

TO ALL STOCK EXCHANGES

**BSE LIMITED
NATIONAL STOCK EXCHANGE OF INDIA LIMITED
NEW YORK STOCK EXCHANGE**

February 3, 2022

Dear Sir/ Madam,

Sub: Press Release

Please find enclosed the press release titled '**Union Bank of India Offers WhatsApp Banking powered by Infosys Finacle**' for your information and records.

This information will also be hosted on the Company's website, at www.infosys.com.

Thanking you,

Yours sincerely,
For **Infosys Limited**



A.G.S. Manikantha
Company Secretary

Union Bank of India Offers WhatsApp Banking powered by Infosys Finacle

Bengaluru, India – February 3, 2022: [Infosys Finacle](#), part of EdgeVerve Systems, a wholly-owned subsidiary of [Infosys](#) (NSE, BSE, NYSE: INFY) and [Union Bank of India](#), a leading public sector bank in India, today announced the availability of its banking services on WhatsApp following the successful implementation of Finacle Conversational Banking, Finacle Remote Banker, and Finacle Mobile Teller solutions. The new service from the bank, called Union Virtual Connect (UVConn), will give its retail customers personalized, daily banking services, at their preferred time, place, and in seven languages initially. With Finacle, the bank has also transformed its branch banking experience, by optimizing branch and teller performance, minimizing queues, enabling relationship manager mobility, and improving operational efficiencies.

Highlights:

- Finacle Conversational Banking and Remote Banker ensure an engaging conversational experience throughout a customer's digital journey with the flexibility of human assistance as required. The capabilities include - text, voice, or video messaging, along with sharing images, documents, and other content
- Union Bank's customers can now safely connect with the bank's official number, via the end-to-end encrypted WhatsApp messaging interface, from their registered mobile numbers with added levels of authentication
- Finacle's solutions offer comprehensive capabilities to customers for banking on the go, on a device of their choice. These include requests like account balance, mini statements, cheque status, cheque book request, stop cheque payment, locker rent enquiry, and auxiliary services like doorstep banking, UMobile app, account opening (retail loan, saving, and NPS), linking Aadhaar number, ATM/Branch Search, grievance redressal, nomination registration, and cyber security tips
- Union Bank will be able to onboard new customers remotely and instantly, via secure messaging on WhatsApp in a quick, frictionless, and digitized manner
- Finacle Remote Banker is agnostic to any messenger interface and can work seamlessly with multiple messenger ecosystems. This enables the bank to extend conversational banking experiences to other popular chat messenger platforms as well

Shri Rajkiran Rai G, Managing Director & CEO, Union Bank of India, said, "It has always been our endeavor to build lasting relationships with customers by offering simple, fast, and contextual banking solutions and experiences with improved convenience. In line with this vision, we have introduced this service on WhatsApp, one of the most popular instant messaging applications in the world. Our retail

customers can execute a host of their banking requirements on their own, without visiting a branch, instantaneously and securely. With Finacle Conversational Banking and Remote Banker we can now tap into the growing prominence of social media in everyday life. We expect this simple and convenient form of banking to add immense convenience to our customers and hope to see its rapid adoption in the months to come.”

Sajit Vijayakumar, Senior Vice President and Chief Operating Officer, Infosys Finacle, said, “Union Bank of India is adapting to the constantly changing needs of their customers and meeting them with new-age banking experiences. WhatsApp has been one of the most popular messengers, revolutionizing the way people interact, and India has one of the largest WhatsApp user bases in the world. With Finacle Conversational Banking, Finacle Remote Banker, and Finacle Mobile Teller, Union Bank of India continues its journey towards making banking faster, easier, and more engaging, building on its illustrious heritage while reinventing itself for digital-first banking.”

About Infosys Finacle

Finacle is the industry-leading digital banking solution suite from EdgeVerve Systems, a wholly owned product subsidiary of Infosys. Finacle helps traditional and emerging financial institutions drive truly digital transformation to achieve frictionless customer experiences, larger ecosystem play, insights-driven interactions and ubiquitous automation. Today, banks in over 100 countries rely on Finacle to service more than a billion consumers and 1.3 billion accounts.

Finacle solutions address the core banking, omnichannel banking, payments, treasury, origination, liquidity management, Islamic banking, wealth management, analytics, artificial intelligence, and blockchain requirements of financial institutions to drive business excellence. An assessment of the top 1250 banks in the world reveals that institutions powered by the Finacle Core Banking solution, on average, enjoy 7.2% points lower costs-to-income ratio than others.

To know more, visit www.finacle.com

Safe Harbor

Certain statements in this release concerning our future growth prospects, financial expectations and plans for navigating the COVID-19 impact on our employees, clients and stakeholders are forward-looking statements intended to qualify for the 'safe harbor' under the Private Securities Litigation Reform Act of 1995, which involve a number of risks and uncertainties that could cause actual results to differ materially from those in such forward-looking statements. The risks and uncertainties relating to these statements include, but are not limited to, risks and uncertainties regarding COVID-19 and the effects of government and other measures seeking to contain its spread, risks related to an economic downturn or recession in India, the United States and other countries around the world, changes in political, business, and economic conditions, fluctuations in earnings, fluctuations in foreign exchange rates, our ability to manage growth, intense competition in IT services including those factors which may affect our cost advantage, wage increases in India, our ability to attract and retain highly skilled professionals, time and cost overruns on fixed-price, fixed-time frame contracts, client concentration, restrictions on immigration, industry segment concentration, our ability to manage our international operations, reduced demand for technology in our key focus areas, disruptions in telecommunication networks or system failures, our ability to successfully complete and integrate potential acquisitions, liability for damages on our service contracts, the success of the companies in which Infosys has made strategic investments, withdrawal or expiration of governmental fiscal incentives, political instability and regional conflicts, legal restrictions on raising capital or acquiring companies outside India, unauthorized use of our intellectual property and general economic conditions



affecting our industry and the outcome of pending litigation and government investigation. Additional risks that could affect our future operating results are more fully described in our United States Securities and Exchange Commission filings including our Annual Report on Form 20-F for the fiscal year ended March 31, 2021. These filings are available at www.sec.gov. Infosys may, from time to time, make additional written and oral forward-looking statements, including statements contained in the Company's filings with the Securities and Exchange Commission and our reports to shareholders. The Company does not undertake to update any forward-looking statements that may be made from time to time by or on behalf of the Company unless it is required by law.

For more information contact PR_Global@Infosys.com