

JN Bank is the third largest bank on the island of Jamaica. It is a mutual where each of its depositors is an owner of the institution. This community ownership guides its values, which is people first, and backs the strategic pillar of providing financial empowerment for the individual so that they can own a "piece of the rock", shaping a stronger community and a stronger nation.

Maintaining a network of 35 branches, the largest on the island, JN Bank partnered with both Diebold Nixdorf and MC Systems to strategically align resources and build a self-service channel that offers more services, enhances member satisfaction, and improves efficiencies through recycling.

Bank Overview

JN Bank

Headquartered in
Kingston Jamaica, West Indies



THIRD largest bank in Jamaica

Assets of **257.4B (USD 1.6B)** billion

34 locations, including **144** ATMs

Over **990 THOUSAND** members



PROJECT OBJECTIVES

-  Reduce cash handling costs throughout the bank network
-  Offer cardless and other transactions at the ATM
-  Increase security and confidence for members using the ATM
-  Improve availability of self-service channel

OUR SOLUTIONS

-  DN Cash Recycling ATMs — (locally known as JN SMART ATM)
-  Cardless and other transactions enabled via APIs at the ATM
-  ActiveEdge® anti-skimming card reader
-  AllConnectSM Managed Services implemented locally via MC Systems

OUR IMPACT

-  Significantly improved the overall cost of handling cash throughout the bank's network by implementing cash recycling at the ATM.
-  Strategically reassigned resources within the branches to improve member interaction by enabling more transaction services at the ATMs and reducing drop-box usage.
-  Service availability has been increased and downtime is minimal due to the partnership between Diebold Nixdorf and MC Systems for the 24/7 maintenance and support for all ATMs.
-  Security and confidence have increased for members using the ATMs due to the installation of ActiveEdge Anti-Skimming Card Readers

Investing in new technologies for its members to improve satisfaction and network efficiencies

JN Bank, Jamaica's first mutually owned commercial bank, is committed to the success of Jamaicans through bold initiatives, products, and services that instill confidence and create extraordinary experiences for those members. Part of the JN Group, JN Bank has nearly a century and a half of rich history and legacy of being a substantial player in empowering its members, communities, and nation to be financially strong.

Delivering innovation by investing in cutting-edge technology is part of its vision and values to enhance the lives of those they serve. Partnering with Diebold Nixdorf and MC Systems, JN Group's technology solutions business in the Caribbean, JN Bank invested in modernizing its self-service network so that it could optimize costs while delivering additional efficiency savings as well as new customer journeys.

ATM Recycling Brings Greater Efficiencies Throughout Entire Bank

With 34 locations, JN Bank has the largest branch network on the island, which serves thousands of members every day. Implementing Diebold Nixdorf's latest cash recycling technology to the self-service channel, JN Bank has been able to facilitate a surge of deposits and loan payments via the ATM and strategically realign resources within the branch to match the reduction in teller deposits and better serve its members. JN Bank's flagship location traditionally had 15 tellers, now it only needs five.

"Recycling has helped us revolutionize our branch so that we can focus on serving members, having conversations, and being more consultative." —Ricardo Dystant, Chief Digital Transformation and Special Projects | JN Bank

A key element derived from the recycling ATM is the same cash that is deposited is the same cash that is dispensed. Through that technology, JN Bank has been able to reduce the associated cost of cash including forecasting, CIT, and manual handling.

Additional ATM Services Increases Usage

With the ability to accept more cash into the ATM, JN Bank and MC Systems implemented a cardless cash deposit system utilizing APIs to connect to the ATM.

"We have implemented this utilizing the DN SDK, which allowed us to program the ATM so that it accepts the card not present transactions. In doing so, anyone can go to an ATM, punch in an account number, and insert cash to deposit to any of our members' bank accounts through JN Bank." —Chevanah Robertson, Senior Software Development

This deposit technology effectively replaced or significantly reduced the usage of the labor-intensive drop box in JN Bank locations. Traditionally, drop boxes were utilized for deposits and per dual custody regulations require two tellers to retrieve and handle the funds. The combination

of cardless deposits and the recycling ATMs effectively provided an alternative channel to which members have increased their confidence and usage. Funds are immediately posted to accounts and electronic notifications are sent; freeing tellers to better service members while improving cash availability for withdrawals.

Availability Becomes Even More Important

With the increased service capability and adoption, each ATM now processes about 12,000 transactions per month, with more than 80% of transactions being deposits. Having a partner that is there every step of the way is extremely important. MC systems, with assistance from Diebold Nixdorf, provides the day-to-day support and has been able to maintain the increased activity with very minimal downtime. The new DN Series ATMs provide increased reliability, and with DN AllConnectSM Data Engine, impending errors are detected and fixed before they occur.

"MC Systems leverages DN expertise to solve complex problems for our dedicated local team that is on call 24/7 to support to JN Bank." —Donna Hale, MC Systems

Improved Security Enhances Confidence of Members

Part of JN Bank's values is to provide a safe and secure environment for financial services, and with its new investments in the self-service channel it has seen increased confidence in members using the channel. Unfortunately, with some of the older ATMs, JN Bank had experienced skimming attacks. With the deployment of DN Series and the installation of ActiveEdge card readers on all their ATMs, there has been zero skimming, along with increased usage.

"The improved security has really built the confidence in persons using the {smart} ATM. And if there's no confidence, there's no usage. It's not just about providing reliable technology where a person can conduct transactions, but making sure we are providing a very safe and secure environment." —Ricardo Dystant

Responsiveness is important

Partnering to upgrade its full network of ATMs and cash recyclers to the new DN Series ATMs is just the latest in the long-standing relationship with Diebold Nixdorf.

The collaboration with Diebold Nixdorf and MC Systems has optimized JN Bank's entire network and helped enrich the experience for its members. According to Dystant, the important aspect of the relationship is how both teams respond to us during difficult times; and that's something that every financial institution should look for.

"We're pleased to say that Diebold Nixdorf has offered this and also MC Systems." —Ricardo Dystant