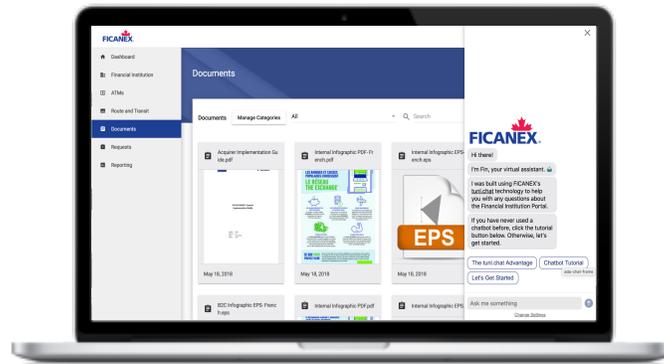




FICANEX LAUNCHES FIN—AN INTERNAL AI-POWERED CHATBOT DESIGNED TO ASSIST CLIENTS

tunl.chat



TORONTO, ON – August 31, 2020 - **FICANEX®** is thrilled to announce the launch of **Fin**, our FI (Financial Institution) Portal virtual assistant using FICANEX's tunl.chat technology! The FI Portal exists as an opportunity for FICANEX to effectively and efficiently manage the operations of THE EXCHANGE Network and makes it possible for financial institution employees to administer important changes and updates for their Financial institutions. The FI Portal also provides up-to-date marketing and operational information for all FICANEX services; all in one convenient location.

Financial Institution employees logging onto the [FI Portal](#) via our website are now able to digitally self-serve when searching for information and requiring assistance navigating the different tools and resources available to them. Fin—our AI-powered chatbot—will provide financial institution employees with 24/7 assistance no matter where they are; empowering them with greater efficiency and helping them use the platform more effectively.

Fin is a conversational bot that allows chatters to ask specific questions, or choose from various topics including EXCHANGE ATMs, Documents, Marketing Materials, and many more. The bot leverages machine learning technology to improve its ability to understand different variations of questions and provide more accurate answers with each conversation that takes place. This helps to continuously improve the chatter experience with minimal human effort required.

With instructional videos, screenshots and an extensive FAQ section, Fin ensures that employees are utilizing the FI Portal to its full potential and are able to maximize the value of THE EXCHANGE Network for their organization and cardholders.

To see Fin in action, head to our [FI Portal](#), log in and click the icon on the bottom right corner of the page to start chatting.

If you want to learn more about what tunl.chat can do for your organization, contact us at marketingandsales@ficanex.ca.

About FICANEX:

FICANEX consists of FICANEX Services Limited Partnership which owns and operates THE EXCHANGE Network; Canada's largest surcharge-free ATM network, and FICANEX Technology Limited Partnership which developed and supports the tunl. technology platform; providing next-generation digital services for over 165 financial institutions across Canada, allowing them to effectively compete in the digital era of financial services.

For more information please visit:

www.ficanex.ca

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