



The ABS-Bank Suite for Retail Banking V8.0 offers even more features for savings products with increased workflow efficiency and enhanced access via mobile channels

This announcement letter provides information on all new features and services in the context of the announced release offering. Where applicable these features will become available as part of your current license, while enhancement of your existing license can facilitate complementary features.

Management Summary

At a glance the ABS-Bank Suite for Retail Banking V8.0 offers the options for:
(The product references section will provide you with more detail on these options)

- ◆ Improved usability for internet banking applications using **WEB 2.0**
- ◆ Internet Banking can now benefit from our **dynamic multi-lingual features**
- ◆ Enhanced flexibility and security for the internet banking applications
- ◆ Clients can now use their **Smart-Phone** to access internet banking applications
- ◆ Increase client flexibility and transaction authentication with **TAN via SMS**
- ◆ Benefits from the reuse of Equens based account numbers
- ◆ **Offer savings products to companies and larger corporations**
- ◆ New interest features for offering **innovative savings products**
- ◆ Improved reliability and scalability in provisioning of users and accounts
- ◆ **Reduced workload and cost benefits** in the account application process
- ◆ Benefit from channel specific workflows in the applications process
- ◆ Optimized workflow for closing accounts with pending product application
- ◆ Less administration of agents with import and provisioning of agents
- ◆ Fully unattended processing for applications issued on non-banking days
- ◆ Secure your **SEPA compliancy**, by support of the Direct Debits Protocol
- ◆ Assure **operational excellence** with our improved problem analysis
- ◆ Support for the new Dutch savings products for **“Banksparen”**
- ◆ Assure a timely **Payment Service Directive Compliancy**

This new release will enable the bank to save costs by further optimizing their business processes and to further increase their position in the savings market while enabling their clients to benefit from the innovative banking product offerings. With our continuing commitment to implement new technology, the bank can assure that their products and services will be able to satisfy the ever increasing market demands.

Planned availability dates

The ABS-Bank Release 8.0 will be available in October 2009. The release date for the client specific implementation of this release can be agreed on with your delivery manager.

Statement of Direction

Allshare continues to enhance and improve their solutions. For release 8.5 we are aiming for the new product features and options highlighted below:

- Jam Jarring - "Doelsparen"
- EBPP (Electronic Bill Presentment & Payment)
- SEPA Direct Debits

Release 8.5 is expected to be released in the first quarter of 2010.

Customer specific or Allshare User Group requests for change (RFC's) are welcomed until September 2009. After that date there will be limitations to accommodating new RFC's with a high impact.

We hope to meet you in September to discuss these and your priorities, as input to the final scope of this new release.

Product references

The ABS-Bank solution is comprised of the following product components:

- **Quaestor Core Banking (Q)**
- **eBanking (EB)**
- **eSecurity (ES)**
- **eMessaging (EM)**
- **Publishing Office (PO)**
- **Workflow Reminder Bus (WRB)**

Below an insight is provided in the new product features of release 8.0 in relation to the involved high-level product components.

Improved usability for internet banking applications using WEB 2.0 (EB)

Due to the continuous innovation in the eBanking application we can now offer the possibility to use Web 2.0 technology in the Internet Banking Portals that can contribute to the usability of the application.

When using WEB 2.0, new types of controls can be implemented in the application portals: drag-and-drop, sliders, progress bars, tabs, etc. Some of these controls are already used in the retail portal for release 8.0. Specifically the order entry screens for local, foreign and SEPA payments as well the address book screens (and their integration with order screens) have been redesigned with a much-improved usability in mind.

This will also allow the bank to implement WEB 2.0 marketing ideas that can be integrated with our eBanking application. Via a project approach we can assess the requirements for your WEB 2.0 banking solution and agree on its implementation.

Internet Banking can now benefit from our dynamic multi-lingual features (EB / PO)

The ongoing innovation has contributed to the multi-lingual features that have become more dynamic and more comprehensive. As a result all customer channels in release 8.0 fully support internationalization:

- 1) the language used in the internet applications
- 2) messages sent to users by email
- 3) Personalized letters via postal mail

The demand for personalization can be met by letting the user customize their preferred language settings in their profile, for which the bank controls what languages they want to support in their internet applications.

The user language settings are applied to all screens and all personalized textual artifacts, including messages and eMails that are delivered by the application. The choice of language and locale affects all on-screen controls and display formats.

Enhanced flexibility and security for the internet banking applications (EB)

The innovation in the eBanking application has also contributed to the flexibility of the product in facilitating customization of the bank specific web applications that can be applied independently from the standard product release time-lines.

In release 8.0 we have implemented the most recent enterprise Java technology for web applications, which provide the means to:

- A faster time-to-market for realization of new front-end changes and customizations on customer requests;
- Further strengthen the product against the vulnerability to cross site scripting (XSS) attacks.

Clients can now use their smart-Phone to access internet banking applications (EB)

Banks can now provide their clients access to the eBanking retail functionality via their smart-phone. The recent smart-Phones are equipped with a browser that satisfies the requirements for secure internet banking. We support these smart-phone based on a mobile web application that is optimized to accommodate the screen resolution of the smart-phone.

Banks can get an impression of what they can provide to their clients based on a demo of the ABS branded eBanking retail front-end that is available on an iPhone, using the Safari browser v 2.1 for the iPhone.

Increase client flexibility and transaction authentication with TAN via SMS (ES)

Currently Transaction Authentication Numbers (TAN) are already available for the authorization of transactions. These TANs are pre-generated and result in a TAN list that is delivered by postal mail to the user. With the new release a TAN can also be generated for a specific transaction, when authorization for this transaction is requested and then delivered in real-time via SMS to the mobile phone of the user.

Aside from avoiding the logistics involved with a TAN list regarding exhaustion or when they were lost/stolen, the client can now benefit from more flexibility and better security for TAN.

Sending a single TAN via SMS only when it is needed, results in a very short time-frame in which this TAN can be used. The TAN will now be generated in relation to the activity to be authorized by the user, by which it can only be used to authorize this specific transaction. Hence when intercepted it cannot be used to authorize a malicious transaction injected by a third party.

Additionally TANs that are sent to the customer can only be accessed by the person who has access to the phone (i.e. has the pin-code / password to access the phone). As such the customer is responsible for the ownership of and access to the phone they registered with the bank.

The client now has the flexibility to authorize internet banking transactions from anywhere, obviously assuming they carry their mobile phone with them, which is usually the case. While it was unlikely they would risk exposure of the TAN list by taking that away from the security of their home.

Benefit from the reuse of Equens based account numbers (EB / Q)

With the reuse of account numbers in release 8.0, the bank has to acquire fewer account numbers ranges from Equens, which are in short supply.

In previous releases a closed account had to be purged from the eBanking data stores before the same account number could be allocated (reused) for a new account. Purging closed account data from the eBanking data store has a dependency towards the client's ability to view the transaction history of this account, which is tight in to the obligation of the bank to offer this history until it expires (e.g. for tax reporting etc.)

In the new release the history of a closed account can be kept while the account number can already be reused for a new account for the same or another client.

Offer savings products to companies and larger corporations (EB / Q)

The savings products that banks could offer to retail clients via the electronic channels are now also available to companies and larger corporations. These Corporate Clients can use the direct channel to apply for savings accounts, where they will specify their chamber of commerce details and the registered involved parties (including multiple account proxies and the Ultimate Beneficiary Owner). The product application web service provides for the integration with 3rd party direct channels.

The product application process workflow incorporates the validation of the chamber of commerce details and or could use the pre-validation details that were acquired during submission of the request in the public portal.

New interest features for offering innovative savings products (Q)

To accommodate more innovative savings product it is now possible to use planned interest changes on accounts. These savings schemes can be defined for the product types and can be committed by the Bank upfront.

It could for example be used to implement a kind of loyalty interest, which is typical interest functionality applied, for instance in the Dutch 'Banksparen' products.

Improved reliability and scalability in provisioning of users and accounts (Q / ES)

Provisioning of eSecurity users and accounts for eBanking is an automated process that is performed for the accounts opened in Quaestor, related to internet enabled products. The improved provisioning process is based on a direct integration between the systems, replacing the file import batch processing.

This integration works in a fully transactional atomic manner contributing to the reliability and scalability of the interface. Additionally the new interface allows for improved manageability and operational monitoring.

Reduced workload and cost benefits in the account application process (Q)

In the process for acceptance of a new client that opened an account via the internet, it is required to validate the authenticity of the client's identity. The Dutch WIF legislation allows for the identity of the client to be derived by the fact that another bank has already performed this validation.

This requires that the client already has an account in the same name and with the same account holders at another bank. During the account application this account is to be reflected by the specified designated account, for which until now, the initial deposit coming from this account was a pre-requisite to validate the account name and thereby the account ownership for the WIF validation.

In the new release it is also possible to perform the designated account name validation using an account name enquiry issued to either Equens or the Postbank, which is requested directly after the application request is received. The validation is then performed before the account is opened based on the result of the enquiry.

Of course the required initial deposit still needs to be received before the account can be released and it needs to originate from the registered designated account.

Benefit from channel specific workflows in the applications process (EB / Q)

To accommodate different account application processes depending on the originating channel, the release now also supports different workflows per channel. Hence artifacts such as letters, eMails and/or user messages and their recipient(s) can be configured differently per channel.

For example welcome eMails could be sent for product applications that originate from the direct (public) channel while omitted for the agent channel (because the agent can determine the status of the product application via their private agent portal). Moreover welcome letters and/or legal documents can be sent either to the client or to the Agent where applicable.

Optimized workflow for closing accounts with pending product contracts (Q)

When the client cannot satisfy the prerequisites for opening an account or decides to abort the account application, the account needs to be closed, while it still has a pending contract. This process used to require a considerable number of attended operations to be performed in the back office and was error prone. It presented the risk that the client could receive wrong information about the state of the account.

The new release has automated this process by providing a single operation for it, which can optionally be automated via the workflow reminder bus when after numerous reminders to the client the prerequisites are still not satisfied.

Less administration of agents with import and provisioning of agents (Q / ES / PO)

While in previous releases the administration of agents was mainly a manual process attended by the back-office, in the new release no more manual labor needs to be performed.

Agents can now be created using an import process. It will create the sales and commission agreements and will initiate the provisioning of the agent users.

Users for agents are now automatically populated in the eSecurity data store. They are welcomed to the system and informed of their user-id via postal mail and receive their password via eMail as part of the automated processing.

Fully unattended processing for applications issued on non-banking days (Q / PO)

For banking products that require an initial deposit, the bank could opt to wait for this deposit to be received from an external account, or require that these funds be collected from an internal account.

In the new release these banking products can be configured to automatically reject the account application request when on a banking business day the balance of the internal account is insufficient for collecting the initial deposit.

Hence if the account application request is submitted on a non banking business day it can be automatically accepted, but will not be approved until the next banking business day where the balance of the designated internal account is validated.

When the account application request is rejected, the requesting user can be informed about the rejection based on the eBanking messaging functionality.

Secure your SEPA compliancy, by support of the Direct Debits Protocol (Q)

The European banks need to be ready to support SEPA Direct Debits (SDD) latest November 2010, however from November 2009 banks can already deploy them. As a result the bank could theoretically receive SDD collection requests, while they themselves do not support them yet.

To assure SEPA compliancy and as such proper processing of the SDD messages when received from another bank, release 8.0 will be able to receive the collection requests, however will not accept them for the account. Hence for the targeted account the collection request will be registered in Quaestor where it will automatically be rejected. A back-office employee will be able to see the collection requests that were received for the account.

In practice the bank client should be aware that their bank does not support SDD and therefore not give a mandate to a debtor to collect money from their account. In case the client did give a mandate for the account, a SDD collection request can be received by the bank. Alternatively unauthorized or fraudulent mandates could be provided by the debtor party.

To assure the awareness of the bank's client in case a debtor tried to collect money from their account, they are informed about this attempt by eMail.

Assure operational excellence with our improved problem analysis (Q)

To assure the operational excellence of our solution we can provide emergency fixes if needed, or apply an update outside of the release cycle if so agreed with the bank.

It is therefore essential to be able to assess the installed components of the current system, to assure a quick problem analysis.

Starting from release 8.0 a tool is available that can assess what version of the Quaestor is running at the bank, i.e. determine the version and all installed fix-packs registered by the system.

Support for the new Dutch savings products for “Banksparen” (Q / EB)

With the introduction of release 8.0 it becomes possible for the bank to implement the new Dutch savings products for ‘Banksparen’, a savings product that utilizes tax benefits. These savings accounts are blocked for debit until the end of the term and within this term the capital is accumulated for a specific goal, which is bound to the product contract.

The following kinds of ‘Banksparen’ products apply:

- Eigenwoningsparen (Own home savings)
- Lijfrentesparen (Annuity savings)
- Pensioensparen (Pension savings)

Accounts for these products can be opened in Quaestor and be monitored by the clients using the eBanking retail portal.

Payment Service Directive Compliancy according to changed Dutch legislation (Q)

The Directive on Payment Services (PSD) provides the legal foundation for the creation of an EU-wide single market for payments. The provisions of this Directive will need to be implemented by all Member States by the 1st of November 2009.

With release 8.0 the banks can comply with this directive and its changes regarding direct debits (collections, revocation terms and transaction types).

Compliancy

This section provides an overview of compliance with industrial and or regulatory standards. This will list all compliancy changes that apply in the context of the new release. The listed compliancy will apply if your license includes upgrade support for the components in this context.

- SEPA SCT rulebook v3.2
- Payment Service Directive 2007/64/EC

For a full list of compliancy for our products and solutions please contact our compliancy officer: Ben van den Broek.

Deprecated and deferred features

With the introduction of release 8.0 the following features are no longer supported:

- The use of LDAP for the security data store has been deferred to Oracle
- Load and stress test benchmark scripts based on the previous front-end technology

Furthermore it should be noted that even though the following techniques were never officially supported, they are no longer available in release 8.0:

- Use of pub files for submitting public product application requests
- Updating XSLT files for textual modifications of the eBanking front-ends
- Aediles import script files for the creation of users and account access

It should also be noted that upgrade support to release 8.0 is only available coming from release 7.0 or higher. Migrating from earlier releases requires a project approach.

From the 1st of April 2010, release 6.5 (and earlier releases) of the ABS-Bank Suite will no longer be supported.

Education

Aside from our existing training programs for functional and technical administration of our products and solutions, the following educational services are available in relation to release 8.0:

- Functional and technical administration for payments services related to SEPA Credit Transfers
- Functional Administration of Agents
- Functional Administration of automated product status action features
- Functional Administration for Crystal Reports

Additionally we have the following workshops available on request:

- iDEAL Workshop

Presentation of the iDEAL internet payment solution,

- introduction iDEAL (history, transaction volumes, rolemodel, conditions)
- An overview of the Allshare iDEAL solution
- Security (general and iDEAL specific)
- Demonstration of the Allshare iDEAL solution

followed by an assessment of the customer specific requirements for the iDEAL internet banking front-end for the Bank (using the bank specific token)

- Web 2.0 Workshop

The Web 2.0 advanced GUI features can also be applied to the customer specific front-ends of the Bank. For this purpose we can demonstrate these web 2.0 features and assess the customer specific design with a team of specialists from both the customer and Allshare.

Also note that we provide training to our clients in the use of Jira, for the process of Incident, Service and Change requests.

For more information on our training programs and other educational services please contact our Services Director: Mischa Pohlmann

As always we can also provide you with a client specific training on the new release in preparation of the User Acceptance Testing (UAT). Please contact your Delivery Manager or the Services Director Mischa Pohlmann if you want to arrange for this educational service or any other form customized education.

Release 8.0 Conference Day

In October 2009 we will invite you to come to our office in Hoofddorp to participate in our release 8.0 Conference Day. In the morning Product Management will give you the inside story on the new features of the release and after the lunch you can have a hands-on with product functionality and or discuss your upgrade plans.

This conference day will be organized free of charge. Please contact our Sales Director Hans Boddeke to inform us of your attendees.

Publications / Documentation

The following publications are available and where applicable updated for release 8.0:

- eSecurity Admin Console
- eSecurity Logging Reference Guide
- eBanking Security Management Guide
- eBanking Domain Entities
- eBanking Configuration Guide
- eBanking standard functionality
- Quaestor retail batch description

Release notes and installation instructions on all components of the release 8.0 products are made available as part of the client specific delivery. Additional documentation is also made available as part of the client specific implementations.

Technical Information

Release 8.0 will be tested to work correctly and is to be supported on the following systems:

Component	Version	Fixpacks / patches	Comments
IBM AIX	5.3	ML5 or higher	
eBanking Compliant application server:			
IBM Websphere Base and ND editions	6.1.x	WebSphere fixpack 21	
BEA Weblogic	9.2	WebLogic no fixpack	
IBM MQSeries	6.0	Fixpack 6.0.2.1	
IBM JDK	1.5	SR3 or higher	Included with WebSphere application server
Oracle Standard Edition	10g	10.2.0.3	
Crystal Reports 2008 / Business Objects	12.0		
CA Gen	7.6AFG		The CA Gen 7.6 version is required for recent AIX and Oracle versions

Quaestor Compliant container:			The container is used for Quaestor add-ons and external interfaces. For example the Business Integration Bus (BIB) that accommodates the SOA and EDA based integration for the components of the ABS-Bank Solution.
Apache Tomcat	5.5.x		
IBM Websphere Base and ND editions	6.1.x		
BEA Weblogic	9.2		

It should be noted that IBM Tivoli Directory Server is no longer a requirement, because the security data store is no longer LDAP based.

Actuate is no longer listed because it is no longer an integral part of our product, however we still support clients that already used actuate with our product in the past.

Services

For release 8.0 Allshare offers a wide range of services to aid our Clients in taking this release into production and afterwards to support the operational services for the production environment.

Upgrade Support:

The upgrade support is the support needed by the Client to upgrade its current installed release of the Banking Applications to a next, most recent (major or minor) release of the Banking Applications. These services will be carried out on request and supervision of the Bank.

User Acceptance, Acceptance Test Support:

This is a consultancy based service to support our Clients with its User Acceptance Test in Client's own environments.

Load and Stress testing Services:

Load testing is focused on determining eBanking/Quaestor performance characteristics when subjected to use scenarios and load volumes anticipated during normal production operation in the IT Environment (production).

During Load testing Allshare attempts to load the system to meet the expected goals. Peak load conditions are defined and added to test case scenarios to determine if the system meets the stated performance criteria. When the results of the load test indicate that performance of the system does not meet its expected goals, Allshare will tune the system to meet the stated performance criteria.

Stress testing is focused on determining eBanking/Quaestor performance characteristics when subjected to usage scenarios and load volumes beyond those anticipated during production operations (including when eBanking/Quaestor systems are subjected to other stressful conditions, such as limited memory, insufficient disk space or server failure).

Standby Services:

The objective of this service is to provide Client with the possibility of temporary stand-by support during compelling events or to expand the standard service window of the Service Desk and related professionals for particular purposes.

Monitoring Services:

Assuring the optimal availability of the Allshare Solution requires active monitoring of the systems. This monitoring can be applied on several levels using specific tools that will take care of monitoring the whole of the infrastructure.

Consulting Services:

We can provide additional consultancy services in the use of our products and associated technologies. These are delivered by Business Consultants, Functional Consultants, Technical Consultants and Project Managers.

Hosting, Housing and ITO Services:

This service provided by Allshare will facilitate the physical location and or deployment and management of the solution environment (i.e. infrastructure, including all servers and software components).

The ITO services will fully take over the responsibility for the IT according to the conditions and duration of the ITO and SLA agreements.

Please contact your Delivery Manager or the Services Director Mischa Pohlmann for more information on the support/services that you are interested in.

Terms and Conditions

This document aims to truthfully and correctly inform our clients regarding release 8.0 based on the facts known to Allshare at the date reported in this announcement letter. Changes to the release or its context could be applicable after this date.

This announcement letter cannot provide any guarantee or impose any liability to Allshare Banking Solutions based on the information contained.

Allshare Banking Solutions provides its customers a wide range of licenses. Allshare Banking Solutions is the first Dutch service provider that provides all of her customers the possibility to base their User License Contract on a Business based pricing model (pay per use).

Allshare Banking Solutions provides its customers also with a wide range of product packaging possibilities. Depending on your license/packaging product components and features are made available to you.

Feel free to contact our Sales Director, Hans Boddeke. He can provide you with more details on the license structures and your existing license/packaging.

ABOUT ALLSHARE BANKING SOLUTIONS

Allshare is an innovative software company that is focused on offering solutions, based on one or more of its software products. Allshare Banking Solutions provides the solution for innovative banks that aim for flexibility, responsiveness and resilience to enable agility towards opportunities in the rapidly and unpredictable changing market.

Allshare's Retail Bank Solution is a modern, fully integrated core banking system that supports all common retail banking activities. The integrated product workbench enable for a low risk introduction of new products. The flexible workflow management can accommodate any business requirement.

Allshare's eBanking Solution offers banks the opportunity to provide multi channel access to their banking services while assuring customer intimacy. The business process flow and the enforcement of security policies can easily be customized, while commercial products can easily be introduced including the support of financial planning.

Allshare's eSecurity Solution provides the fully auditable security services that assure security in a multi channel solution. User-id, password, One Time only Passwords (OTP's), Challenge Response Tokens and PKI can be applied in the authentication and authorization / signing steps.

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