



Most Innovative Bank in Africa

African FinTech Awards 2016

Press Release

FNB is the most innovative bank in Africa

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FNB South Africa was recently awarded the coveted title of **“Most Innovative Bank in Africa”** at the **2016 African FinTech awards**. Part of the annual Finance Indaba, these awards recognize and reward innovative and disruptive FinTech companies that have originated in, or are primarily focused on, Africa.

Innovation at FNB is an ongoing process and forms part of the bank’s culture that revolves around creating and growing meaningful innovations. “This prestigious award is a great feat for the bank and demonstrates our ongoing commitment to ensuring that our customers are at the centre of all of our innovations. We would like to thank all our customers who adopt our innovations and our staff members who have contributed to making our bank the most innovative bank in Africa,” says Jacques Celliers, CEO of First National Bank in South Africa.

The FinTech Africa Awards celebrates innovators that shape the future of finance and acknowledges the work they do to transform the industry. “FNB recently launched version 5.0 of its award winning banking app in South Africa that offers enhanced features such as fingerprint verification, tap and pay, secure chat with a private banker as well as a watch app. With over 2 million connected devices this innovation has enabled and transformed the bank’s digital journey,” says Celliers. “We find that more than ever before, the financial services industry is being disrupted with new entrants and fintech start-ups. Extending our digital ecosystem beyond banking creates value for our customers who have higher expectations for mobility and convenience. What makes us unique is that we don’t chase trends or fads but rather ensure that our products and systems are truly innovative and enduring for our customers,” adds Celliers. The bank’s list of innovations has grown since 2004, when the FNB Innovators programme was launched. With over 9000 implemented innovations to date, FNB has not only transformed the financial services landscape but also changed the way banking is seen and done in Africa.

Leveraging and focusing on new age technologies, engineering and analytical tools in support of our timeless purpose of ‘helpfulness’ and putting customers first (business and personal), is at the centre of everything we do and stand for. “It’s incredible to be part of an innovative organisation where people continuously look for new and creative ways of doing things. I believe that creating a culture of continuous learning, encouraging people to think out of the box and driving a culture of innovations benefits our customers, our brand and contributes to the industry as a whole. This mindset of collaboration, integration and innovation is one that will continue driving us forward into the future,” concludes Celliers.

First National Bank Ghana Limited is a 100% owned subsidiary of the First Rand Group and FNB is an operating division within the group. Digital migration and innovation are central to the group’s strategy and First National Bank Ghana is no exception in this regard. The bank places great emphasis on introducing innovative solutions that directly address customer needs – whether it’s providing cutting-edge mobile payments solutions or enabling customers to bank through self-service channels. It’s customers can expect unique solutions that not only give them control of their finances, but improve their banking experience and add convenience to their lives.

Innovative features such as Geo Payments, Once off payments, Card Management (includes the ability to cancel and activate cards), prepaid airtime purchases, and free inContact transaction notifications are only a few of the innovative solutions offered by First National Bank Ghana.



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