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Exciting times at Eurogiro

Positive winds are blowing across Eurogiro. The Eurogiro Financial Supermarket is expanding, the change of ESSP partner was a success, new postal organisations are lining up to join the community and we are expanding the organisation.

With almost two years since the change of ownership of Eurogiro, we can now look back on a couple of exciting and busy years. The list of accomplishments is long and includes internal projects like migrating and upgrading the IT infrastructure and solution-oriented projects, e.g. the change of ESSP partner, and the introduction of the Financial Supermarket.

Altogether, we can proudly say that the foundation for delivering more value to our

treasured members has never been stronger. So, now we can rightfully focus even more on growing the community and delivering on the promise of innovation and new revenue streams to our members. In this newsletter, you will learn about some of the exciting deliveries we have had recently. You can read about the Eurogiro Community Meeting and Technical User Group meeting in Bucharest, and we talk to Pascal Clivaz from UPU to get his view on

the liberalisation and innovation of postal organisations.

We hope you will enjoy reading this edition of the Eurogiro newsletter and we look forward to many new achievements together in 2020.

The Eurogiro Management Team (Michael Mikkelsen, Mladen Perković, Dame Damevski and Jacob Tackmann Thomsen)

Focus on making Eurogiro members champions

On 1 January 2020 Adam Erritzoe took on the position as CEO of Eurogiro. Already before the new adventure began the objective was clear: Eurogiro members must always be champions



What convinced you to be part of the Eurogiro journey?

I am very fascinated by the unique combination of a strong postal community with a new and proven innovative payments platform and a mission to improve financial inclusion.

I believe Eurogiro has built a very solid foundation for the future growth with the recent infrastructure improvements, the new ESSP partner and the introduction of the Financial Supermarket.

The journey ahead is so exciting that I could not say no to Jacob when he introduced me to Eurogiro and the position as CEO.

Which elements from your experience do you expect to make the most use of in your new role?

It will probably be a good mix of everything. My six years with McKinsey and Company provided me with a solid ballast for problem solving, my years in the financial sector doing strategy and product launches have given me industry insights and my experience from automotive/mobility with re-thinking business models and launching new successful global start-ups supports the growth of Eurogiro.

Nevertheless, Eurogiro is already on the right path and for me it is more about how I can contribute to the existing team and help Eurogiro and the community to succeed even more – faster.

What do you look forward to the most?

To start working with the team and to meet the members.

And, to make the members champions of financial services with the expansion of the Financial Supermarket, improving financial inclusion globally.

What will be your key focus as CEO?

For me there are two key priorities. First, to keep focus on the stability and continuity of the existing Eurogiro and second, to accelerate the expansion of the Financial Supermarket with posts and partners.

I believe the Eurogiro road is paved for success and my key focus is to ensure we continue down that road and that we are making our members champions.

A call for liberalisation and innovation in the world's postal organisations



Pascal Clivaz has been the Deputy Director General of the Universal Postal Union's International Bureau since 2013. Emphasising the relevance of the UPU as an intergovernmental and unifying organisation, he calls for openness and business model innovation as organisational liberalisation and postal financial services open up a great opportunity for the members of the UPU that requires urgency of action.

Somewhere in between business visits to Uruguay, China and Egypt, our colleague Dame Damevski caught up with Pascal Clivaz, who is also the candidate for the post of General Director of the Union, for a quick conversation about the role of UPU, and specifically on the mandate and the plans to open up the postal payment services network to the wider postal sector players. A development that is of great importance to the Eurogiro community.

What is UPU's role in the future?

As an intergovernmental agency, the UPU needs to find the best way to serve its members and the world's citizens. As part of its mission, the UPU is expected to ensure that communication is delivered in a universal manner. The world today is full of hope and expectations; we just need to adjust and make things happen.

The UPU has just celebrated 145 years of experience, and the UPU network, with its three dimensions – physical, digital and financial – has proved its efficiency. We just now need to fine-tune it, so as to better reflect our societies.

How relevant is UPU and the postal sector today?

The UPU has very recently demonstrated that it remains as relevant as ever. Last September, the UPU held its third extraordinary Congress in Geneva, Switzerland. More than 160 of its 192 member countries came together and decided to set up a new remuneration system for e-format letter items, used in particular for e-commerce cross-border exchanges, based on self-declared rates, to be implemented within the next five years. In so doing, the UPU has played an active role in facilitating trade.

How can UPU open up its membership?

We need to be more open. The most important issue is how to extend access to stakeholders. We should adopt a pragmatic approach. We need to avoid political debate, which will just delay our aim to open up our membership.

The member countries must decide how, but we need to fast track our dialogue with partners and propose common solutions for the market. The UPU has solid and worldwide experience, and the postal market has already been liberalised in many regions and countries, so it should not take too long to achieve the desired level of openness.

Can UPU's development be compared to the evolution of ITU and its membership?

We are of course inspired by our sister organisation. Nevertheless, the postal sector and the UPU have three dimensions and we operate in a different sector. We need to approach the issue in the same way as others, such as the World Intellectual Property Organization (WIPO) or the International Air Transport Association (IATA), and also think about the right business model for running the UPU.

The Istanbul Congress delivered a mandate to open up the postal payment services network to wider postal sector players. What is your view on the evolution of the past year's internal discussions and the progress made in defining principles for Abidjan?

I was in fact one of the sponsors of this idea. And there was a majority in favour of this. My position is that the UPU is still too slow. We need more action in this regard. My personal experience in the Swiss banking sector has enabled me to assess the urgent need for action. Time is running out and no one will wait for the UPU. So, this is the last call for action. If I am elected Director General of the UPU in August 2020, I will definitely make financial services a priority.

Can we see Jeff Bezos at the UPU Congress in 2024?

Not only him, and perhaps earlier if possible!



UPU | UNIVERSAL
POSTAL
UNION

Eurogiro welcomes NiPost as the newest member to the Eurogiro Community

Eurogiro strategically expands payment corridors in Africa

With an inbound flow of more than US\$ 25 billion migrant remittances, Nigeria is the fifth largest remittance-receiving country worldwide, and the largest on the African continent. A large part of the flow stems from Europe, Russia, China, the Gulf States and North America.

Remittance money is mainly delivered via bank branches which are present in Nigeria's cities. To leverage the potential of Nigeria's wide and rural network of post offices, NiPost intends to join the Eurogiro Community. Today, Eurogiro members have the opportunity to expand payment corridors in Africa's largest recipient of person-to-person payments.

The cooperation is a partnership that supports NiPost in its operation as a

licensed institution by the Central Bank of Nigeria to deliver migrants' money sent via international money transfer operators and payment systems. To this end, the Eurogiro implementation team will be working with NiPost to implement and roll out its new supermarket solution.

The Eurogiro Financial Supermarket is the next-generation open payment platform that empowers postal organisations to actively engage in financial services and e-commerce, both locally and globally at a new unprecedented level.

We are pleased to welcome NiPost to the Eurogiro Community.

*Dame Damevski, Chief Commercial Officer
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Barrister Adebisi Adegbuyi, PMG and CEO, NiPost (left) and Mr Dame Damevski (right) signing the Memorandum of Understanding in Amsterdam during the UPU World CEO Forum.

Satisfaction with Erste Bank as new ESSP partner

1 July 2019 marked an important milestone in Eurogiro's history with the ESSP partner changing from Deutsche Postbank to Erste Bank.

We welcomed a strong partner into the Eurogiro Community when Erste Group Bank AG of Austria took over from Deutsche Postbank as Euro Settlement Service Provider (ESSP) earlier this year. The change of ESSP partner led to one of the largest projects for Eurogiro in recent years and, prior to going live on 1 July 2019, extensive work was carried out by the parties involved.

The ESSP platform was redeveloped from scratch using the latest technology, a new and updated web service was introduced,

and all the participating members passed through an extensive KYC and onboarding process. However, as the key design criterion from the beginning was to create minimal change for the ESSP participants, the core functionality and message types remain the same.

Now, after six months of operations, the new and updated platform has proved to be stable and is processing the settlements quicker and more efficiently. In addition, we have received positive feedback about Erste Bank as our new

partner and we have seen an increase in the number of settled transactions. This success would not be possible without the strong support and collaboration with the participating ESSP members and not least without Erste Bank. Therefore, we would like to express our sincere gratitude for the achievements and success so far – and we look forward to strengthening the ESSP partnership even further.

*Michael Mikkelsen, Chief Strategy Officer
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What is ESSP?

Euro Settlement Service Provider is a settlement solution offered to Eurogiro members in collaboration with Erste Bank. Participating ESSP members have a dedicated IBAN at Erste Bank

denominated in Euro for instant settlement of Eurogiro transactions.

For more information contact: essp@eurogiro.com

The Financial Supermarket on the move

2019 has truly been an exciting year for Eurogiro. On top of numerous important projects, development of the Financial Supermarket has been one of the core activities. It is understandable, as Eurogiro considers this to be an important future revenue-generating platform, both for the company and for our members.

In short, the Financial Supermarket is an integrated platform that will enable members to access a large number of Financial Service Providers (FSPs) through a single access point, with no implementation costs, and with considerable potential to generate new revenues for the members from the get-go. The platform will include several major new products:

- 1. MTO Payouts – access to a large number of money transfer operators and their transactions for paying out at post offices.**
- 2. PostalPay – new, powerful and instant money transfer product for the Eurogiro Community, enabling members to exchange instant cash money transfers as well as send money to accounts worldwide.**
- 3. eWallet top-ups – access to a large number of eWallet providers and ability to top up eWallet accounts, directly at the post office.**
- 4. eCommerce – paying for goods and services ordered online, directly at the post office, in cash.**
- 5. Mobile Airtime Topups – top-ups of mobile phone numbers.**

Since the concept was presented at the Eurogiro Community Meeting 2018 in Copenhagen, the Financial Supermarket has caused considerable interest in the Eurogiro Community. Since then, Eurogiro has invested huge resources in launching the platform. And we have some results already.

After the decision to make MTO Payouts the first product in the Financial Supermarket, Eurogiro has onboarded RIA Money Transfers as the first MTO in the Supermarket ecosystem. The first postal institution, a member of Eurogiro, that implemented the Financial Supermarket was Bulgarian Posts. First ever live transaction was paid on 2 May 2019. Since then, Eurogiro has continued to develop the platform intensively and in September 2019, Albanian Post became the second member to actively use the Supermarket.

However, the story does not end there. Meanwhile, the Eurogiro development team was, and still is, in intensive communication with various members and partners to join the Supermarket platform. We expect new and important events to take place by the beginning of 2020. New partner, KoronaPay will soon become the second partner participating in the Supermarket, while in parallel, PTT Turkey will be the next member to deploy the Supermarket platform in its post offices.

At the moment, in addition to the above, the Eurogiro team plans to deploy the Supermarket in at least two more member countries in the first quarter of 2020. At the same time, intensive discussions are

taking place with a number of large and mid-sized MTOs about joining in, and the results should become visible very soon. In addition to the MTO Payouts product, the plan is to release two more products by the end of the year: PostalPay instant money transfer and Mobile Airtime Topups.

These are truly exciting times for Eurogiro. We are very pleased to see the huge interest of this new platform and how our members are responding so positively to it. We invite all members to join in and start benefiting from the new revenue streams that the Financial Supermarket will bring.

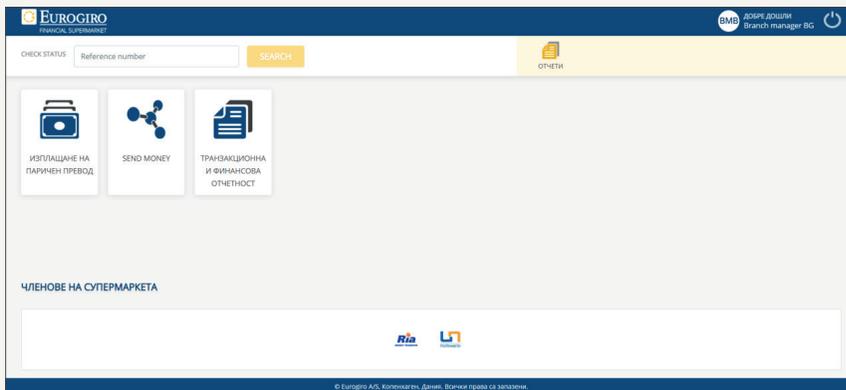
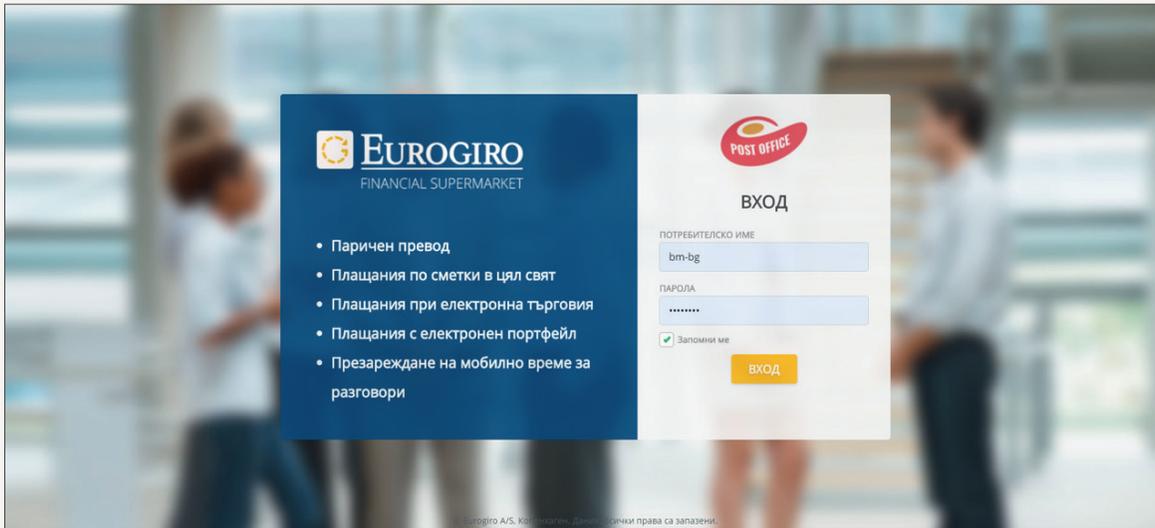
*Mladen Perković, Chief Operating Officer
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How can you join the Supermarket?

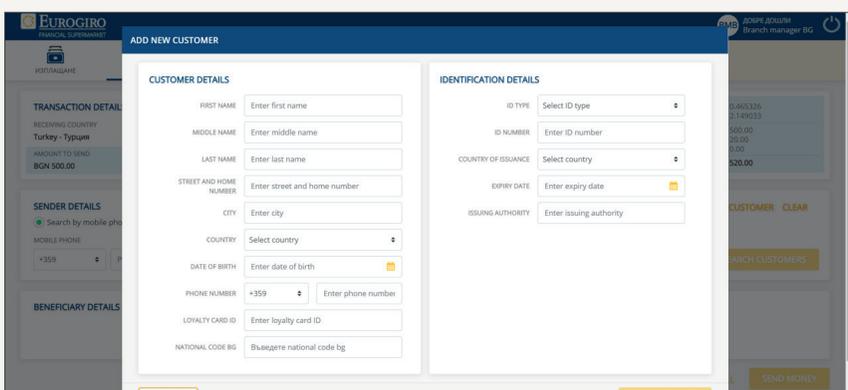
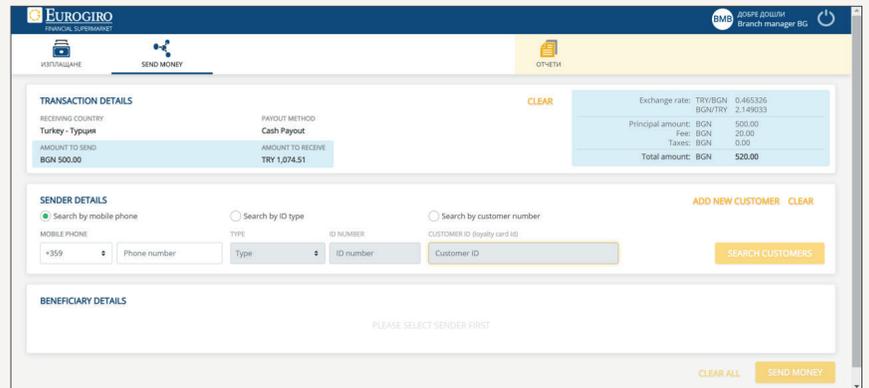
It is very simple! Sign a MLF2.0 Agreement with Eurogiro. Technical deployment depends on the level of desired integration with your core systems. The Supermarket can be deployed in a light mode, as separate web application that cashiers will use to perform transactions. However, integration with core systems is possible at multiple points, ranging from a Single SignOn feature (cashiers would use the same credentials for the Supermarket which they use

to log in to the core system) to automatic recording of pay ins and pay outs – including the printing of receipts in the core application. Based on discussions with the particular member, Eurogiro would enable an assortment of services inside the Supermarket, which would not interfere with existing postal services. In addition, Eurogiro would provide customisation of the Supermarket to local language requirements and appropriate cashier user manuals.



The Supermarket login screen customised to local language requirements.

The PostalPay instant send money product - sends money transfers between Eurogiro members instantly.



Bulgarian Posts embraces the Financial Supermarket

On 2 May 2019, Bulgarian Posts became the first Eurogiro member to implement the Financial Supermarket. Now, after eight months of operations, the Financial Supermarket is being embraced as a game-changer for the postal service.

Eight months down the road, we can reiterate the positive feedback given at the ECM19 in Bucharest. The Supermarket is working – and it is doing great.

Being a first mover on the new open payment platform has been a fun and interesting journey and the collaboration with the Eurogiro team has been excellent. The platform has been intuitive to work with for our colleagues in the branches, and the translation into Bulgarian and integration of the cashier application with the Supermarket, avoiding double entry of data, has been a big asset.

From an operational point of view, the implementation was simple and easy and the daily settlement with Eurogiro is working seamlessly. And, may I add that the intuitive flow for MTO Payouts - in the application has received positive feedback from our customers, underlining our satisfaction with the platform.

There is no doubt that the Supermarket platform has been a game-changer and it is key for both future business development

and future revenue streams for Bulgarian Posts. We now look forward to being part of this journey and to do business with even more postal service providers and partners in the Financial Supermarket.

*Tonka Smoleva, Head of Department
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The Bulgarian Posts location where the first Supermarket transaction was paid.



The Eurogiro and Bulgarian Posts teams in the Bulgarian Posts outlet which paid the first Supermarket transaction.

Quote from Mladen Perkovic, COO, Eurogiro:

"I would like to state my sincere gratitude to Tonka and the team at Bulgarian Posts for their courage and strong support. The launch of the first Financial Supermarket is truly a great milestone in the history of Eurogiro."

The Financial Supermarket has a great impact on Albanian Post

On 2 October 2019, Albanian Post experienced the first live transaction on the Financial Supermarket. And, in just a few weeks, the implementation was a big success.

You launched the Supermarket in early October 2019 – what is the overall experience so far?

It has been an enriching experience to be part of this journey and I can state with absolute confidence that the Supermarket is already a success story.

How did the implementation go?

It was a flawless process. The technical integration was simple and the Eurogiro team supported us with manuals and assisted us with 'train-the-trainer' courses. We first launched in 60 central locations and then we completed the training of all our cashiers and expanded the service to the postal offices all over the country.

The feedback from our branches has been very positive and we were happy to see the transactions started to flow from day one.

How do you see the Supermarket going forward?

Well, these are the first steps of the Supermarket. We have high expectations and consider it to be a good source of generating revenues. I am looking forward to Eurogiro bringing more postal service providers and partners onto the platform to further grow and expand the business. I am very positive that the best has yet to come.

Any advice for other members who are looking to implement the Supermarket?

It proved successful for us to implement it in two phases. First, in the central locations and afterwards all over the country. It was imperative for us to learn and understand more. As soon as we had everything under control, we started to train the cashiers for the second phase.

*Nevila Bejleri,
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Quote from Ersun Kutlu, Product Implementation Director, Eurogiro:

"The contribution of Nevila and Posta Shqiptare has been second to

none and really shows the high level of professionalism and ambitions of Posta Shqiptare".



The first successful Supermarket transaction made at Albanian Post.



The teams from Albanian Post and Eurogiro involved in the Supermarket implementation.

Ria Money Transfer becomes the first Money Transfer Operator to join the Eurogiro Financial Supermarket platform for postal services

The successful partnership between Ria Money Transfer and Eurogiro has made it possible for Ria to become the first global money transfer operator to join Eurogiro's next-generation open payment platform for Postal Financial Services, called the Eurogiro Financial Supermarket. The innovative platform empowers postal organisations to actively engage in financial services, both locally and internationally at an unparalleled level. Thanks to this platform, Ria Money Transfer services were rapidly deployed in the offices of two postal operators: Bulgarian Posts and Albanian Post.

The benefits for both parties are exceptional. Through a single point of entry, Ria obtains access to a larger number of postal institutions, while Eurogiro secures

working with one of the largest money transfer companies worldwide, ensuring a fruitful and rewarding business for the Eurogiro members.

Being the first international Money Transfer Operator to join the Eurogiro Financial Supermarket gives Ria a significant head-start among its competitors within the postal service industry, which is one of the best networks of physical offices offering financial services in any country.

The roll-out plan for 2020 is ambitious: four postal service provider members of Eurogiro will implement Ria money transfer services. On top of operational deployment of the service, Eurogiro and its members will make efforts to promote Ria services in

their respective countries, which includes branding in the postal offices as a fundamental part of this process.

The cooperation between Eurogiro and Ria can be summed up as 'act globally, focus locally'. As Eurogiro enables global access to an extensive number of postal institutions, it will also work alongside Ria to focus on the singularities of local markets and build the business through proper operational support.

*Mladen Perković, Chief Operating Officer
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Eurogiro Asia Pacific Customer Council meeting, 20-21 November 2019

'Focus on your Success' was the theme at the Eurogiro Asia Pacific Customer Council this year, which was hosted by Joel L. Otarra, Postmaster & CEO, and his team of the Philippine Postal Corporation. The meeting was held at the Dusit Thani Hotel and Conference Centre in Mactan, Cebu, Philippines.

The Asia Pacific Customer Council, established nearly a decade ago, brings together Asia Pacific members and partners in a region-focused session.

"Asia Pacific continues to be one of our most important regions and payment markets for Eurogiro and our game-changing products," said Dame Damevski, Chief Commercial Officer.

The highlight of the day was Mladen Perković, Chief Operating Officer, who presented the Eurogiro Financial Supermarket platform and gave an interactive product demonstration.

In addition, as part of the day's agenda, the Council met and was given an in-depth

presentation by the APAC Managing Director of Ria Financial, one of the newest partners on the Financial Supermarket.

The Council discussed the key elements of how to launch the Supermarket platform successfully in their respective countries, as well as important strategy and feedback on how the Supermarket could be further enhanced in subsequent launches.

Next year's Eurogiro Asia Pacific Customer Council will be hosted in Kuala Lumpur, Malaysia.

*Gene Gutierrez,
Regional Director – Asia Pacific
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One of the engaging discussions taking place during the breakout session.

Successful Eurogiro Community Meeting 2019 hosted by Posta Romana

For three days in May, Bucharest was full of postal vibes with interesting presentations, debates, discussions and business negotiations – and not least intensive networking amongst the 100 participants.

The Eurogiro Community Meeting (ECM) 2019 was officially opened by the Romanian Minister of Communication and Information Society, and former Eurogiro board member, Alexandru Petrescu. Alexandru highlighted the urgent need for postal organisations to innovate and build upon the valuable platform established by postal service providers in the past century. The opening remark truly paved the way for the presentations and discussions to come with *Empowering Postal Networks – Delivery through Innovation* as the central theme of the ECM.

During the first two days of the ECM, we experienced highly interesting presentations from Eurogiro, members, partners and experts, all moderated well and with great enthusiasm by Mohit Davar, Eurogiro board member.

Eurogiro and Erste Bank were up first with a much-anticipated presentation of the new ESSP solution. The main message was that although the path to success had been challenging, the new ESSP solution was successfully delivered thanks to the close collaboration between Eurogiro, Erste Bank and ESSP participating members. Furthermore, Philipp Fischer, Erste Bank, presented the capabilities of Erste Bank and further highlighted that the key design criteria of causing minimal change for members was accomplished.

Later, Michel Stuijt, former Eurogiro CEO and now executive advisor to the Eurogiro

Management, presented, on behalf of Poste Italiane and La Poste Tunisienne, a new and innovative solution for transfers between Italy and Tunisia. The solution utilises the Eurogiro network and enables customers to perform easy remittance payments while simultaneously creating a bank account.

Transaction Monitoring and Sanctions Screening was the topic when AML and compliance expert, Bo Bager, PricewaterhouseCoopers, provided his view on Inpay's extensive compliance setup. And Bhavik Vasa challenged the audience with his thoughts on 'phygital' and how it is important to strike the balance between physical and digital, which is what consumers are asking for. Douglas King, Deloitte, gave a thorough presentation on the current trends in the payments space and Sajeev Viswanathan, New Street Tech, presented a new and inspiring approach to financial inclusion with a blockchain-enabled financial services ecosystem.

The attention then turned towards the Financial Supermarket. Dame Damevski, Eurogiro CCO and Mladen Perković, Eurogiro COO presented the latest developments and were followed by Biser Pachev, Bulgarian Posts, who shared the experience of being the first member to implement the Financial Supermarket. Biser Pachev highlighted, among other things, the easy integration and the friendly interface, while stating Bulgarian Posts'

great appreciation of the new platform.

In addition, presentations were made by MTO Express Money, eCommerce site eMag and Wells Fargo Bank – all potential partners on the Supermarket platform.

Sudhesh Giriyan, CEO, Express Money gave a motivating presentation that underlined the value of MTOs having the Financial Supermarket as a uniform open payments platform for accessing postal service providers globally. Paul Aparaschivei, Public Policy Officer, Romanian-based Ecommerce eMAG, introduced the audience to the growing business of eMAG. He talked about wanting to work more closely with postal operators, while sharing the challenges they have faced so far in accomplishing this, as well as highlighting the value added by the Financial Supermarket. Daniel Ayala, Executive Vice President, Wells Fargo Bank, provided an appealing presentation on the role of Wells Fargo Bank in the remittance space and emphasised the relevance of the Financial Supermarket in the future.

The third day of the ECM was reserved for bilateral meetings and various working group meetings before the member delegations returned home with new input, business opportunities and new relations in the Eurogiro Community.

*Michael Mikkelsen, Chief Strategy Officer
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Technical User Group Meeting, Bucharest 2019

This year, the Technical User Group Meeting (TUG) was held as a mixed format, where attendees could participate in both TUG and the Eurogiro Community Meeting (ECM) sessions. Eurogiro decided on this format with the aim of broadening the perspective of TUG participants to give them a better understanding of the business side of operations as well as having purely technical discussions.

During the dedicated TUG sessions, various interesting topics were discussed, both in terms of current activities in the Eurogiro network and other topics not directly related to Eurogiro, but certainly relevant to our community.

Mladen Perković, Chief Operating Officer, Eurogiro, gave an introductory overview of the current events in the development and operations of Eurogiro platforms. A new structure of the ENOC support was introduced to members, with details of three levels of support. The members were also introduced to Netgroup/Sentia, a new infrastructure provided for the Eurogiro systems. Timelines for the development of the new Supermarket platform were also presented. In addition, the members were informed about current activities in the discontinuation of the MPLS lines, testing and going live with the new 5.0 version of the ELS/ESM platform, preparations for the launch of the new ESSP platform in cooperation with Erste Bank, and the planned migration of the PKI systems. In the light of the pending discontinuation of

FTI by SWIFT, members were informed about the possible options that Eurogiro might employ in the future.

Johan Petersson, ENOC, presented the planned technical solution for the new ESSP platform in detail, based on the new 5.0 version of the ELS/ESM platforms.

Joel Vest, Netgroup, presented the new infrastructure solution for the Eurogiro systems in detail, operated by Netgroup/Sentia. There was special emphasis on the virtualisation of the components, as the new and upgraded feature in comparison to the existing setup.

Marian Illovsy, Postova Banka and member of the Eurogiro Security Group, presented the results of the self-assessment in 2018.

Mircea Costache, Banca Comerciala Romana, gave a very interesting presentation about time-based network security. Subsequent discussions reflected many aspects of network security and

possible solutions to mitigate unwanted access and subsequent damage to the networks.

During the ECM sessions, the TUG participants could attend interesting presentations related to the development of the new Supermarket platform, and listen to the Bulgarian Posts' experience as the first member of the Financial Supermarket.

*Mladen Perković, Chief Operating Officer
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SWIFT termination of FTA/FTI and Eurogiro's plan moving forward

In response to the discontinuation of FTI/FTA protocols by SWIFT, which will come into effect in January 2020, Eurogiro and its members must adapt to ensure smooth operations after the mentioned deadline.

After reviewing various options, Eurogiro has made the decision to migrate its locally hosted SWIFT Alliance gateway instances to SWIFT bureau CIS d.o.o Novi Sad, Serbia. In cooperation with CIS, Eurogiro will be able to move their SWIFT platform from Alliance Gateway to Alliance Access, while CIS will oversee all necessary data conversions to mitigate discontinuation of FTI/FTA, while removing any need at Eurogiro's side for major redevelopment of the ESM server software. Full migration to SWIFT bureau is planned for completion by December 2019.

What are the options on the member side?

As both Eurogiro and SECUG members are affected by the changes imposed by SWIFT, the Eurogiro members who use the ESM software and SWIFT rails to communicate with the Eurogiro network have the following options:

- 1. Upgrade to Alliance Access with Full Integration Pack – in this case, data exchange can be continued without any changes.**
- 2. Upgrade to Alliance Access with Standard Integration Pack – in this case, Eurogiro will provide a new version of the ESM application that will enable smooth data exchange with the new Alliance Platform.**
- 3. Migrate to SWIFT bureau – in this case, the bureau can solve the data conversion problem for the member, without any or little effort on the member side.**
- 4. Migrate to ELS – we consider this to be the best option, as it is cost-free for members. Eurogiro can purchase and provide necessary routers and help the member in setup and installation.**

Members who communicate directly with Eurogiro via SWIFT, without using the ESM application, are obliged to comply with the new SWIFT rules on their own, as Eurogiro cannot assist in this case.

*Mladen Perković, Chief Operating Officer
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CIS SWIFT Service Bureau

CIS is one of the leading providers of SWIFT Service Bureau connectivity services in the region of Central and Eastern Europe and the Balkans, and sees full satisfaction of its customer needs as the key for mutual and long-lasting success.

CIS offers cost-effective outsourcing solution for connectivity to the SWIFT Network to banks, broker-dealers, fund managers and other financial institutions, through its CIS SWIFT certified Service

Bureau. Having been SWIFT Partner for 15 years, in addition to SWIFT Service Bureau connectivity and support services,

CIS also provides other SWIFT-related services to cover business needs of its clients in the financial industry.

At present, CIS SWIFT Service Bureau supports clients from 14 countries: Albania, Austria, Bosnia and Herzegovina, Bulgaria, Czech Republic, Croatia, Denmark, Greece, Hungary, North

Macedonia, Montenegro, Romania, Slovenia and Serbia.

*Vladimir Filipović, General Manager
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Eurogiro opens regional office in Kuala Lumpur

Establishing Eurogiro's office in Kuala Lumpur, Malaysia signals 'expanded focus' into Asia Pacific.

Eurogiro underpins the strategic importance of the Asia Pacific region for Eurogiro's new strategy by offering its next-generation open payments platform to empower the region's postal organisations to engage in innovative financial and payment services.

The Eurogiro Asia business is led by Dame Damevski who has extensive experience in payments and postal financial services, including 11 years at Eurogiro and Inpay. Initially there will be four staff members in Kuala Lumpur, but the plan is to further grow the team in 2020. The new team members will be 'across the board', including business development, operations and IT to support the needs of local members and enable Eurogiro and its partners to have a 24/7 global presence.

Commenting on the new office expansion, Adam Erritzoe, CEO, says: "We want Asia Pacific postal organisations to get the best possible expertise and local support so they can grow with existing Eurogiro members and engage with new postal and banking partners. A robust regional team will enable efficient implementation of new opportunities for our members, provided by the Eurogiro Financial Supermarket."



Dame Damevski, Chief Commercial Officer and Member of the Board at Eurogiro, recently relocated to Kuala Lumpur to lead Eurogiro's 'expanded focus' into Asia Pacific.

Activity Calendar 2020

Meet us at these events:

03 – 05 February 2020

Conference/Workshop on Increasing Postal Revenue, Ho Chi Minh City

09 – 11 June 2020

Eurogiro Community Meeting, Madrid

24 – 26 June 2020

Global Forum on Remittances, Investment and Development (GFRID) – Africa 2020, Nairobi

10 – 28 August 2020

UPU Congress Abidjan 2020, Abidjan

05 – 08 October 2020

SIBOS – Inpay booth, Boston

Eurogiro is a global payments infrastructure. We connect postal service providers, banks and other payment handlers, and facilitate member-driven cooperation to create business opportunities for our members.

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