



June 18, 2020

Dear Valued Customer:

I want to commend you for successfully navigating the ‘new normal’ and leading your institution forward despite unprecedented challenges. Fis like yours remain the financial backbone for both business and consumers amidst the COVID-19 pandemic, and you have executed with excellence. Indeed, with focus and agility, your team has continued to meet customer/member needs and maintain their satisfaction despite necessary changes to your branch service model.

BranchServ: Your Partner Now

Throughout this process, BranchServ has remained committed to serving you when you have needed us the most. Anticipating increased pressure on drive-ups and customer-facing automation like ATMs and advanced terminals, BranchServ geared up to specifically meet these needs with personnel and parts in place. As such, when we witnessed a two-fold increase in these service calls in the month of April, we were able to attend to them successfully while reducing both standard and emergency response times by almost half. As an employee-owned entity, BranchServ remains fully invested in your success.

Our Thanks

As a service provider for the banking industry, BranchServ has continued to operate as an Essential Business. And thanks to your commitment to our partnership, we have been able to remain full staffed and ready to support all service and equipment needs. These are unusual times, and I know that many have not been so lucky as to avoid furloughs and layoffs. As such, I would be remiss if I did express my full appreciation for your ongoing support.

Moving Forward

As states begin to re-open for business, and banking demands accelerate. There are a few things to consider.

- Consumers will likely continue to leverage the drive-up in greater numbers than ever before. To that end, many institutions are building drive-ups into ongoing business continuity plans and subsequently assessing what needs fixing and what needs replacing.
- The branch transformation discussion has accelerated in response to the pandemic. Branches nationally are rethinking their footprint.
- Cash recyclers are gaining ground both in response to evolving branch design and drive-up efficiencies.
- Customer facing technology has never been so important. The conversation has extended beyond ATMs to ITMs/advanced terminals especially given their transaction portfolio and a ‘self-service first’ option which eliminates heavy reliance on costly video support.
- Both biometrics and near field technology are gaining traction as they relate to integrated electronic security.

We can help you review all of these issues and map out your strategy.

And most importantly...

In the same way that you have been there for BranchServ, we are here for you. Whatever your equipment or service needs, BranchServ is committed to exceeding your expectations and we would welcome any opportunity to help you make your business better.

Best Regards,

Tom Brennan
Chief Executive Officer
BranchServ, A Division of Custom Vault Corporation