



PRYME

Pryme is a streamlined card issuance and management platform that automates the entire card production process. It offers a robust infrastructure that enables financial institutions to efficiently operate in-branch and instant self-service channels with ease.

The Pryme Card Vending Machine revolutionizes card issuance technology, providing a self-service solution for bank customers. With 24/7 availability, this channel prioritizes the convenience of last-mile customers, reducing congestion in our partners' banking halls and minimizing waiting time.



CARD VENDING MACHINES (CVMS)- Work-Flow



Validate

customer account:

Confirms the account number is authentic and returns account details



Validate

customer identity:

Validates customer either via OTP or customer's biometrics



Generate Card Data & Debit Account:

Initiates Card Issuance request process by debiting account and generating card data



Pin Issuance- Customer is prompted to provide preferred 4-digit pin



Card Printing - Card data is encoded into Magstripe, Chip and card information printed on the card



Link Card to Account:

Consummates the Card Issuance Request process by linking the card to the account

CVM SPECIFICATIONS

SPEC	T100	M350	M400
Description	•Fingerprint scanner •Binoculars camera •Power equipment •Industrial PC panel •23.8-inch screen •RFID scanner •Body Sensor •QR code scanner •Receipt printer	•ZF 1 scanner •Industrial customized kiosk camera •Power equipment •Industrial PC panel •21.6-inch screen •80GB memory size •RFID reader •QR code coder •Receipt printer	•ZF 1 scanner •Industrial customized kiosk camera •Power equipment •Industrial PC panel •21.6-inch screen •80GB memory size •RFID reader •QR code coder •Receipt printer
Memory	128 SSD/ 1 TB HD	Win 10 Pro8gb/256gb	Win 10 Pro8gb/256gb
Enclosure	Industry standard machine manufacturing steel	Steel & metal plate base, powder coated with a matte gloss finish	Steel & metal plate base, powder coated with a matte gloss finish
Uniqueness	4 hopper printer loading 1,200 cards	Single hopper printer loading 150 cards	Double hopper printer loading 400 cards

CVM GALLERY



T100



M SERIES

CVM IMPLEMENTATION (Inc. Ordering)



ORDERING

- Offer letter is issued and accepted
- PO is shared and the mandatory 70% prepayment is made by bank
- Production TAT: 2-5 months, depending on the CVM model



DELIVERY

- Upon production completion, the bank lead contact is notified
- Details of pick-up personnel are shared along with means of ID
- Pick Up date is aligned



CONNECTION

- Bank tech team is briefed on the requirements
- Team above and Pryme project team will implement the connection as documented. UAT is signed off after a successful connection



TRAINING

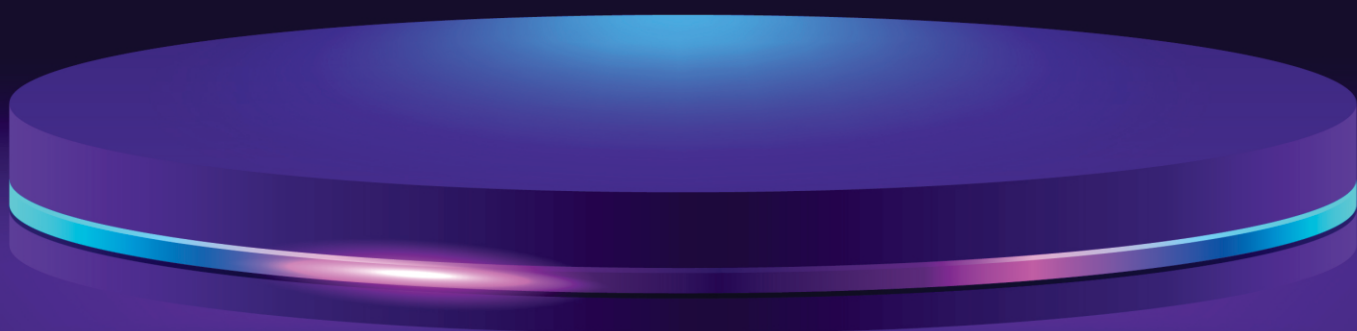
- End Users of the CVMs are trained. Online training is adopted, and weekends are preferred
- Train the Trainer is applicable to the core tech team



CLOSURE

- Issuance commence
- Support contacts and issue escalation matrix provided

CVM 2.0



CVM 2.0

Card Issuance + 9 New Functionalities

Pryme Card Vending Machine 2.0, a solution that helps financial institutions automate more than 80% of their Customer Service processes.

9 new functionalities + Card Issuance

Assists with customer acquisition

**Increases the return on investment
on the Card Vending Machine**



CVM 2.0 FEATURES

Account Opening

Funds Transfer

Check Balance

Get Instant Card (Not billed for)

Hotlist Card

Lock Account

Log Complaints

Customer Information Update

Statement of Account Request

Pay Direct

CVM 2.0 – BENEFITS

1

AUTOMATION

9 new processes on the same machine that only issued cards

When a CVM 2.0 machine is placed outside, it will massively decongest the banking hall

2

EXPERIENCE

Customers are empowered to self-solve key service needs

Delivering a significant level of time saving and appreciable experience

3

COST REDUCTION

CM 2.0 slashes the cost of delivering customer service in a way that impacts the bottom line

Takes away the need to employ more CSOs and set up new branches

4

SCALABILITY

Customers are empowered to self-solve key service needs

Delivering a significant level of time saving and appreciable experience

Email: pryme@qore.inc | **Website:** qore.inc/pryme

