



PRESS RELEASE

Unipol Banca launches UGF Point, the first multimedia fully automated 'do-it-yourself' branch providing for banking and financial services

**UGF Points will be opened in the
Unipol Assicurazioni and Aurora Assicurazioni agencies
and will extend Unipol Banca distribution network, thus enhancing
the UGF integration strategy between bank and insurance**

**The first four points launched in Bologna, Chiavari (GE), Ferrara and
Guastalla (RE). Others will be opened all over the national territory.**

Unipol Banca has implemented **a project for renewing its sales network**, including new products destined to reposition the way of carrying out banking activities in Italy and to enhance the integration strategy between bank and insurance, according to the original model pursued by Unipol Gruppo Finanziario.

UGF Point is the new multimedia fully automated 'do-it-yourself' space, that will gradually join the Unipol Assicurazioni and Aurora Assicurazioni agencies already widespread in Italy, and that will extend Unipol Banca distribution network (282 branches, 167 of which co-located with insurance agencies, 35 financial outlets and over 400 financial advisors).

UGF Point is a **comprehensive connecting place** where customers can find the ideal environment for carrying out their own **transactions** and receive all **information** they need with utmost **quickness** and **transparency** and **in full autonomy**.

In the fast evolving financial landscape, **public needs and expectations are changing** too, mainly as regards the relationship between customer and traditional banking branch. Today's clients request for customized services, higher comfort and quick provision of services, new connections, utmost autonomy in carrying out transactions and real-time information.

Furthermore, **driven by the more and more marked confluence of banking and insurance needs**, customers necessitate to identify a unique interlocutor supplying them with **integrated products**, which are the ones able to offer a comprehensive and advantageous package of services.





Thanks to the **multimedia Timatic position** – which is located in each UGF Point and created **in cooperation with Telecom Italia** according to the utmost modern **digital technology** – the customer can make transactions and get information **24 hours a day** and **in full safety**. The position allows customers to carry out both traditional **ATM transactions** (from withdrawals to cell phone top-up) and more advanced operations (cash deposits and cheques). They are also allowed to **have on line access to their current account**.

“Touch screen” monitors enable using the **video call** service (so as to connect to an expert who is always available). The new spaces have been projected to welcome clients in a **relaxed atmosphere**, protected by the utmost **advanced surveillance systems**, in order to guarantee the maximum **comfort** and **safety**.

The project is being tested in the Unipol Assicurazioni agencies in **Bologna, Chiavari, Ferrara** and **Guastalla**. In the next years new UGF Points will progressively involve other Unipol Assicurazioni and Aurora Assicurazioni agencies all over the national territory.

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