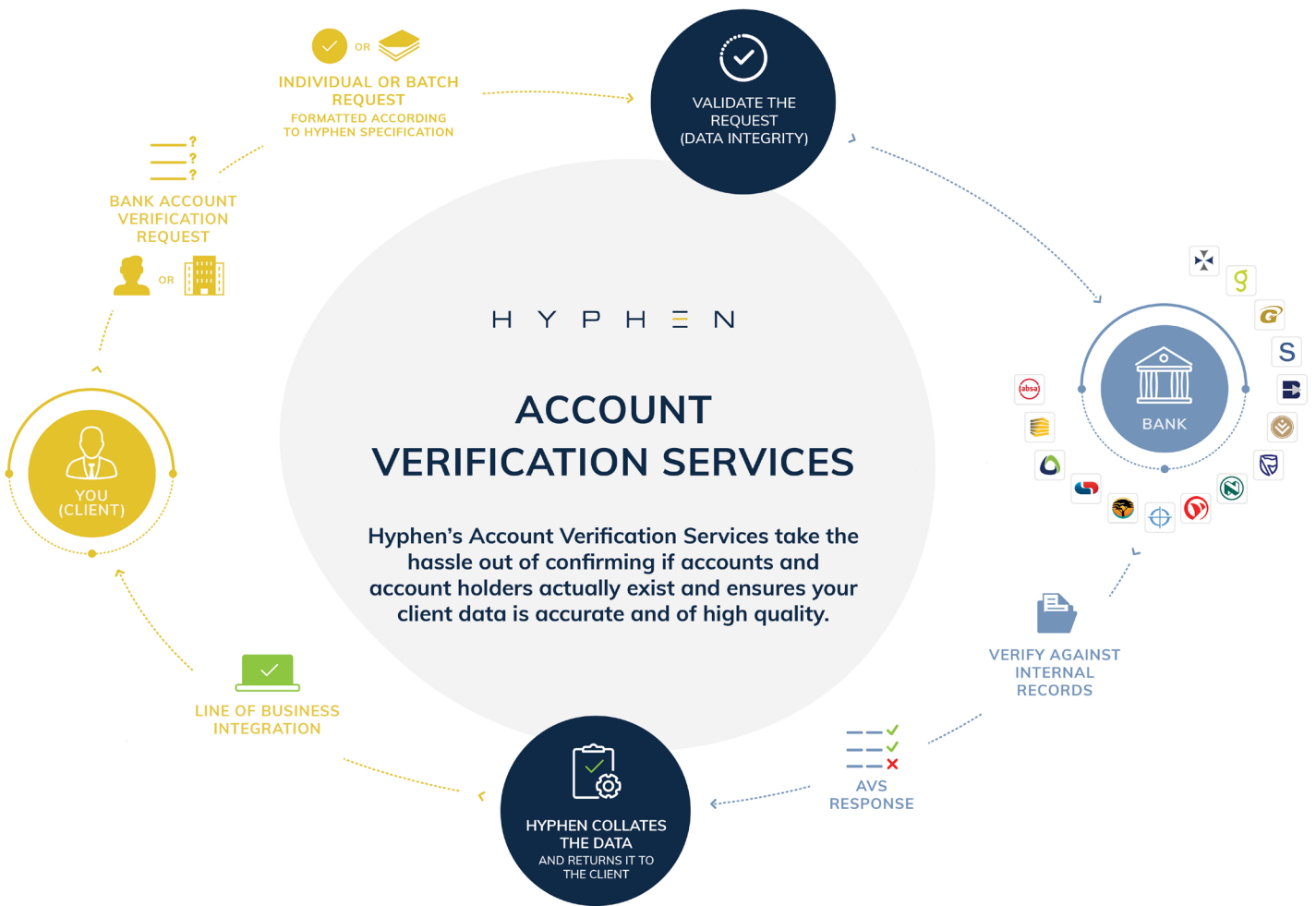


AVS participant banks

The AVS solution enables verification for accounts held at these banks:



VERIFICATION SERVICES EXPLAINED



THE VALUE YOU'RE LOOKING FOR

We know that information is power and you are looking for value from your relationships. Here are a few ways that Hyphen adds value to you.



SINCE **1997**

credible track record

Hyphen processes more than 180 million transactions per annum and has developed a thorough understanding of the different industries within the marketplace.

Hyphen provides solutions and services to some of the largest organisations in Southern Africa, including life assurance companies, short-term insurance companies, furniture and retail groups, municipalities, banks and prepaid service providers.



DEDICATED **SUPPORT**

quality people with a service ethos

Hyphen strives to exceed your expectations around service and related product offerings by being in tune with your needs and implementing efficiencies that translate into cost savings.

Our management, sales, operations and customer service personnel have deep industry experience, which gives us insight into the unique needs from small businesses to large corporate entities.

*We are committed to
helping businesses run
more efficiently*



DISCLAIMER

This document has been prepared by Hyphen Technology (Pty) Limited a subsidiary of FirstRand Group. Whilst all care has been taken in the preparation of information contained in this document, Hyphen does not make any representations or give any warranties as to the correctness, accuracy or completeness, nor does Hyphen assume liability for any losses arising from errors or omissions in the opinions, forecasts or information irrespective of whether there has been any negligence by Hyphen, its affiliates or any officers or employees, and whether such losses be direct or consequential. Nothing contained in this document is to be construed as guidance, a proposal or a recommendation or advice to enter into, or refrain from entering into any transaction.

This document contains information which is confidential and may be subject to legal privilege. It is for intended recipients only. Irrespective of whether you are the intended recipient, you must not copy, distribute, publish, rely on or otherwise use it without our consent. Some of our communications may contain confidential information which it could be a criminal offence for you to disclose or use without authority.

If you have received this document in error, please notify us at the address below and destroy the communication immediately. This communication is not intended to nor should it be taken to create any legal relations or contractual relationships.

Address

Building 3, 2nd Floor, Inanda Greens Office Park,
54 Wierda Road East, Wierda Valley, Sandton
Private Bag X9980, Sandton, 2146

Switchboard: +27 11 303 0400

Let's talk

+27 11 303 0400
www.hyphen.co.za | sales@hyphen.co.za