



IR News

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KBank launches new core banking system, in a bid to become the leader in digital banking innovations, accommodating expansive transactions and connecting cutting-edge technology into the future

KASIKORNBANK announced that the new core banking system has been launched to further enhance digital banking businesses, poised to be the leader in providing service innovations that enable instant connections through customers' cutting-edge technology gadgets, to assure customer satisfaction.

Mr. Banthoon Lamsam, KASIKORNBANK Chairman of the Board, revealed that KBank successfully launched the new core banking system over the past weekend. He also spoke for the Bank and expressed the sincerest apologies to customers who experienced any inconvenience during the system's installation and execution, and thanked all customers for their patience, leading to the successful launch. The new core banking system will increase stability and ensure precision within KBank's customer database system, while also enhancing greater connectivity across multiple consumer access platforms. These innovations should lead to the faster rollout of new products and services, especially when the Bank is gearing up towards the full-on digital business era, in which digital banking will become exponentially significant. KBank is determined to develop the best services to assure customer satisfaction.

KBank's next key development will involve its determination to become the leader in digital banking, in order to accommodate business expansion, in terms of increasing customer numbers and transactions. Consequently, KBank aims to consistently elevate digital banking innovations, allowing seamless transactions, regardless of time and location, across every technological platform that matches the latest trends. This enables instant transactions for individuals and corporate customers, at any time and from any place around the globe, as well as accommodating diverse consumer lifestyles, the AEC advent and cross-border trade at all levels.

Additionally, the new core banking system will enable KBank to release more varied and bespoke products for each market, and afford a swift response to market movements. The modern core banking system also facilitates real-time access to customers' financial statements. It also opens numerous channels for customer information connectivity, which could be adjusted in line with any technological innovations that may materialize in the future.

Mr. Banthoon said in conclusion that KBank's new core banking system, which will bring about revolutionary changes in its services, is considered a milestone achieved as we are entering the full-blown digital economy, where borderless, round-the-clock transactions and trade are carried out from anywhere in the world. Being alive to this trend, the Bank had implemented a special project with an idea to develop the system that works effectively well under such an evolution. KBank employees across the country, for several years, were dedicated to making this happen. This reflects the Bank's strong determination in increasing its potential through a mission to provide services that best satisfy customers, on top of other preparations in the pipeline to help the Bank adjust well and in time to market development. Not least among these endeavors is an undertaking to ensure customer data security. The Bank is confident that services henceforth will answer the needs of retail and business customers alike across all channels, not to mention that it will keep up successfully with ever-changing technology in the digital era.

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