

News Release

FOR IMMEDIATE RELEASE

Hitachi Terminal Solutions Receives Order for ATM Outsourcing Services from GSB in Thailand

To comprehensively outsource services for 2,900 ATMs for the first time in Thailand

Bangkok, February 3, 2020 --- Hitachi Terminal Solutions (Thailand) Co., Ltd. (“Hitachi Terminal Solutions (Thailand)”), a local subsidiary of Hitachi-Omron Terminal Solutions, Corp. (“Hitachi-Omron Terminal Solutions”) in Thailand, today announced that it has received an order for an ATM deployment and management outsourcing services from a state-owned bank of Thailand, Government Savings Bank (“GSB”) by partnership with Platt Nera International Limited. Hitachi Terminal Solutions in Thailand will provide GSB with comprehensive operation service, including asset provision, operations, monitoring and maintenance of 2,900 ATMs for five years. GSB is the first financial institution in Thailand to comprehensively outsource a major part of its ATM estate.

In Thailand, more than 60,000 ATMs are currently in operation. The operation and management costs of ATMs are a large technical and financial burden for financial institutions, therefore, banks are focused on finding alternate methods to manage their estates, reduce their cost and enable them to focus on their core banking business. GSB has similar issues related to operation and management costs and has decided to adopt the ATM outsourcing services.

Since Hitachi-Omron Terminal Solutions entered the Thai market in 1990, with its cash dispensing ATM (“CD”), it has 30 years of experience in self-service channel technology. As a sales and maintenance service company in Thailand, Hitachi Terminal Solutions (Thailand) has a strong reputation for its service ecosystem, including maintenance and call centers, advanced technologies and reliability for automated deposit machines and cash recycling ATMs, holding the top share (approximately 80% of the market) of ATMs with a cash deposit and recycle function.

Through the ATM outsourcing services for GSB, Hitachi Terminal Solutions (Thailand) will provide nation-wide stable ATM operation and reduction of costs and employees’ workloads for operating ATMs. This will be achieved in cooperation with Hitachi Payment Services Private Limited (“Hitachi Payment Services”), the largest

independent and agnostic ATM outsourcing services provider in India, by utilizing the company's capability and expertise in ATM outsourcing services. Hitachi Payment Services currently manages approximately 70,000 ATMs, accounting for a major share in the Indian market through its technology, in-house system and software, redundant infrastructure and highly-skilled professionals across India.

Hitachi Terminal Solutions (Thailand) and Hitachi-Omron Terminal Solutions will continue to satisfy its customers' diverse needs cooperatively as one Hitachi Group, harnessing its track record and expertise to provide high value-added solutions and services and contribute to higher efficiency and service quality across financial institutions.

Comment from Keita Tada, Managing Director, Hitachi Terminal Solutions (Thailand) Co., Ltd.:

The company is very proud to receive an order for comprehensive ATM outsourcing services from GSB for the first time in Thailand. With this ATM outsourcing service, Hitachi Terminal Solutions will establish a large-scale ATM monitoring center in Thailand and provide high-quality, improved services to GSB. Demand for ATM outsourcing services will further increase in the Thai market. We will utilize the experience and technologies accumulated by the Hitachi Group to expand the ATM outsourcing services business and continue to contribute to the development of financial institutions in Thailand.

Comment from Prapan Asvaplungprohm, Chairman and Executive Director, Platt Nera Co., Ltd.:

Platt Nera Co.,Ltd. takes pride in gaining trust from Thailand's Government Saving Bank who has awarded the company 5-years outsourcing contract for 2,900 ATM's. This achievement is an extension to the Company's core capability in providing end-to-end ATM operation service to banking customers. Fulfillment of this contract will be achieved through cooperation with our partner, Hitachi Terminal Solutions (Thailand) Co., Ltd. We appreciate strong value proposition that Hitachi Terminal Solutions contributes to the project: professionalism, product quality and technology, strong service operation, world class experiences, and partnership spirit.

About Hitachi Terminal Solutions (Thailand)

Hitachi Terminal Solutions (Thailand) was established in 2015 as a local corporation of Hitachi-Omron Terminal Solutions, aiming to expand ATM business in Thailand. It has a business system, including solutions for improving the value of sales, maintenance services and ATMs, and is working to understand the diverse needs of financial institutions and solve their issues. Currently, the company is expanding sales of cash recycling ATMs and cash dispense ATMs, which are already being used in the country, as well as the maintenance service business through its support for over 10,000 ATMs, amongst other activities.

About Hitachi-Omron Terminal Solutions

Hitachi-Omron Terminal Solutions, headquartered in Tokyo, Japan, is a member of the Hitachi Group and a leading vendor of cash recycling ATMs in the world. Hitachi-Omron Terminal Solutions provides highly reliable ATMs and bank systems that address real user needs. The company supports a secure, safe, and comfortable society through our prominent technologies and innovative solutions.

For more information about Hitachi-Omron Terminal Solutions, please visit:

<https://www.hitachi-omron-ts.com/>

For inquiries regarding this matter, please visit:

<https://www8.hitachi.co.jp/inquiry/hitachi-omron-ts/general/en/form.jsp>

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