

SILVERLAKE SYMMETRI ISLAMIC OMNICARD

The Current Landscape

Islamic banks are faced with a persistent demand from their customers to produce card-based financing options, payment convenience, and the ability to pay for purchases in accordance with the Sharia'h.

The ability to accomplish these tasks through conventional cards is however considered 'haram', or prohibited, due to the interest-based nature of the conventional cards business. This does not however preclude Islamic banks from offering halal card products if the Riba, or interest, is removed as the major earning mechanism.

Cards are a major source of income for conventional banks. Sizeable revenues can be collected from card membership fees, transaction fees, merchant discounts, penalties for overdue payments, and especially from compound interest earned when cardholders maintain an outstanding balance.

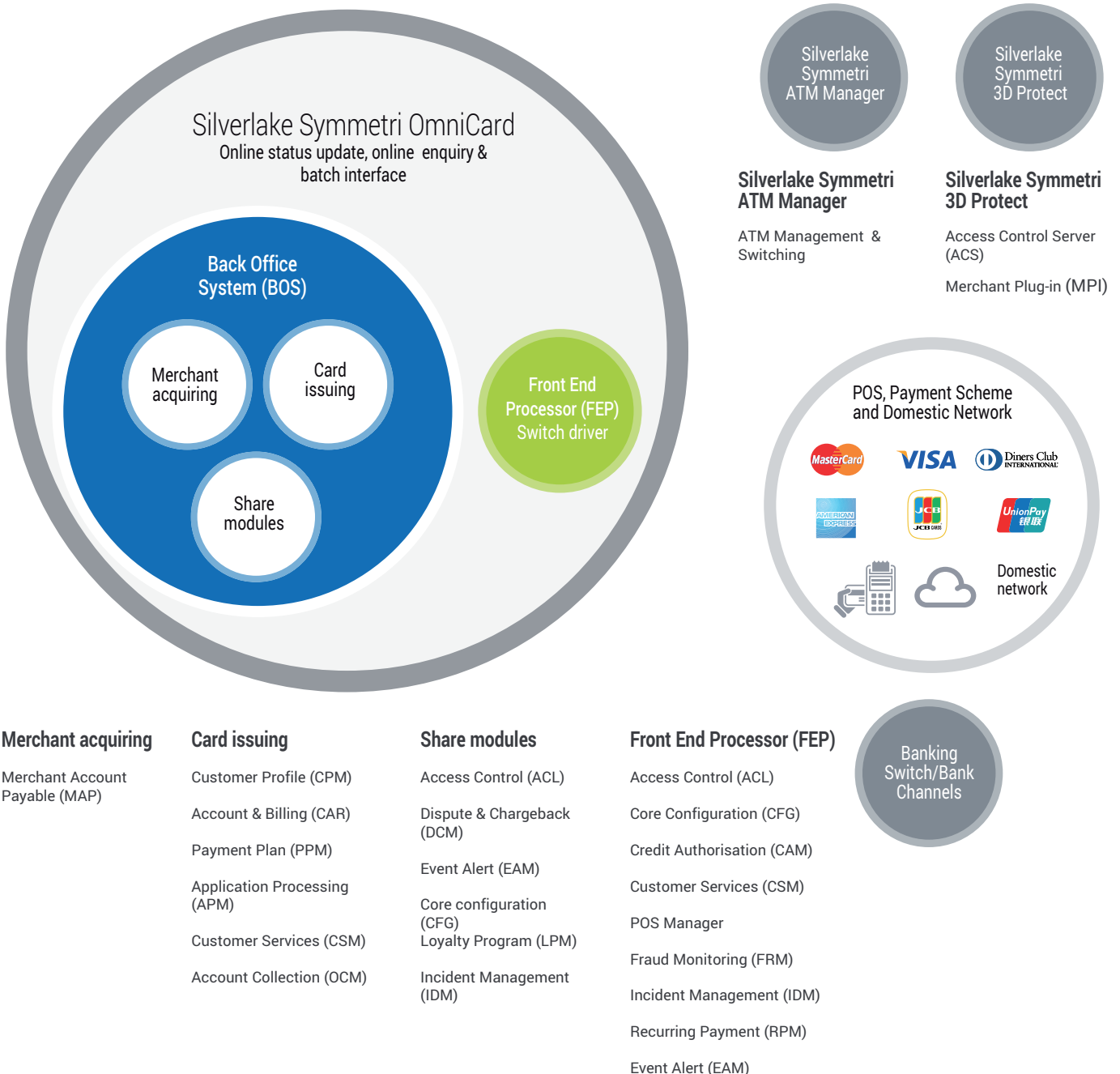
The Sharia'h does not prohibit collection of fees or earning profit from sales or transactions, it does however denounce the practice of usury as represented by interest. Therefore, if the collection of interest can be removed from card transactions, then Islamic cards are permissible and can be profitable.

SHARIA'H COMPLIANT



To remain competitive, Islamic banks must be able to offer customers card products that are Sharia'h compliant and free of interest-earning features.

Silverlake Symmetri Card Management Solution Suite



Merchant acquiring

Merchant Account Payable (MAP)

Card issuing

Customer Profile (CPM)
Account & Billing (CAR)
Payment Plan (PPM)
Application Processing (APM)
Customer Services (CSM)
Account Collection (OCM)

Share modules

Access Control (ACL)
Dispute & Chargeback (DCM)
Event Alert (EAM)
Core configuration (CFG)
Loyalty Program (LPM)
Incident Management (IDM)

Front End Processor (FEP)

Access Control (ACL)
Core Configuration (CFG)
Credit Authorisation (CAM)
Customer Services (CSM)
POS Manager
Fraud Monitoring (FRM)
Incident Management (IDM)
Recurring Payment (RPM)
Event Alert (EAM)

Banking
Switch/Bank
Channels

SHARIA'H COMPLIANT

Silverlake Symmetri Islamic OmniCard

Silverlake Symmetri Islamic OmniCard is a complete card and payments solution designed to help Islamic banks run secure and profitable card operations. To remain competitive, Islamic banks must be able to offer customers card products that are Sharia'h compliant and free of interest-earning features. The parameterised nature of Silverlake Symmetri Islamic OmniCard enables Islamic banks to quickly offer innovative and competitive card products that are fee-based.

We understand your needs

Support for Sharia'h compliance

Silverlake Symmetri Islamic OmniCard can help Islamic banks provide interest-free Sharia'h-compliant card products with some or all of the following salient features:

- o No interest is charged on any outstanding balance.
- o Credit is limited to and guaranteed by funds coming from the customer's account that is based on a Wadiah contract or other deposits of the customer in the Islamic bank.
- o Total profit chargeable over the card's duration is fixed at the start.
- o Sharing of card operations cost with cardholders.
- o Additional funds can be made available to customers through a Qard Hassan contract.
- o Administration fees calculation can include the ratio between the previous month's operating costs and outstanding balance.
- o Variable fees can be charged to guarantee purchase payments to merchants or as a fee for the provision of the credit facility.

SHARIA'H COMPLIANT

Serve customers better

With Silverlake Symmetri Islamic OmniCard you can offer innovative Sharia'h-compliant card products quickly while serving your customers more efficiently and profitably.

The solution provides:

- o Sharia'h compliance.
- o Comprehensive card and merchant management.
- o Parameter-driven and automated capabilities.
- o Flexible application structure.
- o Real-time or batch SMS and email alerts or reminders to customers based on online/batch rule settings.
- o Flexible product definition and pricing.
- o Support for card business strategies.
- o Scalable and superior technical architecture.
- o Superior customer-centric design.



With Silverlake Symmetri Islamic OmniCard you can offer innovative Sharia'h-compliant card products quickly while serving your customers more efficiently and profitably.

Silverlake Symmetri Islamic OmniCard supports loyalty programs with special features such as points merging at the customer level and multiple redemption options.



Real-time and scalable validation of transactions based on user-defined credit and fraud control parameters allows for fast and secure transactions processing.

SHARIA'H COMPLIANT

Comprehensive and flexible

Silverlake Symmetri Islamic OmniCard includes pull-down lists with pre-loaded values and valid values election lists. The Islamic “buy and sales” concept for setting customer credit limits and profit over card membership duration is also supported.

Silverlake Symmetri Islamic OmniCard is a comprehensive and modular solution that can grow with your business. You can choose to start with a basic card system and then add new modules and features later on. As your business grows, you can easily expand your card offerings to include a wider range of cards such as credit, debit, stored value and private-label cards.

Customer-centric sales and marketing

The wide range of parameter-driven choices provided by Silverlake Symmetri Islamic OmniCard enables you to quickly launch new products with innovative features. Silverlake Symmetri Islamic OmniCard supports tiered rates in computation of monthly fees and delinquency charges, variable administration fees, cost-sharing based calculation of fees, transaction pricing based on merchant or Merchant Category Code (MCC) and payment methods such as instalments and recurring payments.

Silverlake Symmetri Islamic OmniCard makes it easy to manage new cardholder accounts. It supports online particulars maintenance, generation of decision letters, application scoring schemes and automatic card number generation.

Silverlake Symmetri Islamic OmniCard helps you manage the myriad of relationships you have with your cardholders. You can track cardholders with multiple accounts, multiple cards product types, and multiple cards with ease. Silverlake Symmetri Islamic OmniCard also supports card embossing/encoding.

Loyalty programs are an essential customer retention strategy and banks need to execute multiple types of loyalty programs to promote card usage. Silverlake Symmetri Islamic OmniCard supports loyalty programs with special features such as points merging at the customer level and multiple redemption options.

SHARIA'H COMPLIANT

Efficient merchant, dispute, and collections management

Silverlake Symmetri Islamic OmniCard supports differential discount rates for 'on-us' and 'not on-us' cards, and different discount rates based on volume or promotions. It also automates many laborious processes such as credit and debit adjustments to merchant accounts, chargeback to merchants, payment advice, cheque printing, sales commission and generation of merchant volume analysis reports.

Silverlake Symmetri Islamic OmniCard automatically tracks the whole cycle of retrieval and chargeback, and processes all incoming and outgoing chargeback, retrieval and miscellaneous transactions. It has a comprehensive set of reports such as critical outstanding items reports, by days and by amount and excess chargeback listings, by MCC and by merchant. This eases the resolution of disputes quickly. Silverlake Symmetri Islamic OmniCard has a rich set of parameters that classifies account stages such as delinquency, over-limit, billing cycle, product code, and account status. It supports prioritisation and distribution of accounts to collection agents, and has a rich set of template letters for use. This enables you to benefit from an efficient built-in collection process.

Highly secure card transactions

Real-time and scalable validation of transactions based on user-defined credit and fraud control parameters allows for fast and secure transactions processing. Silverlake Symmetri Islamic OmniCard also provides online interfaces to various payment associations such as Visa's and MasterCard's systems for real-time 24-hour authorisations. Silverlake Symmetri Islamic OmniCard includes a switch that links your card system to all external systems such as call centres, IVRs, Point-of-Sales (POS) terminals, ATMs, international and country-specific payment networks, and to your core banking system.

Silverlake Symmetri Islamic OmniCard's multi-bank features enable your card centre to process card transactions for multiple financial institutions (i.e., member banks). This gives you the facilities needed for a lucrative business in card acquiring.

About Silverlake Symmetri Islamic OmniCard

Silverlake Symmetri OmniCard is Omni platform that offers Card and Payment Solution. It is designed for both Consumer and Islamic Banking. To remain competitive, Islamic banks must be able to offer customers card products and merchant acquiring that are Sharia'h compliant. The parameterized nature of Silverlake Symmetri OmniCard enables Islamic banks to quickly offer innovative and competitive card & merchant products.

About Silverlake Symmetri

Silverlake Symmetri's solutions provide banks with a range of banking software that enables them to address their core banking, customer management, online banking, mobile banking and card management requirements.

Banks around the world are using the suite's componentised business solutions to help drive their customer service, retention and core operational strategies through improved visibility of customer relationships and increased front to back office efficiencies. The flexibility and functional breadth of these solutions helps banks to optimise the customer experience, improve operational efficiencies and excel through innovation, ensuring banks drive profitability and maintain compliance.

About Silverlake Axis

Silverlake Axis creates technologies and build sustainable and dynamic environments to enable the Digital Economy. What sets Silverlake Axis apart is the foundation for its computing principles, which are grounded on mathematical theories.

Silverlake Axis has more than 25 year track record of experience and a breadth of expertise as a leading provider of Digital Economy solutions and services for major organizations in Banking, Insurance, Payments, Retail and Logistics industries. Over 40% of the top 20 largest banks in South-East Asia run the Silverlake Axis core banking solution, and we are the core system platform partner of choice for 3 of the 5 largest ASEAN super regional financial institutions.

Today, the Group's solutions are delivering operational excellence and enabling business transformations at over 200 organisations in ASEAN, Australia, China, Europe, Japan, Middle East, New Zealand and South Asia. Silverlake Axis is listed in the Mainboard of the Singapore Stock Exchange (SGX).

For more information, please visit www.silverlakesymmetri.com
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