

What benefits does IBOS bring to customers?

Streamlined account opening

- The process & required documentation for every bank is known at outset.
- The account opening forms are completed by the receiving bank on behalf of the customer.
- There is a process in place to deal with any blockages to account opening.

Hands-on adoption of new customers

- Dedicated staff at all banks to make and receive introductions.
- Introducing bank creates detailed profile of each customer and their business.
- Customer is promoted within the receiving bank's IBOS team.

Consistent process & service across a big area

- Familiarity of the IBOS banks with the processes, across multiple countries.
- STP payments with short turnaround.
- Large number of countries covered in depth.

Transparent & competitive pricing

- Explicit pricing provided by member banks for all services.
- No charge on inter-company credits.
- PGS pricing reduces price level.

Local and cross-border banking all under one roof

- Customers can deal with one bank per country.
- Knowledge of local market & practices.
- Banks work together-without overlay-to enable a regional cash management solution.

What benefits does IBOS bring to members?

Basis for a compelling proposition to customers

- Retention of existing customers with an ICM requirement.
- RFP questions can be answered, both for domestic & cross-border services.
- Contact network for responding in pre-sales phase & in-production.

Cost benefit to building own network

- No cost involved in creating new agreements as they are already in place.
- Low entry fee.
- No need to commit to volumes of business sent.

Wide reach via one set of agreements

- Access to the IBOS services in 21 countries via the IBOS agreements.
- Further reach through nominated affiliates of Member banks.
- Depth within each country.

Guaranteed Service Levels: high quality, commitment, issue resolution & redress

- A documented Guaranteed Level of Service is provided by all IBOS members.
- Dedicated multi-lingual teams in each bank to operate the service: banks always know who to call.
- Quality assurance and escalation procedures.

Why is IBOS different to competitors?

Other Banking Clubs (Tes/Unicash/Connector)

Top tier banks

- Strong market position in home country.
- All are commercial banks.
- Membership of all local clearing systems.

Formality & depth of structure

- IBOS has a clear framework & governance structure, which is supported by legal agreements.
- Member banks are represented on the IBOS Working Group Committees.
- Minimum of 10 Working Group meetings per year in total.

Central office, legal entity & permanent secretariat. Three ongoing workstreams versus one

- Permanent central office support & monitoring of processes & services.
- The three separate IBOS workstreams are run by committee, and are comprised of the IBOS member bank representatives.
- There is a commitment by members to dedicate resources to these workstreams.

Bilateral Arrangements

IBOS is a many-to-many model with a single protocol, rather than multiple one-to-one arrangements

- To obtain the IBOS Association Service Levels from IBOS members, a bank can sign up via one Accession Agreement to all existing agreements.
- Administration of the IBOS Service Levels requires changes to one set of documentation only.
- There is a guaranteed level of service for all IBOS services, across the IBOS Membership.

Harmonised terms

- One process & service level to open an account with any IBOS Bank.
- One pricing tariff for select services in key Euro countries.
- One Euro cash concentration product for multiple countries.

Focus is corporate customer, not the relationship between 2 banks

- IBOS products & related agreements have been designed to meet the needs of corporate customers.
- Pricing not dependent on interbank flows.
- No measurement of reciprocity, or revenue-sharing.

Network Banks

Depth of in country network

- Full service branch network in the key countries of operation.
- Represented in key regional centres.
- Capabilities beyond payments (leasing, pensions, insurance)

Range of in-country services

- IBOS banks have ability to provide extended services in-country.
- Handling of paper instruments.
- Cash and ATM services.

Can support both customer service models, decentralised & centralised

- Branch-level RMs available.
- Central service in each country.
- Fully centralized model through Host Bank & IBOS Representatives.

Why is IBOS better than competitors?

Other Banking Clubs (Tes/Unicash/ Connector)

Higher service level

- Short guaranteed timeframes for account openings & payments.
- Harmonised pricing & same-day value payments.
- DZero daily cash concentration.

More robust quality assurance

- Members have a legal commitment to provide the IBOS level of service
- There is ongoing monitoring by the IBOS central office.
- Members have recourse via the IBOS Board of Directors.

Better cohesion

- The IBOS private extranet holds extensive information about IBOS member banks & countries, IBOS products, processes & pricing.
- There are designated IBOS contacts at each member bank.
- Regular Working Group meetings in each workstream – strategic, technical, business development.

Bilateral Arrangements

Commitment to cooperation

- IBOS Association Members have agreed to cooperate with all member banks not just one.
- The IBOS Service Level is the same for all members.
- New banks can be introduced to the existing IBOS services relatively quickly.

Banks coordinate the full package: customer does not have to do it

- Customer can access full IBOS services via one member bank
- Member banks co-ordinate all aspects & liaise with the receiving bank/s on behalf of the customer.
- Cuts implementation time.

DZero service

- Movement of full end-of-day available balance.
- Cut-off time independent.
- Results posted on today's statements.

Network Banks

Specialists in country of operation

- Branch network.
- Service range.
- Local relationship management.

Direct integration of retail with treasury solutions

- DZero & day-to-day operations occur at same bank.
- No need for overlay.
- IBOS cross-border solutions as good as Network Bank ones

Every component has scale

- Banks rank in top 3 per country.
- Major local payments share.
- Balance by region & line of business.