



* CUSTOMER PROFILE



Large Worldwide Bank

Developing a real-time notification system for a major bank

"The Bank has always provided its customers with innovative value-added products and services. VeriSign helps our customers to remain informed about all vital credit card transactions, in order to regularly monitor account activity. By adding the VeriSign Intelligent Messaging Network to our credit card offering, we can now deliver additional world-class, industry-leading services to our credit card customers."

Customer Spokesperson

+ Overview

This bank is one of the largest financial institutions in the world, employing more than 150,000 people. It serves its wholesale, consumer, commercial, private and asset management clients through an extensive global network.

+ Key Challenge

It wanted to provide its customer base in India with mobile-based credit card alerts related to any financial transaction, allowing users to monitor account activity in near real time.

+ Solution

VeriSign® Intelligent Messaging Network technology provided the bank's credit card customers with Active Alerts, an innovative feature that keeps cardholders informed, via email or Short Messaging Service (SMS) messages delivered over mobile phones, of vital transactions made with the card. VeriSign intelligent infrastructure services, integrated with the network, provides a secure, cost-effective mechanism for delivering first-rate customer service.

+ Results

- VeriSign delivers Active Alerts to the bank's credit card customers, providing them with up-to-the-minute information on many critical transactions.
- Risk Alerts inform customers of multiple purchases, and Maintenance Alerts notify customers when they are nearing their credit card limit.
- These alerts help customers monitor expenditures as they make credit card purchases, providing them with a wide range of value-added financial services.
- VeriSign processes close to one half million messages per month globally for the bank.

Visit us at www.VeriSign.com for more information.

©2005 VeriSign, Inc. All rights reserved. VeriSign, the VeriSign logo, "Where it all comes together," and other trademarks, service marks, and designs are registered or unregistered trademarks of VeriSign and its subsidiaries in the United States and in foreign countries.

00021262 11/29/2005



Where it all comes together.™