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LiveBank
by ailleron 



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mBank



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LiveBank

Remote, Digital, Successful!

Unlocking Investment
Sales through Video
Channels – Insights
from **mBank**

Ailleron Innovation Forum 2025



How It Started

In-Person Operations

Manual Processes

Limited Access

Personal Relationships

Communication

Security

Digitalization Benefits

Online & Mobile Banking

24/7 Access

Automated Services

Enhanced Security

Personalized Services

Virtual Branches





Next-Gen Banking - Virtual Branch

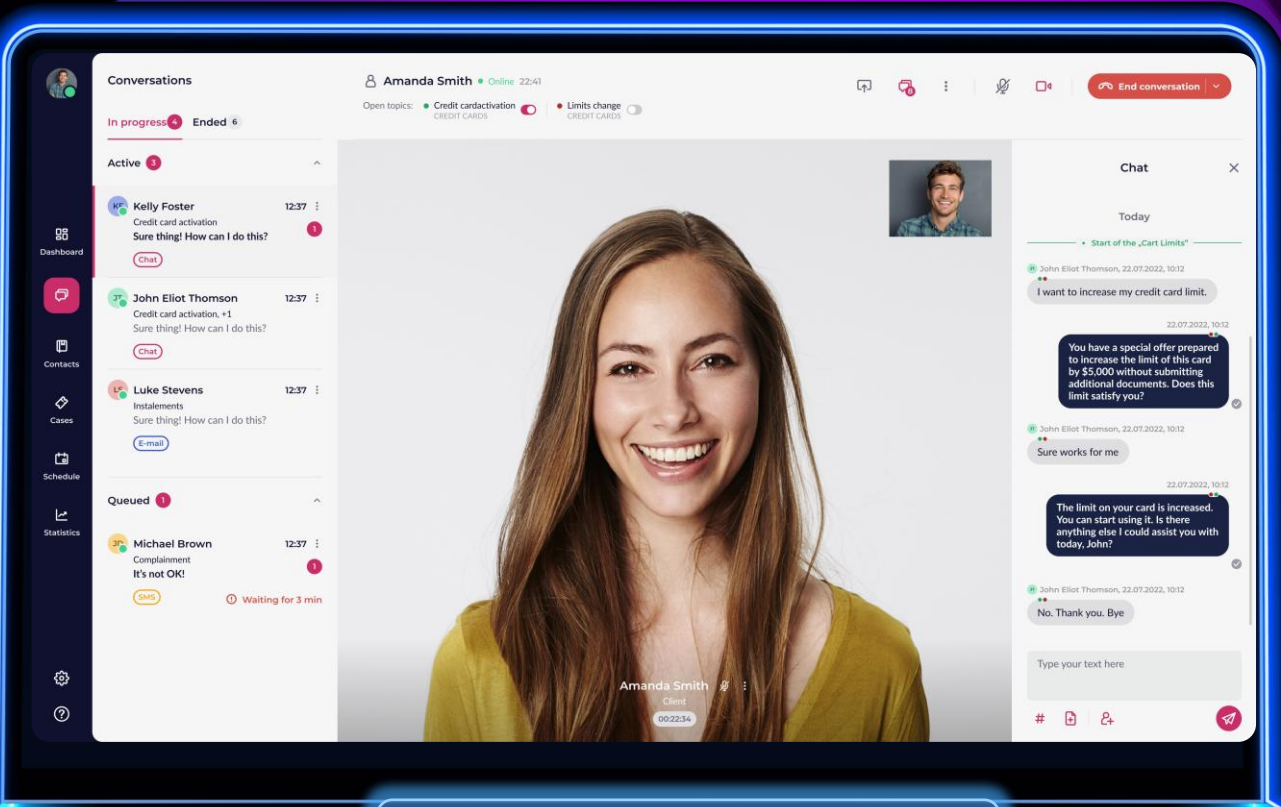
All services in one place

On-site Branch

Mobile Banking

Bank Products

Personal Relationships



Virtual Branch

#AIF2025



Video Channels for Mortgages and Investment. Project Goals.

seamless

efficient

secure



Virtual Branch

scalable

user-friendly

high quality

Key Values & Partnership

- ✓ **Partnership**
- ✓ Trust
- ✓ Openness
- ✓ Respect
- ✓ Transparency



Results and Achievements

- ✓ Increased Efficiency
- ✓ Enhanced Customer Satisfaction
- ✓ Expanded Services
- ✓ Cost Savings
- ✓ Improved Accessibility





Fully Remote
Omnichannel



Extraordinary
Team



Compliance with
Legal Regulations



Easy All Platform
Accessibility



AI Supporting
Tools



Enhanced
Security

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New Directions to Grow

**Enhance
Customer
Experience**



**Increase
Sales
Potential**



**Expanded
Product
Offerings**



**Customer
Convenience**





Final Thoughts



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Thank you!

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