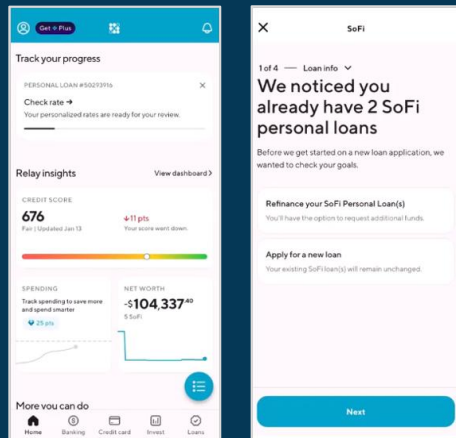
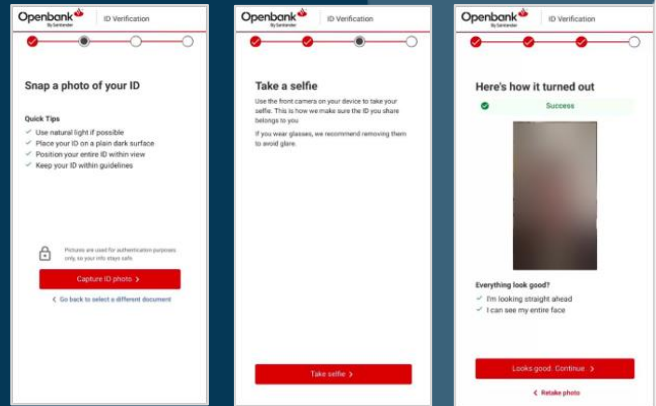


## Openbank Adds Selfie Verification

Openbank now requires applicants to take a selfie after submitting an image of the front and back of their government-issued ID. Users receive instant approval upon completing the verification process successfully.

Selfie verification enhances security and fraud protection, while reducing the friction commonly associated with traditional identity verification methods. The selfie adds another layer of validation beyond personal data, offering higher confidence in applicant authenticity and improving trust.

Despite the benefits, selfie verification is not a common feature among the brands tracked by the Digital Banking Analyzer: only 10% of the retail checking brands and 1% of the savings brands require selfie verification with their identity and verification processes.



## SoFi Keeps Loan Applications Alive

SoFi encourages re-engagement with abandoned loan applications through a dedicated tile on the home screen.

The “Track your progress” tile highlights an in-progress loan application that includes a progress meter and a nudge to re-engage with a “Check rate” prompt.

When selected, users are met with an interstitial message to resume where they left off (including the previously requested loan amount and original date of the application) or the option to delete the application and start over.

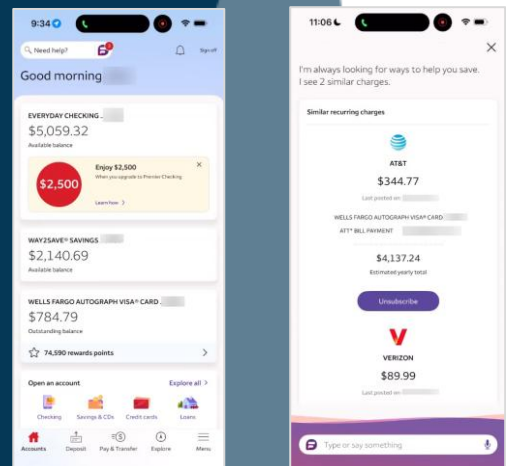
In the example shown, the user chose to delete the existing application and initiate a new one, triggering tailored messaging that reflects current loan relationships while presenting relevant refinance options and the ability to apply for an additional loan. This approach creates a more personalized and meaningful re-engagement experience.

## Fargo Goes Proactive

Wells Fargo’s chatbot, Fargo, proactively delivers personalized, data-driven insights, notifying users of updates through a notification indicator on the chatbot interface.

When users open the chatbot, they are presented with daily insights displayed in an easy-to-navigate, scrollable carousel. Insights include spending summaries, activity forecasts, recurring charge breakdowns and unusual activity alerts. For example, Fargo can identify two similar recurring charges — such as multiple recurring phone bills — and flag this for the user, highlighting potential duplicate spending.

Users can engage with insights in the carousel to explore additional details or take action directly. Fargo tracks which insights have been viewed and when the user returns to the insights menu, the bot prioritizes unseen content to create a coherent user experience. Insights are refreshed daily to ensure relevancy and keep users up-to-date with spending activity.



## Advisors Plus on... The Evolution of Chatbots

Wells Fargo’s chatbot, Fargo, moves beyond early chatbot capabilities by proactively delivering personalized, data-driven insights that anticipate needs. Instead of simply responding to queries, it guides users with timely recommendations, fostering deeper engagement, improving financial decision-making and redefining digital banking as a proactive, intelligent experience for the modern consumer.

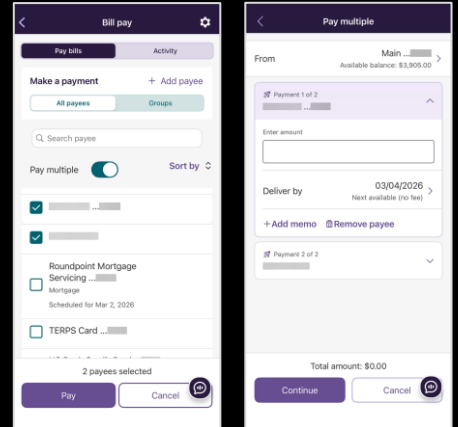
## Truist Streamlines Multiple Bill Payments

Truist has added the ability to execute multiple bill payments in a single journey.

In the bill pay section, users can seamlessly switch to pay multiple accounts within a single flow. Payees are selected from a checklist, and key details — such as payment amount, processing date and memo — are entered for each transaction on one consolidated screen, creating a more efficient and streamlined payment experience. For the user, the ability to settle multiple bills in a single session saves time, reduces friction and reduces risk of missed payments. For Truist, this capability can drive stronger engagement and lower support costs. Consolidating multiple journeys into a single experience also creates natural opportunities to introduce relevant cross-sell options.

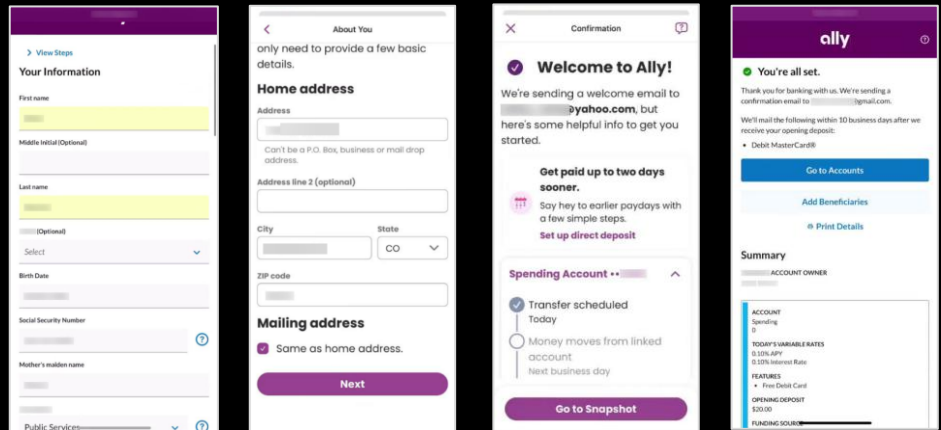
Additionally, Truist recently made UI revisions to its app's payments capabilities, including updates to its pay to mobile and QR code journeys.

The majority of other providers leverage Zelle to give users the ability to request shared payments from others or split bills seamlessly within the bill pay experience.



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## Ally Takes Fresh Approach to Onboarding

Through thoughtful design and progressive disclosures, Ally enhanced the app onboarding experience, making account setup faster, clearer and more intuitive. The streamlined approach produced a notable reduction of twenty points in its Journey Effort Score — a measure calculated by the Digital Banking Analyzer as the total friction encountered by new applicants during the onboarding journey (score dropped from 110 points to 90 points).

The onboarding journey is broken into simple, clearly guided steps, helping users understand their progress and what information is required next. Ally simplifies the experience by grouping related fields, clearly identifying optional inputs and using familiar mobile design patterns that feel intuitive on a smaller screen. Inline guidance and contextual help reduce uncertainty around sensitive information, such as social security details, to increase user confidence and completion rates.

The experience is optimized for mobile, with responsive layouts and input fields that work seamlessly with device keyboards and autofill. By balancing regulatory requirements with clean design, transparency and reassurance, Ally reduces friction at a critical first interaction, creating a positive experience during the initial moments of the relationship.

### ABOUT THIS MONTH IN DIGITAL

Velera, formerly known as PSCU/Co-op Solutions, the nation's premier payments CUSO and an integrated financial technology solutions provider, supports the success of more than 4,000 financial institutions and processes more than 16 billion transactions annually. The newsletter is produced by Velera's digital banking Advisors Plus consulting practice in partnership with Curinos and its Curinos' Digital Banking Analyzer platform of digital banking content and journeys.