



## Diebold And Al Rajhi Bank Receive Innovation Award For Collaboratively-Developed Self-Service Solution

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### Diebold software enables customized services to enhance consumer experience

DUBAI, United Arab Emirates, June 7, 2016 /PRNewswire/ -- Diebold, Incorporated (NYSE: DBD) and Al Rajhi Bank have received the [Best Technological Innovation Award](#) at the [2016 Cards and Payments Conference and Exhibition](#). This award recognizes the most innovative technological contribution to a card or mobile payment launch that has helped deliver a unique product or service to the market. The co-developed self-service terminals, powered by Diebold's dynamic software platform, enable online banking, statement printing and biometric authentication, as well as the issuance of new checkbooks and debit cards. The terminals will continue to be implemented across Al Rajhi's branches in Saudi Arabia through 2017.



"It was a great experience to work with Diebold to design and manufacture a customized solution to create a truly differentiated customer experience," said Adel Al-Rajhi, senior director of direct banking, Al Rajhi Bank. "The feedback we have received from our customers proves that we have introduced a truly unique solution to the market. Our customers value the convenience the self-service terminals provide, as they are able to receive a multitude of services on the spot in just a few moments."

The custom solution was co-developed in [Diebold's Europe, Middle East and Africa \(EMEA\) Center of Innovation](#), which provides customers with the opportunity to explore innovative technology solutions, collaborate with industry experts and experience new solutions. Alhamrani Universal, Diebold's local partner, is assisting in the implementation of the custom units across Al Rajhi's network. A replica of the Al Rajhi Bank custom solution is available for viewing at Diebold's Dubai Solution Centre in the United Arab Emirates.

"This award highlights Diebold's dedication to collaborative innovation, meeting our customers' business objectives and elevating the consumer experience," said Bassem Bouzid, Diebold senior vice president and managing director, Europe, Middle East and Africa. "We have multiple centers of innovation around the globe that enable us to work directly with our customers to create custom hardware and software solutions that meet specific market and business needs. This approach to customer service is what truly makes us unique in the market."

#### About Al Rajhi Bank

Founded in 1957, Al Rajhi Bank is a leading International banking group with total assets of SR 307 billion (US\$ 80 billion), a paid up capital of SR 16.25 billion (US\$ 4.33 billion), employing more than 9,600 associates. With over 58 years of experience in banking and trading activities, the various individual establishments under the Al Rajhi name were merged into the umbrella 'Al Rajhi trading and exchange corporation' in 1978 and it was in 1988 that the bank was also established as a Saudi share holding company. With an established base in Riyadh, Saudi Arabia, Al Rajhi Bank has a vast network of over 600 branches, more than 4,100 ATM's, and 4,600 POS units installed with merchants and the largest customer base of any bank in the Kingdom.

**About Diebold**

Diebold, Incorporated (NYSE: DBD) provides the technology, software and services that connect people around the world with their money - bridging the physical and digital worlds of cash conveniently, securely and efficiently. Since its founding in 1859, Diebold has evolved to become a leading provider of exceptional self-service innovation, security and services to financial, commercial, retail and other markets.

Diebold has approximately 15,000 employees worldwide and is headquartered near Canton, Ohio, USA. Visit Diebold at [www.diebold.com](http://www.diebold.com) or on Twitter: <http://twitter.com/DieboldInc>.

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