

Media Release

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New BNZ technology to speed up banking by phone

In a New Zealand banking first, BNZ customers will soon be able to identify themselves simply by talking on the phone. In October this year, the bank will implement voice biometrics and open speech navigation technology, which will see an end to the time consuming questioning needed to verify a customer's identity.

Voice biometrics will allow customers to verify their identity and prove who they are simply by saying their access number into the phone.

BNZ head of direct Mel Cadman says the technology is a world class innovation and is in line with the bank's focus on ensuring customers experience the best service possible whenever they interact with the bank.

"These new tools mean that customers calling us can quickly and securely verify who they are, without lots of questions or complex passwords," says Cadman.

The introduction of open speech navigation means customers can direct where their call will go and reach the right person the first time simply by saying what they want to do. Presently, over 21% of calls into BNZ call centres must be transferred to another part of the business.

"To us, providing an outstanding customer experience means connecting our customers as quickly as possible to the right person to help them.

Our challenge is to make interacting with us simple in an environment where the ranges of queries our staff address through the contact centre are becoming more complex and varied.

Open speech navigation and voice biometrics will enable us to know who our customers are, what they are calling about and deliver them to the right area and staff member to resolve their enquiry the first time," says Cadman.

The service will be progressively available at all BNZ contact centres, beginning with retail banking in October this year.

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