



Heritage Bank And Diebold Nixdorf Sign 5-Year Services Agreement Making The Bank's Self-Service Channel More Agile, Efficient And Secure

November 25, 2019

DN AllConnect Services(SM) improves operational efficiency of the bank's entire ATM fleet

TOOWOOMBA, Australia and NORTH CANTON, Ohio, Nov. 26, 2019 /PRNewswire/ -- Diebold Nixdorf (NYSE: DBD), a global leader in driving connected commerce for the banking and retail industries, has partnered with Heritage Bank, Australia's largest customer-owned bank, to manage its entire fleet of ATMs as part of a five-year services and maintenance agreement.

Powered by [DN AllConnect ServicesSM](#), Diebold Nixdorf will provide an expanded range of support services and solutions to ensure that Heritage Bank's self-service network delivers optimum performance and the best experience for their consumers.

In addition to real-time, remote monitoring services and a fleet-wide migration to Windows 10, the company will provide anti-skimming card protection, security updates, and remote software updates, maintenance and support.

Peter Lock, CEO of Heritage Bank, said: "This agreement ensures increased operational efficiency of our ATMs, and allows us to focus on our core business of providing consumers with a great banking experience. The relationship with Diebold Nixdorf matters a great deal to us, and we are absolutely thrilled that it will be continuing. We look forward to working closely with them and extending the relationship for many more years."

Jaivinder Singh Gill, Regional Vice President and Managing Director of Banking, Asia Pacific at Diebold Nixdorf, said: "High system availability across an entire ATM network is a critical component to deliver positive consumer experiences. DN AllConnect Services provides the capabilities and technology needed to make Heritage Bank's self-service channel agile, efficient and secure. We are proud to service and maintain the bank's fleet of Diebold Nixdorf ATMs and look forward to a continued partnership."

About Heritage Bank

Heritage Bank is Australia's largest customer-owned bank and one of the longest-running financial institutions in the country, with its origins stretching back to 1875. Heritage has total consolidated assets of \$10 billion, with 58 branches across southern Queensland and two branches opening in Sydney by the end of 2019. Heritage provides home loans to customers around the country via a network of mortgage broker partners.

About Diebold Nixdorf

Diebold Nixdorf, Incorporated (NYSE: DBD) is a world leader in enabling connected commerce. We automate, digitize and transform the way people bank and shop. As a partner to the majority of the world's top 100 financial institutions and top 25 global retailers, our integrated solutions connect digital and physical channels conveniently, securely and efficiently for millions of consumers each day. The company has a presence in more than 100 countries with approximately 23,000 employees worldwide. Visit www.DieboldNixdorf.com for more information.



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