

Enpara.com
A DIGITAL-ONLY
Branchless Bank



77%
Net promoter score

50%
Customers coming through referrals

24/7
Open

30 sec
Only to reach customer representative on the phone

Fully digital
Customer onboarding

BUSINESS CHALLENGES

- ▶ Keeping up with the demands of millennials who prefer digital banking
- ▶ Creating rich and meaningful digital and mobile experiences
- ▶ Implementing a fully digital customer & client onboarding process
- ▶ Expanding the offerings in SME banking
- ▶ Simplifying 20-30 pages long legal banking documents



RETAIL & SME BANKING
1,250,000 CUSTOMERS



'We have **1,25 million customers** and our Net Promoter Score is 77%, while the average for banks in Turkey is only 45%. **9 out of 10 customers are happy** to be our customers.'

Emel Gökcan Sünter - Product, Process and Digital Channels Division Manager, Enpara.com

SOLUTION

Omni-Channel Delivery	Digital Customer & Client Onboarding
Retail Internet & Mobile Banking	SME Internet & Mobile Banking
VeriChannel	